

To: Provider Network
From: IEHP - UM
Date: September 11, 2025
Subject: Frequency Field Added on Referral Status

A new **Frequency Field** has been added to the referral detail under **Referral Status** to show the authorized quantity and frequency for the specific quantity on an authorization. The addition assists with servicing and billing the correctly approved quantity.

1. Referral > Status
2. Click the +
3. Click the magnifying glass
4. Scroll down to Frequency field

Referral Status
IEHP's Referral Status page allows Providers to conveniently view the status of their medical, behavioral health, pharmacy and vision referrals.

The DHCS Medi-Cal Rx transition went into effect January 1, 2022. For more information, including prescriber registration and Magellan portal access, please visit: <https://uac.magellanrx.com>.

Search by IEHP ID, SSN, CIN or Referral Number

Search

Results: 111

Referral ID	Member	LOB	Received Date	Status
H		Medi-cal	Sep 3, 2025	Complete

Review ID	Type	Category	Location	Status	Reason
	Initial	Durable Medical Equipment	11-Office	Approved	Medically Necessary

Review Total: 1

Review ID:
Status: Approved
Received: 8/19/2025

POS: 11-Office
Priority: Standard-Pre-service
Category: Durable Medical Equipment

Procedures Total: 1

	Code	Requested	Approved	Decision	Dates	Frequency
1	T454I	Units	1 Units	Approved	8/19/2025 - 2/15/2026	Monthly

Description:
Incontinence product, disposable underpad, large, each

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

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