



# Provider Services

MONTHLY POLICY UPDATES

**To:** Hospitals, PCPs, Specialists, Ancillary, and BH Providers  
**From:** IEHP Compliance  
**Date:** May 12, 2025  
**Subject:** **Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP Covered**

Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP Covered. It is important that you and your staff familiarize yourselves with these ad hoc changes as updates may impact current business processes and reporting requirements. Current policies and procedures are posted here:

[ProviderServices.iehp.org](http://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, CHPC  
 Vice President, Compliance  
 IEHP Compliance Officer

LINES OF BUSINESS	POLICY	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP Covered (CCA)	09G1	<b>Cultural and Linguistic Services - Language Assistance Capabilities</b>	Clarified that Language Assistance is available to prospective enrollees, including companions, and that written materials that utilize machine translations require review by a qualified human translator.	<b>MODERATE</b>	<b>11/12/2024</b>
IEHP Covered (CCA)	10O	<b>Maternal Mental Health Program</b>	Removed “individuals thinking to be pregnant” from the program scope.	<b>MODERATE</b>	<b>1/1/2025</b>
IEHP Covered (CCA)	12G1	<b>Behavioral Health - Behavioral Health Services</b>	Described annual mailing of notice to Members on the benefits of behavioral health and wellness screening.	<b>MODERATE</b>	<b>2/24/2025</b>

\*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