



We heal and inspire the human spirit.

To: PCPs and Community Supports Providers

From: IEHP – Health Services

Date: August 14, 2025

Subject: **90-day Service Hold Lifted for select Community Supports Services**

Dear IEHP Provider,

Effective August 18, 2025, we will be lifting the 90-day hold for the following Community Supports services:

- Medically Tailored Meals
- Personal Care and Homemaker Services
- Home Modifications
- Respite Services
- Day Habilitation

These cases will be prioritized and processed first as we begin resuming services.

Additionally, please be advised that updated criteria for the services listed above went live on August 1, 2025. We encourage you to review these updates closely to ensure compliance moving forward.

These updated service definitions became effective July 1st and are expected to be adopted by all managed care plans by August 1st.

Medically Tailored Meals:

Eligibility & Service Updates:

- Meal quantity/duration reduced, not based strictly on medical necessity

Providers must:

- Include a nutritionist referral with the request
- Submit delivery logs
- Provide clinical justification

Home Modifications:

- Structured limits on scope and type of modifications

Providers must:

- Submit cost estimates
- Contract with licensed vendors
- Provide before-and-after photos

Respite Services:

- Reduced timeframe and service limits

Providers must:

- Track respite hours used
- Justify services based on caregiver fatigue or member behavioral needs

Day Habilitation:

- Structured eligibility and documentation required

Providers must:

- Submit habilitation goals
- Document attendance
- Show member engagement toward independence

Effective August 1st

- Managed care plans (MCP) must be operationally aligned with the updated definitions.

Providers enrolled with MCPs should be prepared to:

- Follow revised eligibility and documentation rules.
- Offer the updated service scope
- All CS providers are required to review and update internal policies and care guidelines by August 1st.

Required Action for Providers

All providers are required to submit referrals through the Provider Portal.

Please ensure the following:

1. Updated referral forms can be found at: www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Community Supports or [click here](#)
2. Download the referral form matching the service needed. Complete the requested information, and save
3. Log in to the Provider Portal: <https://providers.iehp.org/account/login>
4. Request a referral for the matching Community Support service
5. Upload/attach the completed referral form from #2, with all required supporting documentation and submit.

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: www.providerservices.iehp.org > News and Updates > Notices