

To: 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 Covered**

Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP Covered (CCA).

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

If you have any questions, comments, or concerns, please contact the 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

LINES OF BUSINESS	POLICY	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP Covered (CCA)	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 Covered (CCA)	18B	Provider Directory	Specifies that processes also apply to Providers gender-affirming services.	Substantial	1/1/2025

***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