



*We heal and inspire the human spirit.*

**To:** All Medicare IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** December 19, 2023  
**Subject:** **Updated: IEHP Pre-Service Denial Reason Matrix**

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We recently posted the attached, updated **Pre-Service Denial Reason Matrix** to be used as guidance by Medicare IPAs (this supersedes previous Matrix dated 07/2018).

Updated Denial Reason Matrix form can be found at IEHP website: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Providers > Provider Resources > Forms > Medicare or click [here](#).

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org).