



A Public Entity

Inland Empire Health Plan



To: All IPAs
From: IEHP – Provider Relations
Date: October 17, 2019
Subject: **ACTION REQUIRED: Alternative Format Request: Section 1557 of the Affordable Care Act**

The Affordable Care Act (ACA) Section 1557 (CFR 92.8), requires covered entities to provide appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

ACTION REQUIRED: Please provide Juan Ortega at Ortega-j2@iehp.org the name, email address and phone number for your designated Civil Rights Coordinator required by the ACA by November 1, 2019.

How it works:

- IPAs must submit material requiring alternative formatting to IEHP via the sftp file folder ‘**Alternate_Format_Requests**’ within 24 hours of an identified need.
- IPAs must submit new Member standing requests and opt-out requests via the sftp.
- There are two types of alternative format requests:
 1. **Alternative Format Single Document Request:** one-time Member informing material request in an alternative format.
 2. **Alternative Format Standing Request:** a Member request for all informing documents provided to them in an alternative format.
- IEHP uploads daily a PDF report with a list of your Members with standing alternative format request in the sftp file folder: ‘**Alternate_Format_Requests**’
- IEHP will send any alternative format letters requests to the Member.

Monitoring and Oversight:

- **Effective November 15, 2019**, as part of the monthly file review submission to IEHP’s Delegation Oversight Department, IPAs will be required to submit any Member informing letters sent to Members identified in the standing request list.
- Member informing letters included but are not limited to denial letters, approval letters or generated care plans. Member informing letters do not include general marketing letters or flyers.
- If IEHP identifies Member informing letters were sent to a Member with a standing order request, a reminder will be sent to the IPA’s designated Civil Rights Coordinator. Repeated failure to submit alternative format requests will result in a request for a Corrective Action Plan (CAP).

If you have any questions on how to submit a request for an alternative format, please contact IEHP Representative, Mayra Macias de Loera, at Maciasdeloera-m@iehp.org or 909-890-5136.