



A Public Entity

INLAND EMPIRE HEALTH PLAN



**To:** Medi-Cal IPA Administrators  
**From:** IEHP - Provider Relations  
**Date:** September 22, 2015  
**Subject:** Covered California Transition to IEHP - Continuity of Care

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The Department of Health Care Services (DHCS) has reminded IEHP regarding the requirement to ensure continuity of care is provided to Covered California Members after they are enrolled into Inland Empire Health Plan. Upon their request, current IEHP Members or newly enrolled Members with specified conditions may continue to obtain health care services from an out-of-network Provider.

Contracted IPAs are required to allow IEHP Members to continue seeing practitioners for up to 12 months and must honor authorizations for up to 60 days to ensure continuity of care for, but not limited to, the following services as outlined in the Provider Policy and Procedure Manual - MC 17D:

- Active course of treatment
- Acute condition
- Serious chronic condition
- Pregnancy in the 2<sup>nd</sup> and 3<sup>rd</sup> trimester and immediate postpartum period
- Terminal illness
- Newborn childcare between birth and age 36 months
- Surgeries

The All Plan Letter (APL) 14-021 regarding the continuity of care requirements is available at [dhcs.ca.gov](http://dhcs.ca.gov). If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.