



Provider Services

MONTHLY POLICY UPDATES

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

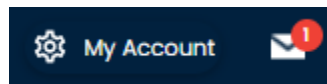
Inland Empire Health Plan (IEHP) has made the following ad hoc changes to the Provider Policy and Procedure Manual for Medi-Cal.

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

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 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	05A10	Credentialing Standards - Credentialing Information Integrity	Included elements provided by NCQA for reviewing credentialing and recredentialing information integrity.	NEW	1/1/2025
Medi-Cal	10U	Dyadic Services and Family Therapy Benefit	Outlines Dyadic Care service benefit for IEHP	NEW	1/1/2025
Medi-Cal	11A	Pharmacy Benefit and Services	Updated timelines and processes for notifying Members and prescribing Providers in the event of a drug recall or market withdrawal.	SUBSTANTIAL	1/1/2025
Medi-Cal	12K1	Behavioral Health - Behavioral Health Services	Included process for overriding of the BH screening tool (APL 25-010)_.	SUBSTANTIAL	1/1/2025
Medi-Cal	20A	Claims Processing	Change from 45 business days to 30 calendar working days for claims payment adjustments (i.e. DHCS retro rates) and interest accrual processes. Added definition of “immediate postpartum contraception”.	SUBSTANTIAL	9/29/2025
EDI (CCA)	06B	5010 834 Standard Covered California Companion Guide - 834 Included ASC X12 Implementation Guide	Updated the AFS data elements to reflect what IEHP is receiving from the State.	MODERATE	1/1/2025
EDI	15B	5010 834 Standard Covered California Companion Guide - Included ASC X12 Implementation Guide	IT - Production Support is adding the Veteran Home Indicator to Loop 2300, REF02-13 per state regulatory guidelines.	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