



*We heal and inspire the human spirit.*

**To:** All PCPs, Specialists, Hospitals, Hospices, SNFs

**From:** IEHP – Provider Relations

**Date:** October 24, 2024

**Subject:** **IEHP's Quality Hospice Network - Important Program Changes**

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At Inland Empire Health Plan (IEHP), we are compelled by our mission, vision, and values to place our Members at the center of our universe. As part of this commitment, we used Member feedback (through publicly reported data), as well as other quality metrics, to redesign our hospice network. We have a network of **35 Quality Hospice Network** agencies that IEHP Members are to be directed to for their end-of-life care.

**Effective November 1, 2024, IEHP will no longer reimburse for new hospice admissions to agencies that are not in-network with us.** Claims for new IEHP Members with admission dates after October 31, 2024, will be denied due to network status.

For Members admitted to an out-of-network agency on or before October 31, 2024, IEHP will be completing thorough clinical reviews and Member outreach. If it is determined that care from an in-network agency is in the best interest of our Member, a transfer to an in-network agency will be initiated.

A list of the hospices included in our Quality Hospice Network can be found on the IEHP Provider website. Refer to this list of Quality Hospice Providers when providing Members with options for hospice care.

The IEHP Quality Hospice Network list is now available on the following page:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > Ancillary Provider Guides > IEHP Quality Network Provider List or [click here](#).

Thank you for your continued partnership in quality and service to our Members.

For questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices