



We heal and inspire the human spirit.

To: IEHP Covered (CCA) PCPs

From: Provider Relations

Date: May 7, 2026

Subject: SB 1019: Member Access to Non-Specialty Mental Health Services (NSMHS) –No Wrong Door Policy

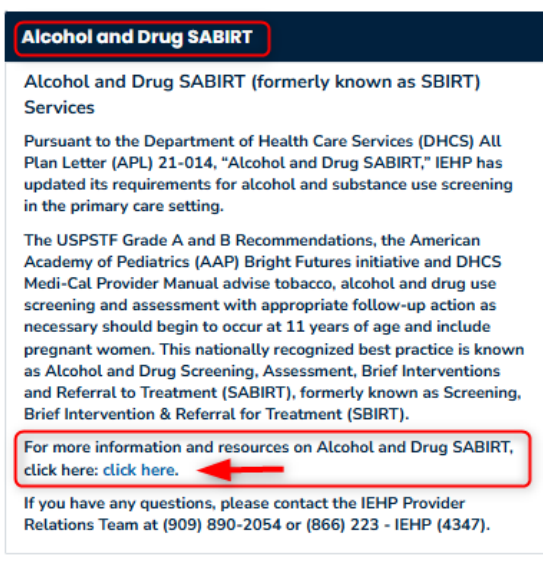
IEHP has observed a steady rise in mental health-related symptoms among Members over the past five years. SB 1019 aims to address these gaps through the No Wrong Door Policy, and raise utilization rates of NSMHS by assisting PCPs with required member outreach, education, and assessment.

How can I help?

Although members have access to most mental health services without a referral, many can benefit from PCP intervention through various screenings and assessments, such as an alcohol and drug screening and assessment tool.

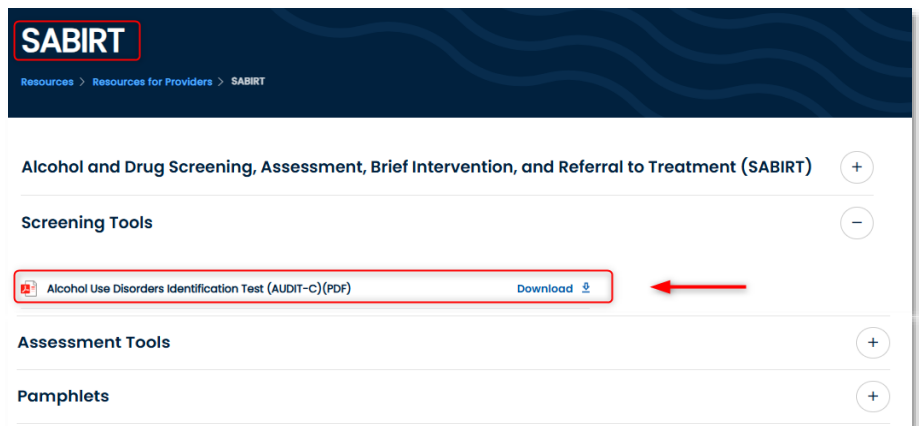
See below on how to access the screening tool:

1. The Portal home page:



2. Our [website: www.ProviderServices.iehp.org](http://www.ProviderServices.iehp.org) > Resources > Resources for Providers > SABIRT

Note: Multiple screening Tools are available, but the **Alcohol and Disorders Identification Test (AUDIT-C)** is the most widely used.



1. Screen the member during the visit
2. Advise member of the BH benefits and the ability to self-refer for services
3. The member may be treated by the PCP within the PCP’s scope of practice
4. Refer the member to a behavioral health provider if the condition is beyond the PCP’s scope of practice

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