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To: Medicare IPAs
From: IEHP – Delegation Oversight
Date: October 24, 2024
Subject: **2025 D-SNP Care Management Review & D-SNP TOC Review Tools**

The Inland Empire Health Plan (IEHP) has recently made changes to the **2025 D-SNP Care Management Review Tool** and has added a “new” **2025 D-SNP Transition of Care (TOC) Review Tool**. These tools will be utilized by our Quality Assurance Delegation Oversight team during the monthly conducted scheduled reviews in CY 2025.

Updated 2025 D-SNP Care Management Review Tool:

- No longer includes “Transitions of Care” elements in the file.

New 2025 D-SNP Transition of Care (TOC) Review Tool:

- Will be used to review **15 cases monthly** specifically targeting members who have experienced a “Transition in Care” from one setting to another.

In addition, both the **2025 D-SNP Care Management Review Tool** and **2025 D-SNP Transition of Care (TOC) Review Tool** have a new row added to each of the files which will review the “Outreach Disposition” for each case reviewed. The updated selection options will reflect the following:

- Successful
- Unsuccessful
- UTC (Unable to Contact)
- Other (option for a scenario that does not apply to any of the outreach disposition selections available)

All Medicare IPAs will be expected to demonstrate the “Outreach Disposition” outcomes to the QA Clinician during the review of **15 case selections**, monthly.

Please note, that there will now be a **total of 30 cases** reviewed monthly between both reviews conducted.

IEHP’s Delegation Oversight team will begin utilizing the new tools effective **March 15, 2025**, for the January service month review.

The updated tools are now available on IEHP’s Provider website:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > DOA > or [click here](#).

For questions, please contact, Juan Ortega at Ortega-J2@iehp.org or Jessica Gonzalez at gonzalez-j6@iehp.org.

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