



*We heal and inspire the human spirit.*

**To:** Provider Network, IPAs, Contracted Hospitals & Ambulatory Surgical Centers  
**From:** IEHP – Provider Relations  
**Date:** September 17, 2025  
**Subject:** **REMINDER-Provider Preventable Conditions (PPC)–Reporting Requirements**

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On May 23, 2017, the Department of Healthcare Services (DHCS) released All Plan Letter (APL) 17-009<sup>1</sup> which superseded APL 16-011 on reporting Provider Preventable Conditions (PPC). In conjunction, DHCS released Dual Plan Letter (DPL) 17-002<sup>2</sup> related to PPCs. The PPC form and instructions for reporting can be found on DHCS website at [https://www.dhcs.ca.gov/individuals/Pages/PPC\\_Form\\_Instructions.aspx](https://www.dhcs.ca.gov/individuals/Pages/PPC_Form_Instructions.aspx).

PPCs are defined as Health Care Acquired Conditions (HCACs) occurring in any inpatient acute care hospital and Other Provider Preventable Conditions (OPPCs) in any health care setting. **The Health Plan, Network Providers, Delegates, contracted Hospitals, and Ambulatory Surgical Centers must follow the instructions below for both IEHP Dual Choice DSNP and Medi-Cal lines of business:**

- Providers are **REQUIRED** to send a copy of the completed PPC submission from the DHCS secure online portal to IEHP's Quality Management Department via secure email [qmclinicalinbox@iehp.org](mailto:qmclinicalinbox@iehp.org) or fax (909) 890-5545 within **five (5) business days** of reporting to DHCS.
- IEHP must retain copies of all completed and submitted PPC submissions for later reconciliation of allowable payments.
- IEHP or the IPA does not pay provider claims nor reimburse a provider for a PPC, in accordance with 42 CFR Section 438.3(g).

Please distribute this communication to Quality Management and Risk Department(s) for your facility where applicable.

The APL, DPL, and additional information can be accessed via IEHP's website at:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > Provider Preventable Conditions (PPC).

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

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

cc: Quality Management  
Risk Management

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<sup>1</sup> APL 17-009 <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-009.pdf>

<sup>2</sup> DPL 17-002 <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/DPL2017/DPL17-002.pdf>