To: All IPAs, Hospitals, PCPs, Specialists, Ancillary & BH Providers

From: IEHP Compliance

Date: April 16, 2025

Subject: Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP)

Inland Empire Health Plan (IEHP) has made the following interim changes to the 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. Current policies and procedures are posted here:

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	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	14D	**Pre-Service Referral Authorization Process**	**Specified that routine BH/mental health services from in-network Providers do not require prior authorization.**	**Moderate**	**1/1/2025**
IEHP DualChoice (HMO D-SNP)	24B	**Cultural & Linguistic Services Program Description**	**Retired in favor of new Policy MA_24B, Cultural and Linguistically Appropriate Services (CLAS) Program Description**	**RETIRE**	**1/1/2025**
IEHP DualChoice (HMO D-SNP)	24B	**Cultural and Linguistically Appropriate Services Programs (CLAS) Program Description**	**New Policy**	**NEW**	**1/1/2025**

*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

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