

Covered

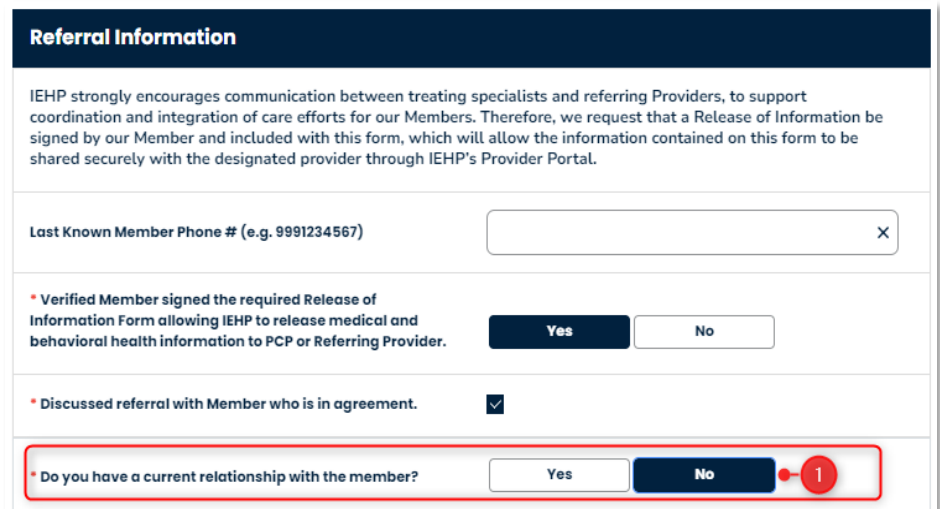
To: All IEHP Covered (CCA) BH Providers
From: IEHP – Provider Relations
Date: March 19, 2024
Subject: Additional Field Added to BH Referral for Continuity of Care

To ensure Continuity of Care (COC) for our IEHP Covered (CCA) Members, a new field has been added to the referral request form.

Referral > Request > Enter IEHP Covered ID > Behavioral Health > Referral Information

In the Referral Information section, a question regarding the Provider’s relationship with the Member has been added as a required field.

1. If “No” is selected, you will be able to move forward with the form.



Referral Information

IEHP strongly encourages communication between treating specialists and referring Providers, to support coordination and integration of care efforts for our Members. Therefore, we request that a Release of Information be signed by our Member and included with this form, which will allow the information contained on this form to be shared securely with the designated provider through IEHP's Provider Portal.

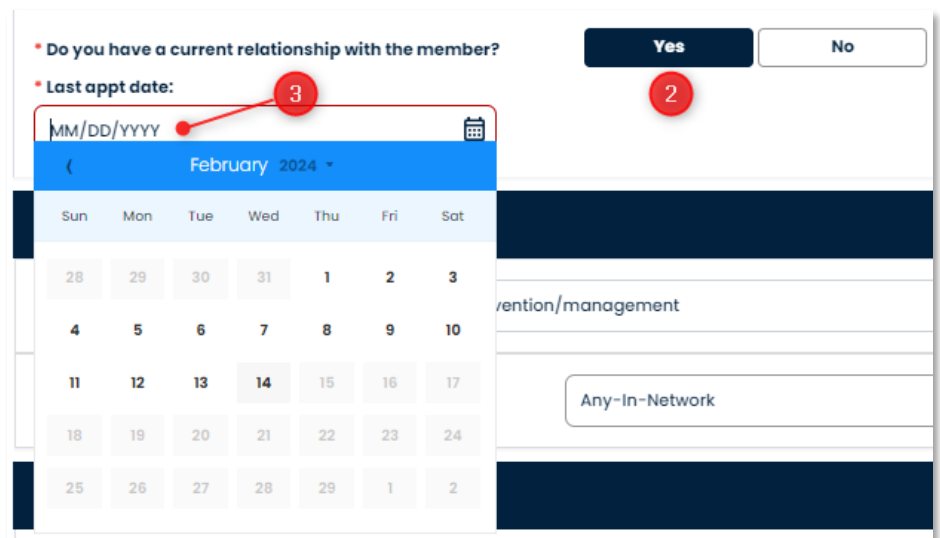
Last Known Member Phone # (e.g. 9991234567)

* Verified Member signed the required Release of Information Form allowing IEHP to release medical and behavioral health information to PCP or Referring Provider.

* Discussed referral with Member who is in agreement.

* Do you have a current relationship with the member? 1

2. If “Yes” is selected, the “Last appt date” field will populate.



* Do you have a current relationship with the member? 2

* Last appt date: 3

February 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2

vention/management

Any-In-Network

3. Click in the field and the calendar will pop up allowing you to select a past or current date.

If you have any questions, please contact the IEHP Covered Provider Call Center at (909) 291-8691 or (844) 248-IEHP (4347) or email ProviderServices@iehp.org

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