



*We heal and inspire the human spirit.*

**To:** IEHP Covered Delegates

**From:** IEHP – Utilization Management

**Date:** July 9, 2026

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

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Inland Empire Health Plan (IEHP) would like to alert our delegates to changes to the Utilization Management Timeliness Standards – IEHP Covered for **Standard (Non-Urgent) Pre-Service Requests and Urgent Pre-Service Requests**, which will take effect immediately.

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**

- Render a decision in a timely fashion appropriate for the nature of the member's condition, but no longer than five (5) business days from receipt of the information reasonably necessary and requested to make the determination.
- The member and requesting provider must be notified of the decision in writing within two (2) business days of the decision using the appropriate Notice of Action (NOA) template.
- The initial five (5) business days timeframe may be extended by up to 15 additional 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-Services Requests**

- The initial 72-hour authorization timeframe may be extended by up to 48 hours if the member 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 Covered form** can be found on the IEHP provider website for further review:

[www.providerservices.iehp.org](http://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](mailto:gonzalez-j6@iehp.org) or the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

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