

To: IEHP DualChoice (HMO D-SNP) IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers

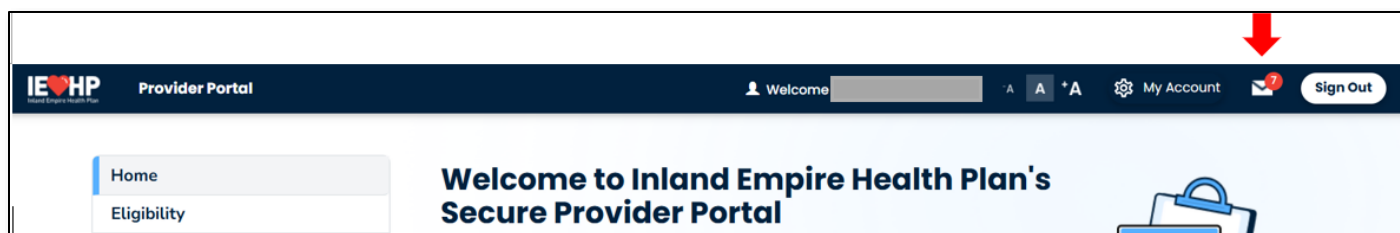
From: IEHP Compliance

Date: November 10, 2025

Subject: Ad Hoc Changes – Provider Policy and Procedure Manual for IEHP DualChoice (HMO D-SNP)

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 **IEHP DualChoice (HMO D-SNP)**. 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 DualChoice (HMO D-SNP)	05A10	Credentialing Standards - Credentialing Information Integrity	Defines the elements provided by NCQA for reviewing credentialing and recredentialing information integrity.	NEW	7/1/2025
IEHP DualChoice (HMO D-SNP)	11P	Drug Recall Withdrawal Process	Describes IEHP's timelines and processes for notifying Members and prescribing Providers in the event of a drug recall or market withdrawal.	NEW	1/1/2025
IEHP DualChoice (HMO D-SNP)	14F1	Long Term Care - Custodial Level	Clarified requirements for the LTSS Liaison trainings.	Minor	1/1/2025
IEHP DualChoice (HMO D-SNP)	14F2	Long Term Care - Skilled Level	Clarified requirements for the LTSS Liaison trainings.	Minor	1/1/2025
IEHP DualChoice (HMO D-SNP)	18Q	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

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