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To: IEHP Covered Delegates

From: IEHP – Utilization Management

Date: March 26, 2026

Subject: **Utilization Management Timeliness Standards – IEHP Covered**

Inland Empire Health Plan (IEHP) previously advised all delegates in the December 22, 2025, provider notice titled “[Update: Notification of Updated Prior Authorizations Timeframes](#)”, to prepare for the implementation of the new **Standard (Non-Urgent) Pre-Service** timeliness standards that became **effective on January 1, 2026**.

Please note the following updates were made to the IEHP Covered UM Timeliness Standards since the last notification distributed to our IPA network:

Standard (Non-Urgent) Pre-Services Requests

- A decision and written notification are to be provided to both the member and the provider within seven (7) calendar days following the receipt of the service request.

Urgent /Standard Concurrent Requests

- Delegate must render/provide a decision in a timely fashion appropriate for the nature of the member’s condition. This is not to exceed 72 hours after receipt of the information reasonably necessary and requested by the plan to make determination.

The updated **Utilization Management Timeliness Standards – IEHP Covered 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