

To: Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: October 13, 2025
Subject: **Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP Covered**

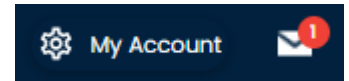
Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for IEHP Covered (CCA).

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

Important Notice: Change in Communication Method

Please be advised that we are transitioning away from sending monthly policy update faxes. Going forward, all policy change notifications will be posted directly to the **Provider Portal** under the **Portal Inbox (messages)** section. We encourage you to regularly check the portal to stay informed of the most current information. This change is part of our ongoing effort to streamline communications and provide timely updates in a centralized, accessible location.



For any questions, comments and concerns, please contact IEHP Covered (CCA) Provider Call Center at (909) 291-8691 or (844) 248 – IEHP (4347).

Sincerely,

A handwritten signature in black ink, appearing to read 'L. Nery'.

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)	11A	Pharmacy Benefit and Services	Describes IEHP's timelines and processes for notifying Members and prescribing Providers in the event of a drug recall or market withdrawal.	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