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To: IPA Network
From: IEHP – Delegation Oversight
Date: October 16, 2025
Subject: Updated Notice of Availability - Letter Templates

Inland Empire Health Plan (IEHP) has recently updated the “**Notice of Availability**” document on the IEHP Provider website. IEHP identified issues with font size and text characters on both the Medi-Cal and D-SNP templates, and the necessary changes were made to align with Department of Health Care Services (DHCS) standards. The following documents are available in all threshold languages – English, Spanish, Chinese, and Vietnamese:

Notice of Availability

- Notice of Availability – Medi-Cal Letter Templates
- Notice of Availability – D-SNP Letter Templates

The documents mentioned can be found at the following location:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Medi-Cal Letter Templates or [click here](#).

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > D-SNP Letter Templates or [click here](#).

IEHP requires that the Notice of Availability documents be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the updated documents as of **December 1, 2025**.

For questions, please contact Jessica Gonzalez, Delegation Oversight Manager, at gonzalez-j6@iehp.org or 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 > News & Updates > Notices