

**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: **If 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 in-network 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

The screenshot displays the 'Servicing Providers' interface. On the left, a sidebar menu has 'Referrals' highlighted, with 'Request' marked with a red circle 1. The main panel, titled 'Servicing Providers' with a red circle 2, contains a 'Provider Search' bar and filter tabs: 'Show All' (76), 'Medical Groups' (17), 'Individual Providers' (63), 'Facility' (5) (highlighted with a red circle 3), and 'Out-of-Network Provider'. A list of facilities is shown, including Corona Regional Medical Center, Desert Valley Hospital, Loma Linda University Childrens Hospital, Loma Linda University Medical Center, and Riverside University Health System Medical Center. At the bottom, a red arrow points to the 'Any In Network' option, which is marked with a red circle 4.

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)

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