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To: Direct PCPs
From: IEHP – Provider Relations
Date: April 11, 2023
Subject: **UPDATE to eAuth (eReferral) Form – Referral Determination Date Goes Live!**

Effective April 12, 2023, a **Referral Determination Date** field has been added to the **Service Priority** section of the IEHP e-referral form for **Standard Pre-Service** and **Expedited** referrals. There will be 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 PCP.

Note: This 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?

There is an increase in grievances from Members who believe the submission of their referral has been delayed. We want to ensure PCP offices **adhere to the two-day turnaround time for referral submission from the date of PCP determination.** Please reference IEHP policies MC_14A1, MA_14A1.

The screenshot shows the 'Service Priority' section of the e-referral form. It includes the following fields and options:

- *Is the Referral a patient request?** with 'Yes' and 'No' buttons.
- *Service Priority** with three buttons: 'Expedited', 'Standard Pre-Service', and 'Standard Post-Service'. The 'Standard Pre-Service' button is highlighted with a red box.
- Referral Determination Date:** A date input field with a calendar icon, highlighted with a red box and a red arrow pointing to it.
- Appt Date:** A date input field with a calendar icon.
- Place of Service:** A dropdown menu with 'Office' selected.

Examples of Referral Determination Date:

1. If a Member's appointment with their PCP was 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's PCP appointment was February 1st and the PCP ordered labs to determine the need for a referral to a Specialist, the Referral Determination Date would be the date the PCP reviewed the lab results and determined the need, not the appointment date.

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

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