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To: Medical Directors and IPA Network
From: IEHP – Provider Relations
Date: October 29, 2026
Subject: **REVISED – UM Authorization Guidelines**

IEHP’s Guideline Review Committee has approved the following authorization guideline updates/changes, **effective 11/1/2026:**

Guideline #	Guideline Title	LOB	Degree of Change	Updates/Changes
UM_ CSS 05	Housing Tenancy and Sustaining Services	Medi-Cal	Minor	<p>Highlights:</p> <ul style="list-style-type: none">• Eligibility Criteria format updated with an added table to improve clarity and ease of use; no changes were made to the actual eligibility.• Additional Information added to explain coordination of benefit with ECM, Housing Deposits, HTNS, and Transitional Rent.• Homeless definition (including “At risk of Homelessness,) updated according to HUD with modifications per DHCS Community Supports Policy Guide, Appendix C.<ul style="list-style-type: none">○ Clarification around exiting an institution, and member was homeless prior.○ Timeframe for member/family imminently losing housing extended to 30 days (previously 14 days homeless and 21 days at risk of homelessness).○ Requirement to have an annual income below 30 percent of median family income no longer applies to definition.○ Added to definition: Fleeing, or attempting to flee, domestic violence has no other residence and lacks the resources or support networks to obtain other permanent housing.
UM_ DIA 08	Elastography	Medicare	Minor	<p>Highlights:</p> <ul style="list-style-type: none">• IEHP considers Elastography, a type of ultrasound that determines the degree of

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				<p>fibrotic tissue present in one’s liver, to be medically necessary in certain instances.</p> <ul style="list-style-type: none"> • Medicare does not have a policy on this testing, while Medi-Cal has criteria that mirror our own IEHP UM Subcommittee guideline. • MCG addresses indications for the use of magnetic resonance elastography and vibration-controlled transient elastography, but it fails to address frequency limits. Apollo has an informative guideline that lists indications and limitations of this testing, but it also does not discuss frequency limits. • Recommend to continue to review all Medicare requests for this testing using our IEHP UM Subcommittee guideline, and to review all Medi-Cal requests utilizing the Medi-Cal Provider Manual: Medicine-Liver Elastography criteria. For this review cycle, relevant CPT codes have been added, while references and citations have been updated.
UM_OTH 01	Complementary and Alternative Medicine (CAM) or Holistic Therapy	Medicare/Medi-Cal	Minor	<p>Highlights:</p> <ul style="list-style-type: none"> • IEHP does not cover CAM therapy because it considers it experimental and investigational. • Medicare covers some CAM therapy. The types covered and their respective criteria are listed in the Medicare NCD Manual. Medi-Cal currently has no policy regarding CAM therapy. • MCG also does not have a policy concerning this, while Apollo has guidelines that discuss CAM therapies in general. • Recommend utilizing Medicare’s NCD Manual Chapter 1, Part 1 section 30 to review requests for CAM therapy for our Medicare members. If the CAM therapy is not listed, it may be denied utilizing this guideline. For our Medi-Cal members, these requests may be denied as experimental and investigational. For this review cycle, relevant HCPCS and CPT codes have been added, while references and citations have been updated.

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UM_OTH 11	Transportation Guideline	Medi-Cal	Minor	Highlights: <ul style="list-style-type: none"> • ALL PLAN LETTER 22-008: Non-emergency Medical and Non-medical Transportation Services and Related Travel Expenses <ul style="list-style-type: none"> ○ No Updates ○ New draft APL pending that may impact our program guidelines; the implementation dates are still in development.

Access to these and all other authorization guidelines can be found at: www.providerservices.iehp.org > Resources > Resources for Providers > Utilization Management Clinical Criteria or [click here](#).

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

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