



To: IEHP Direct PCPs, Specialists, & Hospitals
From: IEHP – Utilization Management
Date: August 25, 2021
Subject: **New Referral Instructions when Selecting Physical, Speech, or Occupational Therapy**

Inland Empire Health Plan (IEHP) would like to share a new field on the Provider Portal found on the Referral Request Form.

Following the selection of **Physical, Speech, or Occupational Therapy** in the “Service Provided” drop down menu, **a new field labeled “Units” will appear in the CPT Codes section.** The Units drop down menu will display two options, **Units** and **Visits**. Please then select the appropriate unit.

Upon selecting a referral request for **Physical, Speech, or Occupational Therapy** please follow the steps below when entering CPT Codes:

- **Step 1** – Enter CPT Code 1
- **Step 2** – Enter Modifier (if requested)
- **Step 3** – Enter Quantity of CPT Code
- **Step 4** – In the Units drop down, **select Units or Visits**
- **Step 5** – Repeat process for extra CPT Codes requested

Following these steps provided will **ensure a proper Referral request when selecting Physical, Speech, or Occupational Therapy**, as it will help IEHP process the request in a timely manner.

The screenshot shows the "CPT Codes" section of a web form. It features three input fields: "*CPT 1:" with a red circle "1" and a blue 'x' icon; "Modifier:" with a red circle "2"; and "*Qty:(numeric only)" with a red circle "3". To the right is a "Units" dropdown menu with a red circle "4" and a red arrow pointing to it. The dropdown menu is open, showing "Units" and "Visits" options. Below these fields is an "Add +" button. At the bottom, there is a required question: "* Requesting Provider allows IEHP to modify CPT Codes and Quantity as needed?" with "Yes" and "No" buttons and a "Required" label.

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.