

To: All IPAs, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: July 19, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP) - June**

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 www.providerservices.iehp.org > Resources > Provider Manuals & Training > Manuals > SAI360 Portal.

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	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	02D	Peer Review Subcommittee Review	Clarified how the Peer Review Subcommittee defines a quorum for decision-making purposes	MODERATE	6/17/2024
IEHP DualChoice (HMO D-SNP)	05A6	Credentialing Standards - Notification to Authorities and Practitioner Appeal Rights	Clarified that a nurse practitioner is considered a licentiate per CA Business Professions Code Section 805	MINOR	6/17/2024

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