



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH & BHT Providers
From: IEHP Compliance
Date: November 13, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for Medi-Cal**

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

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

ProviderService.iehp.org > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Lourdes Nery', is written over a light blue horizontal line.

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
Medi-Cal	09C	Non-Emergency Medical and Non-Medical Transportation Services	Timeframe for requesting either NEMT or NMT is now five (5) days with some exemptions. Addition of Transportation Liaison's contact number.	SUBSTANTIAL	10/1/2024
Medi-Cal	10B	Adult Preventive Services	Updated IEHP responsibilities, clarified timelines for ensuring reporting immunization, included Pharmacists' requirements in administering immunizations and vaccines, and clarified documentation requirements regarding Member's immunizations per APL24-008.	SUBSTANTIAL	6/1/2024
Medi-Cal	10C2	Pediatric Preventive Services - Immunization Services	Updated IEHP responsibilities, clarified timelines for ensuring reporting immunization, included Pharmacists' requirements in administering immunizations and vaccines, and clarified documentation requirements regarding Member's immunizations per APL24-008.	SUBSTANTIAL	6/1/2024
Medi-Cal	12K2	Behavioral Health - Substance Use Treatment Services	Updated to include the Plan's good faith efforts to confirm treatment and how the Plan ensures that the referral process is completed.	SUBSTANTIAL	10/1/2024
Medi-Cal	18R	Indian Health Care	Policy has been drafted in response to DHCS APL 24-002, so as to outline and consolidate protections and MCP requirements with respect to American Indian Members, Indian Health Care Providers (IHCPs), and an MCP Tribal Liaison role.	NEW	1/1/2024

cc:

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

***Revision Status:**

MINOR = minor grammatical/punctuation corrections and wordsmithing

MODERATE = procedural and/or operational clarifications of existing processes

SUBSTANTIAL = notable content and process revisions that are expected to impact Providers operationally