

**To:** PCPs, Specialists, Ancillary, BH & Hospitals  
**From:** IEHP Compliance  
**Date:** August 26, 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.

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 > IEHP Covered (CCA)

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

<b>LINES OF BUSINESS</b>	<b>POLICY</b>	<b>POLICY TITLE</b>	<b>DESCRIPTION OF CHANGE</b>	<b>DEGREE OF CHANGE</b>	<b>REVISION EFFECTIVE DATE</b>
IEHP Covered (CCA)	05A1	<b>Credentialing Standards - Credentialing Policies</b>	Improved the notification timeframe for decisions to providers from 60 days to 30 days. Added locum tenens to the credentialing process. Updated the criteria for sanctions, complaints, and events requiring ongoing monitoring by Peer Review Subcommittee.	<b>SUBSTANTIAL</b>	<b>1/1/2025</b>
IEHP Covered (CCA)	09A	<b>Access Standards</b>	Clarified definition of "Patterns of Non-Compliance"	<b>MINOR</b>	<b>1/1/2025</b>
IEHP Covered (CCA)	09I	<b>Transgender, Gender Diverse, or Intersex Cultural Competency Training</b>	Describes TGI training requirements for IPAs, Subcontractors and Providers.	<b>NEW</b>	<b>3/1/2025</b>
IEHP Covered (CCA)	12E	<b>Complex Case Management</b>	Updated risk language to include both high and medium/rising risk. Removed triggers from member Identification section.	<b>SUBSTANTIAL</b>	<b>5/1/2025</b>
IEHP Covered (CCA)	14A	<b>Delegation and Monitoring</b>	Clarified that step therapy or "fail first" requirements do not apply to services requiring prior authorization unless advised as such by clinical criteria, guidelines, or regulatory requirements. Specified IEHP coverage for PANDAS/PANS.	<b>MODERATE</b>	<b>1/1/2025</b>
IEHP Covered (CCA)	15H	<b>Tobacco Cessation Program</b>	New policy describing Tobacco Cessation Program as it applies to CCA.	<b>NEW</b>	<b>1/1/2025</b>
IEHP Covered (CCA)	23B	<b>Cultural and Linguistically Appropriate Services Programs (CLAS) Program Description</b>	Updated Committee structure and specified program evaluation activities include collaboration with community groups for review and feedback.	<b>MODERATE</b>	<b>7/1/2025</b>

**\*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