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To: PCPs, Specialists & IPAs

From: IEHP – Utilization Management (UM)

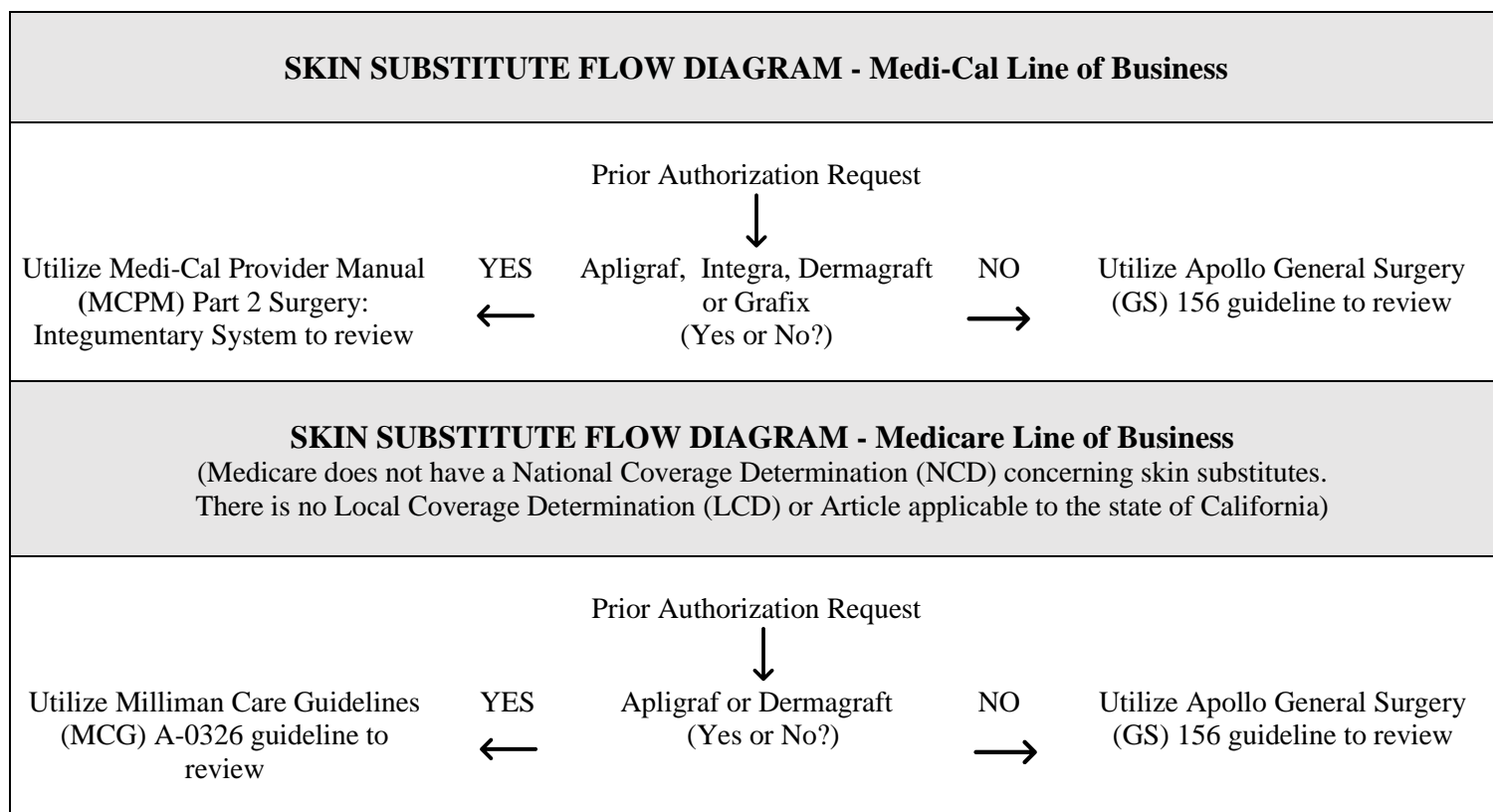
Date: August 5, 2025

Subject: **UPDATE – Clinical Criteria for UM Decisions & Skin Substitute Flow Diagram**

Effective **October 29, 2025**, we will terminate our contract with Simplr for Hayes Evidence Analysis Software and Hayes Evidence will be removed from the hierarchy. Moving forward, IEHP and our Delegates will utilize the **Skin Substitute Flow Diagram** as a guide for skin substitutes.

The following policies will be updated to reflect these changes:

- MC_14A Delegation and Monitoring
- MA_14A Utilization Management – Delegation and Monitoring
- CCA_14A Delegation and Monitoring



For questions, please contact the IEHP Provider Call Center at (909) 890-2054 or email ProviderServices@iehp.org

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