



Provider Services

MONTHLY POLICY UPDATES

To: IPAs, Hospitals, PCPs, Specialists, Ancillary, BH & BHT Providers

From: IEHP Compliance

Date: September 22, 2025

Subject: **Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP Medi-Cal**

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

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
Medi-Cal	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

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