We’re happy to say your Continuity of Care for <<service category>> with <<servicing provider name>> has been approved! This means you can still see your Provider even though they are out of our network.

You will be able to see your out-of-network Provider for 12 months from the day you signed up with IEHP. Below is a closer look at what has been approved and for how long.

* **Approved Service: <<procedure grid CPT codes>>**
* **Number of Approved Services:** **<<# of units approved>>**
* **Approved Provider:** **<<Servicing provider Name>> <<Servicing Provider Phone Number>>**
* **Approved from/to:** **<<MM/DD/YYYY / MM/DD/YYYY>>**

<<IPA>> will reach out to you and your Provider before your approved care ends. When we do, we will tell you how to switch your care from an out-of-network Provider to an in-network Provider.

Of course, you can choose a Provider from <<IPA’s>> network at any time. To see a list of <<IPA>> Providers and Pharmacies, go to <<IPA Website>> or call <<IPA service number>>.

If you have any other questions, please call <<IPA>> at <<IPA service number>>.

To your health,

<<IPA>>

CC: [Requesting Provider]

[Servicing Provider]

[PCP]

**Requested Provider:**  The service is approved only if the Member is eligible at the time of service. You may confirm this online at ***www.iehp.org*** or by calling **(909) 890-3800** (IVR) or (888) 440-4340 (Phone).

**California Department of Health Care Services (DHCS) Office of the Ombudsman**

For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at **1-888-452-8609**, Monday through Friday, 8:00am to 5:00pm, excluding holidays. The Ombudsman Office helps people with Medi-Cal understand their rights and responsibilities.

**California Department of Managed Health Care**

If you have been getting care from a health care Provider, you may have a right to keep your Provider for a certain amount of time. Please contact IEHP Member Services, and if you have more questions, you can contact the **Department of Managed Health Care**, which protects consumers, by telephone at its toll-free number, **1-888-466-2219**, or at a TTY number for the hearing and speech impaired at **1-877-688-9891**, or online at [www.dmhc.ca.gov](http://www.dmhc.ca.gov).