

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers  
**From:** IEHP - Compliance  
**Date:** December 5, 2024  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP 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:

[ProviderServices.iehp.org](http://ProviderServices.iehp.org) > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

For any questions, comments, and concerns, please contact our IEHP 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
Medi-Cal	14A	<b>Delegation and Monitoring</b>	Added Hayes Clinical Criteria to criteria hierarchy for UM decision-making. Clarified requirements for requesting care through tertiary care facilities.	<b>MODERATE</b>	<b>11/14/2024</b>

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