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To: Direct PCPs
From: IEHP – Provider Relations
Date: April 6, 2023
Subject: **UPDATE to eAuth (eReferral) Form – Referral Determination Date**

Effective April 7, 2023, A **Referral Determination Date** field has been added to the **Service Priority** section of the secure e-referral form for both **Standard Pre-Service** and **Expedited** referrals. There are no changes to Standard Post-Service referrals.

What is the Referral Determination Date?

The **Referral Determination Date** is the date the Member referral was deemed necessary by the Provider.

The Referral Determination Date is different than the **Appt Date** which reflects the upcoming scheduled appointment date with the Provider to whom the Member is being referred.

Why The Update?

We have noted an increase in grievances from members who believe the submission of their referral has been delayed. **We want to ensure our PCPs understand the policy and adhere to the two-day turnaround time for submission from the date of determination.** Please reference IEHP Policies MC_14A1 and MA_14A1.

Service Priority

*Is the Referral a patient request? Yes No

*Service Priority
(Medi-Cal: Decision within 5 Business Days)
(IEHP DualChoice: Decision within 14 Calendar Days)

Expedited Standard Pre-Service Standard Post-Service

Referral Determination Date: MM/DD/YYYY

Appt Date: MM/DD/YYYY

Place of Service: Office

Examples of How to Confirm Referral Determination Date:

1. If the Member had an appointment with their PCP on January 26th and the PCP decided a referral was needed during that appointment, use the date of the appointment for the Referral Determination Date January 26th.
2. If a Member saw their PCP on February 1st and their PCP required X-rays for additional information in determining the need for a referral to a Specialist, the Referral Determination Date would be the date the PCP reviewed the X-rays and determined the need.
 - a. If the X-rays were completed and reviewed by the PCP on February 7th and the PCP determined the Member needed a referral to the Specialist at that time, the Referral Determination Date would be February 7th and NOT the date the Member had an appointment with their PCP on February 1st.

Please Note: If the Referral Determination Date is not known, field may be left blank as this is not a required field.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org