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To: Select Physical Therapy Providers
From: IEHP – UM
Date: February 7, 2024
Subject: **Effective Immediately – Change to PT Authorization Process to Avoid Potential Overutilization**

Please be advised of an important update regarding our physical therapy (PT) authorization process.

During a recent audit by the Department of Health Care Services (DHCS), IEHP was presented with a finding that authorizing a standard set of CPT codes that is not tailored to correlate with each respective Members' diagnoses may result in over utilization.

Effective immediately, IEHP will no longer authorize a standard set of CPT codes when authorizing PT; CPT codes will be authorized as clinically appropriate and specific to each individual Member's diagnosis.

We understand this change may be an adjustment to your practice expectations and protocols, but it is essential that IEHP comply with regulatory requirements and that we demonstrate appropriate utilization management processes in place.

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

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org