



*We heal and inspire the human spirit.*

**To:** PCPs, Specialists, and CS Contracted providers

**From:** IEHP – Health Services

**Date:** July 22, 2025

**Subject:** **90-day & 60-day Service Hold Lift for Limited Community Supports Services**

---

---

Dear IEHP Provider:

Effective **July 14, 2025, IEHP lifted the 90-day service hold** for the following Community Supports:

- Asthma Remediation
- SNF to RCFE Transitions (Assisted Living Facility)
- SNF to Home (Community/Home Transition Services)

Effective **July 21, 2025, IEHP lifted the 60-day service hold** for the following Community Supports:

- Recuperative Care
- Short Term Post-Hospitalization

These cases will be prioritized and processed now as services resume. The remaining Community Supports requests will be addressed in phases, and notification will be provided as processing of these services commences.

### **IMPORTANT: Upcoming Criteria Changes and Provider Controls**

Updated DHCS service definitions and eligibility criteria will go live on August 1, 2025 (effective July 1, 2025).

**Please find details and expectations below, including new referral forms that must be used effectively immediately and uploaded as documentation with CS referrals submitted through IEHP's secure portal.**

#### **Asthma Remediation**

- Submit using the new standardized referral form (website location below under “Referral Forms Location”).
- Assessments must be conducted by a third-party provider.
- Receipts are required for claim submission (home modifications, HEPA vacuums, dehumidifiers).

*Note: Asthma self-management education and in-home trigger assessments will transition to the Asthma Preventative Services (APS) benefit on January 1, 2026.*

#### **SNF to RCFE Transition (Assisted Living)**

- Use the new referral form (location below under “Referral Forms Location”)
- Progress must be shown through placement notes and encounter data.
- Eligibility criteria have been refined.

## **SNF to Home Transition**

- Use the new referral form (location below under “Referral Forms Location”).
- Coordinate with ECM providers and discharge planners.
- Clarifies the scope of services for nursing facility diversion and alignment with Managed Care Plans

## **Recuperative Care**

### **Eligibility & Service Updates:**

- Up to 90 days per episode (extensions require clinical justification)
- Must include discharge planning
- Cannot overlap with other CS housing services

### **Short Term Post-Hospitalization:**

- Up to 90 days per episode (with clinical justification for extensions)
- Must include transition planning (e.g., linkage to housing, ECM, CS)
- Not to be used concurrently with Recuperative Care or other housing CS services

### **Reminder of Provider Expectations:**

- Submit all CS referral requests via the IEHP Provider Portal at [www.iehp.org](http://www.iehp.org).
- Upload the completed updated referral forms from the website and all required documentation.
  - Providers enrolled with MCPs should be prepared to:
    - Follow revised eligibility and documentation rules.
    - Offer the updated service scope, especially for Recuperative Care and Short Term Post-Hospitalization
    - All CS providers should review and update internal policies and care guidelines by August 1st.

## **Referral Forms Location**

The referral forms can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > Community Supports or [click here](#).

Community Supports will also be offering webinars and office hours to support providers; stay tuned for details.

For any questions regarding this notice, please connect with us at [CommunitySupport@iehp.org](mailto:CommunitySupport@iehp.org)

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

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices