



# Provider Services

MONTHLY POLICY UPDATES

**To:** Hospitals, PCPs, Specialists, Ancillary & BH Providers  
**From:** IEHP Compliance  
**Date:** April 16, 2025  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered (CCA)**

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

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

For any questions, comments and concerns, please contact IEHP Covered (CCA) Provider Call Center at (909) 291-8691 or (844) 248 – IEHP (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 Covered(CCA)	09B	Missed Appointments	Removed reference to providers being unable to charge members.	Moderate	1/1/2025
IEHP Covered(CCA)	09G2	Cultural and Linguistic Services - Non-Discrimination	Updated regulatory references	Minor	1/1/2025
IEHP Covered(CCA)	16A	Member Grievance Resolution Process	Affirmed Members' rights to file a grievance within 365 days of incident and for failure to provide trans-inclusive care.	Substantial	1/1/2025
IEHP Covered(CCA)	16B	Member Appeal Resolution Process	Affirmed Members' rights to file a grievance within 365 days of incident and for failure to provide trans-inclusive care; and outlined appeal rights for prescription exception denials	Substantial	1/1/2025
IEHP Covered(CCA)	19A	Claims Processing	Added language regarding conditions for coverage of medical transportation modalities (ambulance/emergency and non-emergency medical transportation). Clarified that non-medical transportation is not covered.	Substantial	1/1/2025
IEHP Covered(CCA)	23B	Cultural & Linguistic Services Program Description	Retired in favor of new Policy CCA_23B, "Cultural and Linguistically Appropriate Services Program (CLAS) Program Description"	RETIRE	1/1/2025
IEHP Covered(CCA)	23B	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