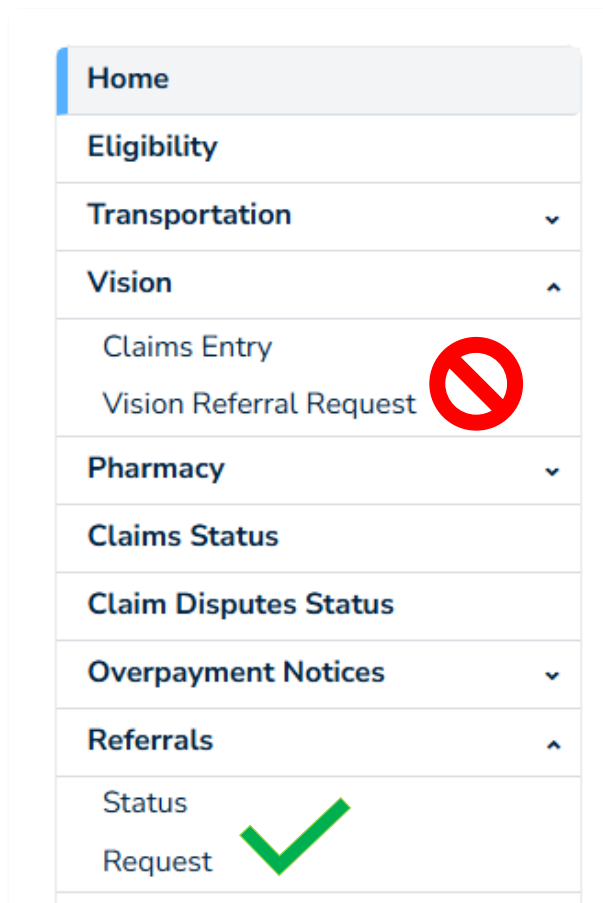


To: Direct Ophthalmologists
From: Provider Relations
Date: September 30, 2026
Subject: **FAQ: Vision Referral Request Tab**

Please see this FAQ for guidance on using the Vision Referral Request tab.



1. Q. Who should use the Vision Referral Tab?
 - A. The Vision Referral Tab is for Optometry services (exam, lenses, frames, etc) only, not for Ophthalmology services.
2. Q. Can Ophthalmologists use the Vision Referral Request tab?
 - A. Only if they are double-boarded as an Ophthalmologist & Optometrist and then only for Optometry services.
3. Q. As an Ophthalmologist, how should I submit a referral request for Ophthalmology services?
 - A. Use the Referral > Request > Medical
4. Q. If I am not double-boarded, why do I have Vision Referral Request tab?
 - A. This is an error, and the tab will be removed tomorrow, **Friday, October 1**, after hours.

5. Q. Why is Ophthalmology not an option on the Referral Request tab?

- A. If Ophthalmology does not appear in the Service Requested dropdown, you are trying to submit a referral to IEHP for a Delegated Member. Please use your IPA portal to request.

If you have any questions, please contact the Provider Call Center or your assigned Provider Relations Manager.

Thank you for helping us align our processes.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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