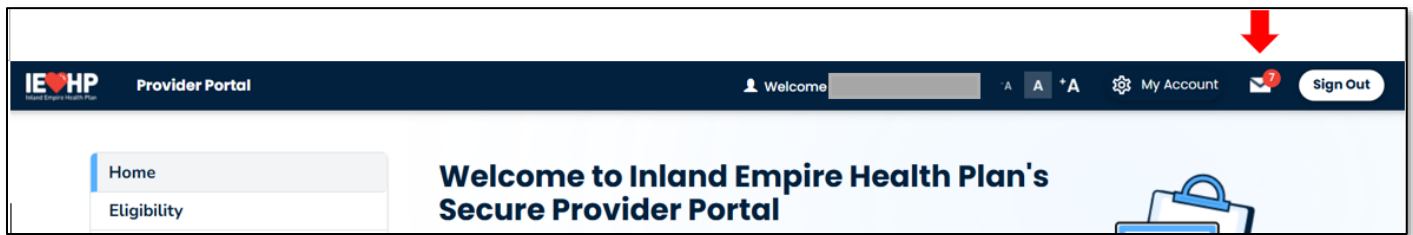


To: IEHP Covered (CCA) Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: November 10, 2025
Subject: Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP Covered (CCA)

FINAL REMINDER: Change in Communication Method

As previously communicated, we are transitioning away from sending monthly policy change notifications. These are now posted weekly to the **secure Provider Portal** under the **Portal Inbox (messages)** section of the landing page. It is important that you and your staff stay informed and become familiar with these ad hoc changes, as updates may impact current business processes and reporting requirements.



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

Current policies and procedures are posted here: ProviderServices.iehp.org > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

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
IEHP Covered (CCA)	04B	Member Co-Payments	Clarified cost-sharing restrictions for ED visits and follow-up health care services specific to rape and sexual assault	Moderate	1/1/2025
IEHP Covered (CCA)	05A1	Credentialing Standards - Credentialing Policies	Modified Transgender Competent Criteria for gender-affirming care Providers.	Moderate	1/1/2025
IEHP Covered (CCA)	05A10	Credentialing Standards - Credentialing Information Integrity	Define the elements provided by NCQA for reviewing credentialing and recredentialing information integrity.	NEW	1/1/2025
IEHP Covered (CCA)	09E	Access to Services with Special Arrangements	Added Rape & Sexual Assault as a sensitive service which does not require cost sharing by the Member when they seek care in emergency room and follow up health treatment.	Minor	7/1/2025
IEHP Covered (CCA)	14C	Emergency Services	Described coverage requirements for emergency department visits related to rape or sexual assault.	Moderate	1/1/2025
IEHP Covered (CCA)	18L	Artificial Intelligence (AI) Use in Healthcare Delivery	Establishes guidelines for the use of Artificial Intelligence (AI) tools by contracted Individual and Organizational Providers.	NEW	1/1/2025
IEHP Covered (CCA)	19A	Claims Processing	Clarified claims reimbursement requirements for immediate postpartum contraception.	Substantial	1/1/2025
IEHP Covered (CCA)	19B	Billing of IEHP Members	Described coverage requirements for emergency department visits and follow-up care related to rape and sexual assault.	Minor	1/1/2025
IEHP Covered (CCA)	23F	Utilization Management Program Description	Specified requirements for delivery of mental health/substance use disorder (MH/SUD) treatments and services, including parity of access to services and prior authorization requirements.	Substantial	1/1/2025
IEHP Covered (CCA) - EDI Manual	06B	5010 834 STANDARD COVERED CALIFORNIA COMPANION GUIDE - 834 INCLUDED ASC X12 IMPLEMENTATION GUIDE	Updated Reference Identification Qualifier from 23 to F6.	Minor	10/13/2025

***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