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

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 > 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 or Jessica Gonzalez at gonzalez-j6@iehp.org.

All IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices