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To: IPA Network
From: IEHP Utilization Management
Date: December 22, 2025
Subject: **Update! Notification of Updated Prior Authorization Timeframes**

We would like to inform you about the changes to the Utilization Management Timeliness Standards for Standard (Non-Urgent) Pre-Service Requests, which will be implemented **effective January 1, 2026** including:

- Decision and written notification to be provided to both the member and provider **within seven (7) calendar days** following the receipt of the service request.
- IEHP will provide further notification to IPAs once IEHP Timeliness Standards have been updated. However, IPA's are to prepare now for this new timeliness requirement effective January 1, 2026.

For questions, please contact Jessica Gonzalez, Delegation Oversight Manager, at Gonzalez-J6@iehp.org or the IEHP Provider Call Center at (909) 890-2054 or email ProviderServices@iehp.org.

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