

To: All PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: April 16, 2024
Subject: Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered (CCA)

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2024 Provider Policy and Procedure Manuals for IEHP Covered.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. Interim changes are posted here:

Provider Website at <https://www.providerservices.iehp.org/> > Provider Central > Provider Manuals & Trainings > 2024 Manuals and Regulatory Trainings

Provider Website at <https://www.providerservices.iehp.org/> > Resources > Provider Resources > Forms

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,



Lourdes Nery, MPA, CHC
Vice President, Compliance
IEHP Compliance Officer

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
IEHP Covered	03D	Advance Health Care Directive	Added definition of "Health Care Decision" as not including consent by a patient's agent, conservator, or surrogate to convulsive treatment, psychosurgery, sterilization, or abortion. This update aligns with new AB 1029.	MODERATE	1/1/2024
IEHP Covered	18A2	Delegation Oversight - Audit	Clarified that IEHP does not delegate Quality Management and Improvement (QI), QI Health Equity Transformation Program, Preventive...to any non-NCQA accredited entities.	MINOR	1/1/2024
EDI - CCA	02	Standard Companion Guide (CG) Transaction Information IEHP Covered California	Loop 2010BA - NM109 – Identification Code table updated: Covered CA Member ID code and note.	MODERATE	1/1/2024
EDI - CCA	04	Standard Companion Guide (CG) Transaction Information IEHP Covered California	Loop 2010BA –NM1 - Subscriber Name table updated: Covered CA Member ID code and note.	MODERATE	1/1/2024

Enclosures: Available upon request, please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

cc:

IPA Medical Director
 IPA Administrator
 IPA Care Management Manager
 IPA Utilization Management Manager

***Revision Status:**

MINOR = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

MODERATE = involve mostly procedural and/or operational clarifications of existing processes

SUBSTANTIAL = are those that involve major revisions or a complete rewrite of a policy, or reflect changes that affect the Provider or PCP operationally, such as a change to a reporting timeframe or standards

REPLACEMENT = replacing a new copy of attachment