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**To:** Medi-Cal IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** August 14, 2025  
**Subject:** **NEW: Medi-Cal Letter Templates, Nondiscrimination & Notice of Availability**

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Inland Empire Health Plan (IEHP) has recently added a new **“UM Cancellation – Informational Letter Template”** that will replace a “carve out letter” for acupuncture requests. There has been no change to IEHP’s acupuncture benefit; however, it has been determined that a carve out letter is no longer necessary, as acupuncture services are still an IEHP benefit.

**Letter Template Selection and Process Changes:**

- Delegates no longer need to utilize the IEHP **“Notice of Action – Carve Out Letter Template”** to carve out acupuncture services.
- Acupuncture services should instead be reported as a cancellation, and the new **“UM Cancellation Informational Letter Template”** should be utilized. Please ensure you only include the **“Nondiscrimination Notice”** and **“Notice of Availability”** documents along with the new UM Cancellation- Informational Letter Template.
- The new letter template should be sent to members and providers, advising them to contact **ASH - American Specialty Network** directly at **(888) 452-8609**.

**Medi-Cal Letter Templates Update:**

The following Medi-Cal letter template is available in all threshold languages – English, Spanish, Chinese and Vietnamese.

- UM Cancellation - Informational Letter Template

IEHP requires that this new letter template be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of these updated templates as of **September 1, 2025**.

**Nondiscrimination Notice (NDN) and Notice of Availability Document Updates:**

IEHP has also updated the **“Medi-Cal Letter Templates - Nondiscrimination Notice (NDN)”** and added a new **“Medi-Cal Letter Templates - Notice of Availability”** to the IEHP Provider website.

The following documents are also available in all threshold languages – English, Spanish, Chinese and Vietnamese, and current document updates consist of the following:

- Updated IEHP logo.
- Minor additions to language in the Nondiscrimination Notice.
- Effective immediately, the former **“Taglines”** document has been replaced and now referred to as **“Notice of Availability”**.
- Simplification of language headers in the Notice of Availability document (e.g. **“English”** instead of **“English Tagline”**).

IEHP requires that the new Nondiscrimination Notice (NDN) and Notice of Availability documents be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the updated documents as of **November 1, 2025**.

All templates and documents mentioned are now available on the IEHP Provider website:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > Medi-Cal Letter Templates or [click here](#).

For questions, please contact Jessica Gonzalez, Delegation Oversight Manager, at [gonzalez-j6@iehp.org](mailto:gonzalez-j6@iehp.org) or the IEHP Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

All IEHP communications can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News & Updates > Notices