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To: Direct PCPs & Ancillary
From: IEHP – Provider Relations
Date: July 10, 2025
Subject: **ALERT: Referral Request Capability Reinstated for Specified Ancillary Services**

This communication supersedes the notice titled “Effective May 1, 2025 - PCPs Must Submit Referrals for Specified Ancillary Services” sent April 1, 2025.

Effective immediately, we are temporarily reinstating referral request capabilities for Ancillary Providers (Physical Therapy (PT)/Speech Therapy (ST)/Occupational Therapy (OT) /Durable Medical Equipment (DME)/Home Health (HH)) for Medi-Cal and DualChoice D-SNP members. For Covered California, we maintain that these referrals must be submitted by the treating physician.

While we are reverting to the referral process that was in place prior to May 1, 2025, please note that IEHP has and will continue to enhance our internal processes to actively review referral and claims patterns for these services to ensure services requested and/or rendered meet all requirements including individualization based on the clinical needs of each member.

Please note that this change will be effective for all services beginning July 11, 2025. **Any referrals submitted post-service should be submitted as “standard post-service” priority and please check all authorizations to ensure duplicate requests are not submitted.**

Subsequent communications will provide further details regarding IEHP’s expectations of the ancillary and attending/treating providers, again to ensure that all controls are working as expected and members are receiving clinically necessary and appropriate services.

Thank you for your commitment and partnership in serving our community. IEHP always welcomes the input of our providers and considers it a privilege to serve you and our members.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

All IEHP communications can be found at: providerservices.iehp.org > News and Updates > Notices.