

To: All IPAs, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: May 7, 2024
Subject: **April - Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO-DSNP)**

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2024 Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP).

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 DualChoice (HMO D-SNP)	07A	Provider and IPA Medical Record Requirements	Defined "Medical Information" to include reproductive and sexual health application information, per CA Civil Code Section 56.05(j)	MODERATE	1/1/2024
IEHP DualChoice (HMO D-SNP)	07B	Information Disclosure and Confidentiality of Medical Records	Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05(j)	MODERATE	1/1/2024
IEHP DualChoice (HMO D-SNP)	23B	HIPAA Privacy and Security	Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05.	MODERATE	1/1/2024
IEHP DualChoice (HMO D-SNP)	25A3	Delegation Oversight - Corrective Action Plan Requirements	Outlined timeline for completing corrective action plans and immediate corrective action plans	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