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To:	Medicare and Medi-Cal IPAs
From:	IEHP – Delegation Oversight
Date:	May 13, 2025
Subject:	**Best Practices Quality of Care (BPQOC) Reviews**

Inland Empire Health Plan (IEHP) is implementing a "NEW" monthly review audit activity to focus on **Best Practices Quality of Care (BPQOC)**. The intention of this new audit activity is to provide guidance on best clinical practices, in addition to the regulatory requirements, by ensuring Members receive timely care coordination based on "Members' top three concerns and/or conditions" documented in the Health Risk Assessment (HRA). Additionally, "Members Care Gap" alerts made available to IPAs on the IEHP Provider Portal will be assessed to confirm Members are being informed and documentation is demonstrated accordingly.

Key factors of BPQOC Reviews to be Assessed:

- Timely Outreach
- HEDIS Care Gap Alerts
- Members' Barriers
- Appropriate Interventions
- Resources Provided
- Addressed Hospitalizations
- Referrals and Appointment Assistance
- Medication Reconciliation
- Fraud, Waste and Abuse (FWA)
- Advanced Care Directives
- Loopback and Follow-up

BPQOC Reviews Scoring Process:

This review will be conducted on one case per month. It will not be a percentage scored review activity. Results will be scored as a "met" or "unmet" benchmark. There are **11 review elements in total. If three or more elements are not satisfied** the benchmark will be "unmet". A Corrective Action Plan (CAP) will not be issued as the intention is to assess IPAs' clinical best practices to provide resources and support.

BPQOC Reviews Feedback Process:

Review feedback will be provided post audit via email review summaries. Coaching and guidance will be documented in **Quarterly IPA Performance Summaries** and the BPQOC Annual Performance will be included in IPAs' **Delegation Oversight Annual Audit (DOAA) Live Presentation**.

The BPQOC Review reporting period for both lines of business will begin on **July 15, 2025**.

The new 2025 BPQOC tool and data dictionary file can be found on the IEHP Provider website:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > DOA 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