



We heal and inspire the human spirit.

To: Medi-Cal PCPs & IPAs

From: Provider Relations

Date: April 2, 2026

Subject: Discontinuation of Behavioral Health Services - PHP and IOP Coverage for Members Over Age 21

This letter serves as formal notification that, **effective May 1, 2026, IEHP will discontinue coverage of behavioral health services for Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP) services for Medi-Cal Members over the age of 21**, with the exception of services related to eating disorders and substance use disorders.

According to DHCS and APL 22-006, PHP and IOP are not covered benefits under the Health Plan. After careful review, we have decided to discontinue coverage for these services. We have determined that both Riverside and San Bernardino Counties offer services similar to PHP and IOP to meet our members' needs.

We are committed to collaborating closely with the Counties to establish a coordinated and comprehensive transition process. Our Behavioral Health and Care Management departments will work jointly with County partners to ensure members are safely and appropriately transitioned into County-sponsored services that align with their individual needs.

Behavioral Health Providers currently treating members may directly refer them to County Behavioral Health for IOP/PHP or similar services by sending the completed [Transition of Care Tool for Medi-Cal Mental Health Services](#) to: DGBHCountyCareCoordination@iehp.org.

The Transition of Care Tool for Medi-Cal Mental Health Services form is available at:

ProviderServices.iehp.org > Resources for Providers > Forms > BH

For questions about Specialty Mental Health Services, please contact your County Behavioral Health Department directly:

- Riverside County Department of Behavioral Health: (951) 955-2100
- San Bernardino County Department of Behavioral Health: (888) 743-1478

IEHP's Behavioral Health & Care Management Department can also be reached Monday through Friday 8:00 am – 5:00 pm:

- Providers, please call: (909) 890-2054
- Member Services: (800) 440-4347

If you have any questions, please contact 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 and Updates > Notices