



To: All IPAs
From: IEHP – Provider Relations
Date: May 3, 2022
Subject: **REMINDER: No Prior Authorizations Needed for Preventive Services**

Inland Empire Health Plan (IEHP) would like to remind our IPA partners that the Plan **maintains a list of services that do not require prior authorization, including preventive services**, per Provider Manual Policy MC_25E1 – Utilization Management – Delegation and Monitoring.

During IEHP’s most recent Department of Health Care Services (DHCS) audit of services provided between October 1st, 2019 and July 31st, 2021, auditors found prior authorization had been inappropriately applied to services that were preventive. The Department requested corrective action to ensure **prior authorization requirements are not a prerequisite** for preventive services going forward.

IEHP is in the process of developing an oversight process to ensure **prior authorizations are not required for preventive services**. Additional details will be released in the coming months.

Thank you for your attention to this important matter.

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

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