



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, 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 DualChoice (HMO D-SNP)**

Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP DualChoice (HMO D-SNP).

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](https://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".

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 DualChoice (HMO D-SNP)	09A	Access Standards	IEHP will now issue Corrective Action Plans (CAPs) to Delegates for deficiencies identified in their network.	Substantial	1/1/2025
IEHP DualChoice (HMO D-SNP)	12A2	Care Management Requirements - Health Risk Assessment	Affirms that eligible IEHP DualChoice Members are provided enhanced care management-like services; and that care plans must still be developed regardless of Member's participation in case management services.	Moderate	1/1/2025
IEHP DualChoice (HMO D-SNP)	12A3	Care Management Requirements - Individualized Care Plan	Affirms IPAs' responsibility to offer enhanced care management-like services to eligible IEHP DualChoice Members; and clarifies requirements for face to face encounters	Moderate	1/1/2025
IEHP DualChoice (HMO D-SNP)	16A	Member Grievance Resolution Process	Affirms Member's right to file a grievance for failure to provide trans-inclusive care.	Minor	1/1/2025
IEHP DualChoice (HMO D-SNP)	24B	Culturally and Linguistically Appropriate Services Programs (CLAS) Program Description	Described the various ways the Plan obtains Member and community engagement.	Moderate	1/1/2025
IEHP DualChoice (HMO D-SNP)	25C1	Care Management - Delegation and Monitoring	Clarified that case management responsibilities, including offering ECM-like services, are subject to routine oversight.	Moderate	1/1/2025

cc:

IPA Medical Director
 IPA Administrator
 IPA Care Management Manager
 IPA Utilization Management Manager

***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