



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: Medi-Cal IPA Administrators
From: IEHP – Provider Relations
Date: October 26, 2015
Subject: Denial Language for Chiropractic Services

DHCS All Plan Letter 15-003 dated January 26, 2015 advised all Medi-Cal Managed Care Health Plans that coverage shall be made for Medi-Cal podiatric and chiropractic services when provided by Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs.)

As stated above, these services are only covered at FQHCs and RHCs. Therefore, the following denial language should be utilized when Medi-Cal authorization requests are received for podiatric or chiropractic services requested to be performed outside of these settings:

- **“Chiropractic services - which are treatments of the muscles and bones, are only covered when they are done at certain types of clinics (called Federally Qualified Health Centers or Rural Health Centers). IEHP is contracted with these clinics but they do not have these services, so the request cannot be approved. This decision is based on the Medi-Cal benefit coverage rules for Medi-Cal Managed Care as defined in the IEHP Member Handbook.”**
- **“Podiatric services - which are treatments of the feet, are only covered when they are done at certain types of clinics (called Federally Qualified Health Centers or Rural Health Centers). IEHP is contracted with these clinics but they do not have these services, so the request cannot be approved. This decision is based on the Medi-Cal benefit coverage rules for Medi-Cal Managed Care as defined in the IEHP Member Handbook.”**

If you have any questions about the information above, please call IEHP’s Provider Relations Team at (909) 890-2054.