
To: IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: September 22, 2025
Subject: **Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP DualChoice (HMO D-SNP)**

Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP DualChoice (HMO D-SNP).

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
IEHP DualChoice (HMO D-SNP)	05A1	Credentialing Standards - Credentialing Policies	Added language on adjusting the Transgender Competent Criteria for gender-affirming care Providers.	MODERATE	1/1/2025
IEHP DualChoice (HMO D-SNP)	16A	Member Grievance Resolution Process	Added language as per 45 CFR § 92.7(b) elaborating on the Responsibilities of the Section 1557 Coordinator.	MODERATE	1/1/2025
IEHP DualChoice (HMO D-SNP)	16B2	Member Appeal Resolution Process- Part B and D	Updated definitions for Independent Review (IRE) Entity and Organizational Determination (OD). Updated Member's right to request an appeal within 65 calendar days instead of 60 days. Removed language on acknowledgement letter being mailed to Member within 5 days - no ack letter is sent.	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