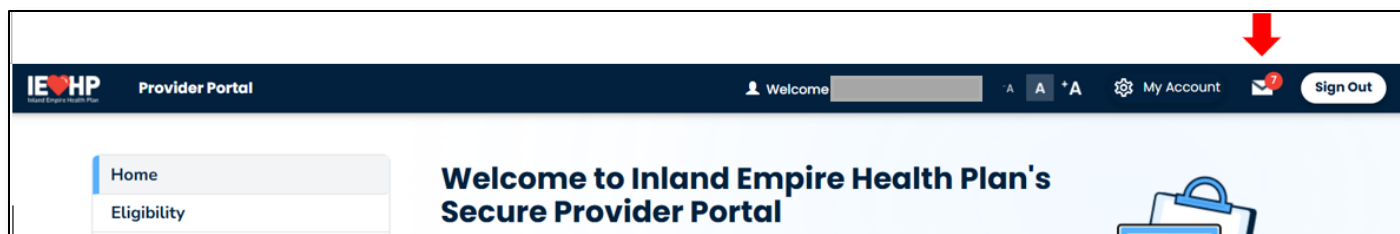


To: Medi-Cal IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT
From: Providers IEHP Compliance
Date: November 10, 2025
Subject: **Ad Hoc Changes – Provider Policy and Procedure Manual for Medi-Cal**

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 **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 **Medi-Cal**. **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
Medi-Cal	05A1	Credentialing Standards - Credentialing Policies	Modified Transgender Competent Criteria for gender-affirming care Providers.	Moderate	1/1/2025
Medi-Cal	09E	Access to Services with Special Arrangements	Described access to services for Rape and Sexual Assault victims without cost-sharing.	Substantial	7/1/2025
Medi-Cal	12B	California Children's Services	Clarified coverage for hospice care for CCS eligible children, including grief, bereavement and spiritual services.	Substantial	1/1/2025
Medi-Cal	12D	Early and Periodic Screening, Diagnosis and Treatment	Clarified that children are eligible for hospice services and may receive concurrent curative treatment.	Moderate	1/1/2025
Medi-Cal	12H	Community Based Adult Services	Clarified when CBAS remote services may be covered.	Minor	1/1/2025
Medi-Cal	14C	Emergency Services	Described coverage requirements for emergency department visits related to rape & sexual assault.	Moderate	1/1/2025
Medi-Cal	14F1	Long Term Care - Custodial Level and ICF DD	Clarified requirements for the LTSS Liaison trainings.	Minor	1/1/2025
Medi-Cal	14F2	Long Term Care - Skilled Level	Clarified requirements for the LTSS Liaison trainings.	Minor	1/1/2025
Medi-Cal	14H	Hospice Services	Described reimbursement requirements for hospice services and timeframes for the notice of election	Substantial	1/1/2025
Medi-Cal	18S	Artificial Intelligence (AI) Use in Healthcare Delivery	Establish guidelines for the use of Artificial Intelligence (AI) tools by contracted Individual and Organizational Providers.	NEW	1/1/2025
Medi-Cal	19H	DHCS Workforce & Quality Incentive Program (WQIP)	Establishes process for DHCS-required SNF WQIP.	NEW	1/1/2025

LINES OF BUSINESS	POLICY	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
Medi-Cal	24F	Enhanced Care Management Program Description	Described process for Closed-Loop Referrals, including communicating with referring entities. Clarified ECM Populations of Focus (PoF).	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