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To: DualChoice IPAs
From: IEHP – Utilization Management
Date: September 10, 2026
Subject: **Removal of AOR Dismissal Letter & Delegate Notification Guidance**

Inland Empire Health Plan (IEHP) has recently removed the “**AOR Dismissal Letter**” from the provider website. IPAs are now to utilize the following IEHP approved notification template for the following circumstances:

D-SNP Letter Template

- Notice of Dismissal of Coverage Request
 - The plan determines that the individual or entity making the request failed to make a valid request for an initial determination that substantially complies with oral and written requests (example: AOR not received, or for a request under Part D for a tiering exception of an approved non-formulary prescription drug).
 - The individual or entity who requested the review submits a timely verbal or written request for withdrawal of their request for an initial determination with the plan. This guidance does not alter reporting requirements. Withdrawn requests and dismissals should continue to be reported separately in their distinct categories, per existing reporting requirements.

The **Notice of Dismissal of Coverage Request Letter Template** mentioned is available in all threshold languages (English, Spanish, Chinese, and Vietnamese) and can be found at the following location:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > D-SNP Letter Templates 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