

Portal Enhancement

To: IEHP Direct Providers

From: IEHP – Provider Relations

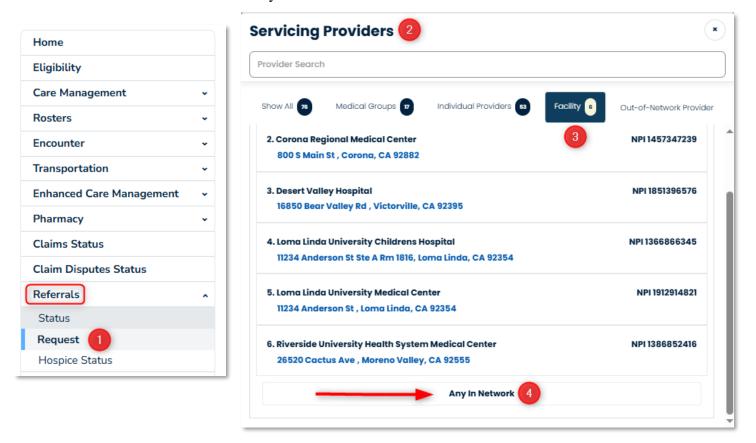
Date: July 31, 2025

Subject: New Process When Selecting Any-in-Network for Referral Requests

We have made a recent update to our Referral Request process: <u>If</u> choosing Any-in-Network instead of a specific servicing Provider, the authorization will be directed to a specialist within 20 miles of the member's address. If no member address is on file, authorization will be routed to within 20 miles of the member's assigned PCP.

Please note, users are not required to use this new process, but if a servicing provider is not known and any innetwork is chosen, authorization will be processed accordingly.

- 1. Select Referral > Request
- 2. Select Servicing Provider
- 3. Choose Facility
- 4. Scroll to the bottom for Any-in-Network



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

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