



To: Medicare IPAs
From: IEHP - Provider Relations
Date: February 21, 2020
Subject: **Upcoming Changes for Care Management Monthly File Reviews**

As introduced in the IPA Care Management (CM) Training on December 18, 2019, Inland Empire Health Plan (IEHP) is changing its audit methodology for Care Management (CM) file reviews to a WebEx teleconference review of the IPA case management system. The transition to the WebEx audit will eliminate the need for your team to prepare paper CM files. File reviews will focus on CM requirements which includes but not limited to Health Risk Assessments, Individualized Care Plans and Interdisciplinary Care Team meetings. The impacted auditing policies and CM audit tools are currently being revised and will be released shortly.

IEHP Provider Services will contact you over the next few weeks to begin scheduling your recurring monthly WebEx sessions with your designated CM teams. We anticipate that the WebEx file review sessions will take approximately 3-4 hours to complete. We are aiming to schedule WebEx sessions beginning in March and early April 2020.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.