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**To:** Medicare IPAs  
**From:** IEHP – Utilization Management  
**Date:** April 22, 2025  
**Subject:** **UPDATE: IEHP DualChoice Denial Log Review Tool**

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Inland Empire Health Plan (IEHP) recently updated the **IEHP DualChoice Denial Log Review Tool Template** with the following changes.

**IEHP DualChoice Denial Log Review Template:**

- The denial log review tool added the auditing element “**Access to Care**”.
- Please note this is **NOT a new** auditing element. The “**Access to Care**” element was carved out and no longer captured under “Provider/Member Outreach”.

IEHP will begin auditing element “**Access to Care**” starting with the IPAs **April 2025 Data**.

This template is now available on the IEHP Provider website:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > DOA > Denial Log Review Tool – IEHP DualChoice or [click here](#).

For questions, please contact Juan Ortega at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org) or Jessica Gonzalez at [gonzalez-j6@iehp.org](mailto:gonzalez-j6@iehp.org).

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