

## Portal Enhancement

To: Hospitals

**From:** Provider Relations

**Date:** October 8, 2025

**Subject:** Hospital Discharge Information: Additions to Medical Referral Requests

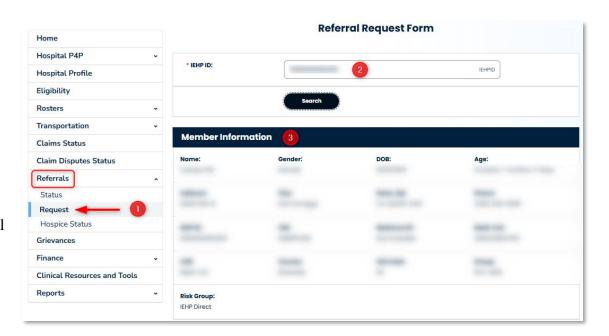
We have updated our **Medical Referral Request Form to include references to Hospital Discharges**. This will allow Hospitals to initiate medical referral requests to coordinate care for members upon discharge. Additionally, other Provider types will be able to connect any referrals to possible hospital stays, if applicable. This will result in a streamlined process regarding post-hospital care for members.

## The existing process:

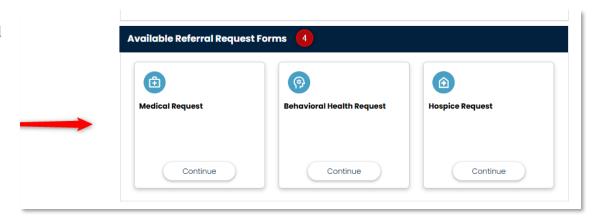
- 1. Choose Referrals > Request
- 2. Enter Member ID

## **Updated process:**

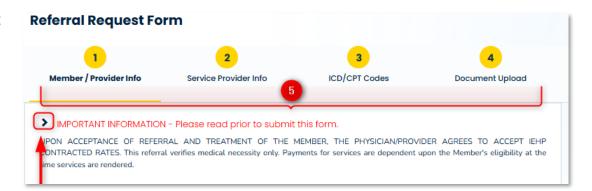
3. Member information will pre-populate *prior* to selecting referral type



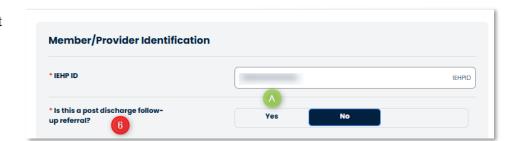
4. New look when choosing referral type



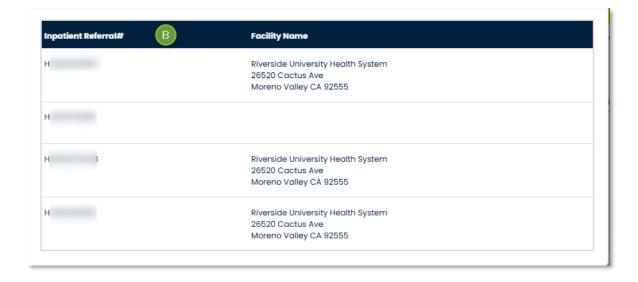
5. When choosing Medical Request a new process pathway will appear with the option to see more UM information



- 6. An option appears to link the medical referral request to a recent hospital/facility stay; response is required
  - A. Is this a postdischarge follow-up referral?



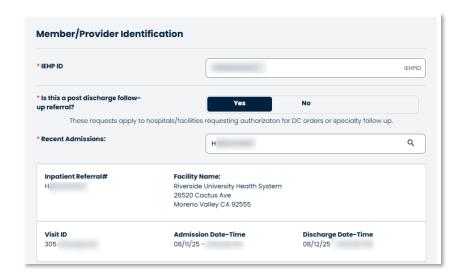
B. If yes, click, and a box will appear listing recent hospital stays



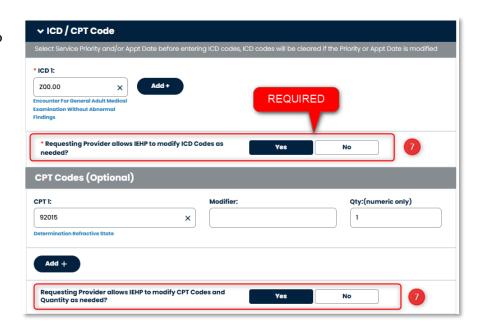
- C. Choose the corresponding stay by clicking the listing
- D. Click on Visit ID to attach



Hospital visit is now linked to referral.



7. There is a field to allow IEHP to update ICD and CPT codes; a response is required for ICD codes, optional for CPT.



8. Indicate document type:



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