



We heal and inspire the human spirit.

To: Hospitals, IPAs, PCPs, Specialists, Ancillary, and BH Providers

From: IEHP Compliance

Date: October 16, 2025

Subject: SAI/C360 Online Policy Search Guide

We have made a recent update to our Provider Manuals & Training web page.

The page now includes a step-by-step **SAI360 Online Policy Search Guide** for accessing our online policy search. This guide will assist and educate providers in the multiple ways they may search for policies: name, policy number, or advanced search options.

IEHP News & Updates ▾ Resources ▾ Programs & Services ▾ Pharmacy ▾ Join our Network ▾ Search... Provider login

Provider Manuals Acknowledgement of Receipt Training

Manuals & Trainings

 **Provider Manuals: Medi-Cal, IEHP DualChoice (HMO D-SNP), IEHP Covered (CCA), and EDI** ▾
"Access IEHP Provider and Procedure Manuals using the online policy search - SAI360"

2025 Provider Manuals ➔ **2026 Provider Manuals**

The Provider manual outlines and documents the procedures, protocols, and standards of care in relation to the Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered Plan.

The manual documents the procedures, protocols and formats for electronic data exchange between IEHP and its contracted Providers related to Member eligibility, encounter data, bed-day reporting, capitation reports and electronic claims submissions.

The EDI manual documents the processing schedules, file formats, procedures and narrative information that is necessary for Providers to understand and conduct electronic data exchange that is HIPAA compliant which is required under the IEHP Agreement.

For a step-by-step guide in how to use the SAI360 online search feature please review the following resource:

 **SAI360 Online Policy Search Guide (PDF)** [Download](#)

The guide can be found here: [IEHP - Resources : Manuals and Training : Manuals & Trainings](https://www.providerservices.iehp.org/News-and-Updates/Manuals-and-Training/Manuals-&-Trainings) or [www.providerservices.iehp.org](https://www.providerservices.iehp.org/News-and-Updates/Manuals-and-Training/Manuals-&-Trainings) > Resources > Provider Manuals & Training > Manuals & Regulatory Training > SAI360 Online Policy Search Guide (PDF).

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org

All IEHP communications can be found at: [www.providerservices.iehp.org](https://www.providerservices.iehp.org/News-and-Updates/Manuals-and-Training/Manuals-&-Trainings) > News and Updates > Notices