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To: DualChoice IPAs
From: IEHP – Utilization Management
Date: June 25, 2026
Subject: **Utilization Management Timeliness Standards – IEHP DualChoice**

Inland Empire Health Plan (IEHP) previously advised all delegates in the December 22, 2025, provider notice titled [“Update: Notification of Updated Prior Authorization 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 DualChoice UM Timeliness Standards since the last notification distributed to our IPA network:

Standard (Non-Urgent) Pre-Service 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.
- The initial seven (7) calendar days timeframe may be extended by up to 14 calendar days if the member or the provider requests an extension, or if IEHP or the Delegate can justify its need for additional information and demonstrate how the extension is in the member’s interest using the appropriate NOA - Delay letter template.

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 initial 72 hours timeframe may be extended by up to 14 calendar days if the member or the provider requests an extension, or if IEHP or the Delegate can justify its need for additional information and demonstrate how the extension is in the member’s interest using the appropriate NOA - Delay letter template.

Urgent Pre-Service Requests

- The initial 72 hours timeframe may be extended by up to 14 calendar days if the member or the provider requests an extension, or if IEHP or the Delegate can justify its need for additional information and demonstrate how the extension is in the member’s interest using the appropriate NOA - Delay letter template.

The updated **Utilization Management Timeliness Standards – IEHP DualChoice** 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