



Provider Services

MONTHLY POLICY UPDATES

To: PCPs, Specialists, Hospitals, Ancillary, BH Providers & IPAs
From: IEHP Compliance
Date: June 10, 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 > 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,

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)	05A1	Credentialing Standards - Credentialing Policies	Updated credentialing and recredentialing process to include reducing the notification timeframe for decisions to Providers to 30 days (from 60), adding locum tenens to the credentialing process, and updating the criteria for sanctions, complaints, and events requiring ongoing monitoring by Peer Review Subcommittee.	SUBSTANTIAL	1/1/2025
IEHP DualChoice (HMO D-SNP)	14F1	Long Term Care - Custodial Level	Language added regarding termination of contracts and suspension of payments to LTC facilities and Network Providers who have been decertified, suspended, or excluded from participation in Medi-Cal.	SUBSTANTIAL	1/1/2025
IEHP DualChoice (HMO D-SNP)	14F2	Long Term Care - Skilled Level	Language added regarding termination of contracts and suspension of payments to LTC facilities and Network Providers who have been decertified, suspended, or excluded from participation in Medi-Cal.	SUBSTANTIAL	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