

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

Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Medi-Cal Provider Policy and Procedure Manual.

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
Medi-Cal	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 will have fields to enter race, ethnicity and language.	SUBSTANTIAL	1/1/2025
Medi-Cal	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
Medi-Cal	12I	Complex Case Management	Updated risk language to include both high or medium/rising risk members.	MODERATE	3/1/2025
Medi-Cal	14F2	Long Term Care - Custodial Level and ICF DD	Included LTSS Liaison contact information, guidance on addressing claims and payment inquires, webinars to be held by the Plan, and the plan website for the WQIP SNF page.	MODERATE	1/1/2025

cc:

IPA Medical Director

IPA Administrator

IPA Care Management Manager

IPA Utilization Management Manager

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