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**To:** Hospitals, PCPs, Specialists, Ancillary & BH Providers  
**From:** IEHP Compliance  
**Date:** July 15, 2025  
**Subject:** **Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP Covered**

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Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP Covered (CCA).

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 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)	05A3	Credentialing Standards - Credentialing Verification	The verification time limit changed from 180 days to 120 calendar days, for select credentialing verification processes. Added language to ensure practitioner applications have fields to enter race, ethnicity and language.	SUBSTANTIAL	1/1/2025
IEHP Covered (CCA)	05A5	Credentialing Standards - Ongoing Monitoring and Interventions	The Ongoing Monitoring of Sanction will now include review of System of Award Management (SAM), along with Licensure expiration information; review frequency changed to at least monthly for sanctions, exclusions and adverse events.	MODERATE	1/1/2025

**\*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