



We heal and inspire the human spirit.

To: PCPs, Specialists and BH Providers

From: IEHP – Provider Relations

Date: February 19, 2026

Subject: **IEHP UM Department Availability**

We would like to remind you of the availability of Utilization Management (UM) staff and physicians to respond to Provider inquiries regarding UM concerns, including authorization requests, status, and clinical decisions and processes.

Providers may contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 to be connected with UM staff who are available **Monday - Friday from 8:00 am to 5:00 pm.**

Communications received after normal business hours (between 5 pm and 11:59 pm) are responded to on the next business day, while communications received after midnight (Monday-Friday) are responded to on the same business day.

The following methods are available to communicate after hours:

- Telephone: (800) 440-4347 for UM Referrals
- Email: ProviderServices@iehp.org
- Fax: (909) 890-5751

As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices

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