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To: All PCPs, Specialists and BH Providers
From: IEHP – Provider Relations
Date: August 30, 2023
Subject: **IEHP UM Department Availability**

We would like to remind you of the availability of Utilization Management (UM) staff and physicians to respond to Provider inquiries regarding UM concerns including authorization requests, status and clinical decisions and processes.

Providers may contact IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 and UM staff is available **Monday through Friday from 8:00 am to 5:00 pm on all business days.**

Communications received after normal business hours are returned on the next business day and communications received after midnight, Monday-Friday, are responded to on the same business day.

The following methods are available for after-hours communication:

- Telephone: (800) 440-4347 for UM Referrals
- Email: ProviderServices@iehp.org
- Fax: (909) 890-5751

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