To: DualChoice IPAs

From: IEHP – Delegation Oversight

Date: August 21, 2025

Subject: **NEW: D-SNP Letter Template Nondiscrimination Notice & Notice of Availability**

Inland Empire Health Plan (IEHP) has recently updated the **"D-SNP Letter Templates - Nondiscrimination Notice (NDN)"** and added a new **"D-SNP Letter Templates - Notice of Availability"** document to the IEHP Provider website.

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

Nondiscrimination Notice (NDN)

- Updated IEHP logo.
- Minor additions to language in the Nondiscrimination Notice.

Notice of Availability

- 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").
- As part of the CMS Final Rule 2025 and 42 CFR 422.2267(e)(31), CMS has amended its current Multi-Language Insert (MLI) regulation to replace references to the former MLI with the new Notice of Availability document.
- The amendment also requires that the Notice of Availability must be provided in English, and the 15 languages most spoken by individuals with Limited English Proficiency (LEP) of the relevant state, as well as alternate formats for individuals with disabilities.

IEHP requires that the 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 documents mentioned are now available on the IEHP Provider website:

> www.providerservices.iehp.org > Resources > Resources for Providers > Forms > D-SNP Letter Templates or click here.

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

All IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices