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To: Medi-Cal IPAs
From: IEHP – Utilization Management
Date: March 5, 2026
Subject: **Utilization Management Timeliness Standards – Medi-Cal**

Inland Empire Health Plan (IEHP) previously advised all delegates in the February 19, 2026, provider notice titled [“Utilization Management Timeliness Standards – Medi-Cal”](#), of the new **Standard (Non-Urgent) Pre-Service** timeliness standards that became **effective on January 1, 2026**.

Please note that additional clarifying verbiage was added to the Medi-Cal UM Timeliness Standards since the last notification distributed to our IPA network:

Standard (Non-Urgent) Pre-Services Requests

- If the initial seven (7) calendar days timeframe is extended, the organization must notify the member and requesting provider of its decision as expeditiously as the member's health condition requires, but no later than the expiration of the extension.

Urgent Pre-Services Requests

- If the initial 72-hour authorization timeframe is extended, the organization must notify the member and requesting provider of its decision as expeditiously as the member's health condition requires, but no later than the expiration of the extension.

The updated **Utilization Management Timeliness Standards – Medi-Cal form** can be found on the IEHP provider website for further review:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > UM/CM or [click here](#).

For questions, please contact Jessica Gonzalez, Delegation Oversight Manager, at gonzalez-j6@iehp.org or 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 & Updates > Notices