



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: April 16, 2025
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:

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,

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	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
Medi-Cal	09H3	Cultural and Linguistic Services - Non-Discrimination	Updated language per Section 1557 Nondiscrimination in Health Programs and Activities	Moderate	12/16/2024
Medi-Cal	09I	Access to Care During a Federal, State or Public Health Emergency	Included a definition of "Emergency" Added IEHP and IPA requirements around maintaining Emergency Preparedness and Response plan, and Reporting requirements during an emergency.	Moderate	1/1/2025
Medi-Cal	10D2	Obstetrical Services - OB Care By CNM LM & Freestanding Birthing	Included section "IEHP Network Requirements" that details IEHP network requirements for CNM, LM, and FBC.	Moderate	3/25/2025
Medi-Cal	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
Medi-Cal	16A	Member Grievance Resolution Process	Removed language around delegation of Member Grievances. Included language around filing grievances for failure to provide trans-inclusive care. Added responsibilities of Civil Rights Coordinator in relation to discrimination grievances.	Moderate	1/1/2025
Medi-Cal	18D1	IPA Reported Provider Changes - PCP Termination (NCQA)	Sets forth requirements on how to facilitate age limit changes.	Substantial	4/1/2025
Medi-Cal	24B	Cultural & Linguistic Services Program Description	Retired in favor of new Policy MC_24B, "Cultural and Linguistically Appropriate Services (CLAS) Program Description"	RETIRE	1/1/2025
Medi-Cal	24B	Cultural and Linguistically Appropriate Services Programs (CLAS) Program Description	New Policy	NEW	1/1/2025

cc:

IPA Medical Director

IPA Administrator

MINOR = minor grammatical/punctuation corrections and wordsmithing**MODERATE** = procedural and/or operational clarifications of existing processes

IPA Care Management Manager

IPA Utilization Management Manager

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