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To: IPA Network
From: IEHP – Delegation Oversight
Date: October 30, 2025
Subject: Updated Independent Medical Review & Notice of Availability Forms

Inland Empire Health Plan (IEHP) has recently updated the **Independent Medical Review (IMR)** document and the **Notice of Availability (NOA) – D-SNP Letter Template** document, and they are now available on the IEHP Provider Website under their respective Letter Template sections.

Medi-Cal Letter Templates

The Independent Medical Review (IMR) document updates are now added to the following letter templates:

- Notice of Action - Carve Out
- Notice of Action - Delay
- Notice of Action - Deny
- Notice of Action - Modify
- Notice of Action - Terminate

D-SNP Letter Templates

- Coverage Decision Letter Part B Drug – 7 Day Appeal
- Coverage Decision Letter Medical – 30 Day Appeal

The IMR document is also available in all threshold languages – English, Spanish, Chinese, and Vietnamese and can be found at:

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

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

IEHP requires that the updated IMR document be incorporated into your workflows as soon as possible. IEHP will begin auditing the implementation of the updated templates for letters dated **December 15, 2025**.

In addition, IEHP identified issues with the Laotian section of the **Notice of Availability (NOA) - D-SNP Letter Template** concerning the text characters. For this reason, the document was revised and reposted for the **D-SNP line of business**. The necessary changes were made to align with Department of Health Care Services (DHCS) standards.

D-SNP Letter Templates

The revised NOA document has been added to the following letter templates:

- All D-SNP Letter Templates

The updated NOA document can be found at:

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

IEHP requires that the updated NOA document for the D-SNP line of business be incorporated into your workflows as soon as possible. IEHP will begin auditing the implementation of the updated document 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