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To: Provider Network, IPAs & Hospitals

From: IEHP - Compliance

Date: December 23, 2025

Subject: UPDATE: IEHP 2026 Provider Policy and Procedure Manuals

We would like to announce upcoming updates to our Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered (CCA) Provider Policy and Procedure Manuals. **These updated policies and procedures will take effect on January 1, 2026.** These updates are in accordance with local, state, and federal regulations, contractual requirements, and the standards set by the National Committee for Quality Assurance (NCQA).

The 2026 Provider Policy and Procedure Manuals are now available via the SAI360 platform. This platform allows users to locate provider policies and procedures by line of business, section, and through advanced search options.

Provider Manual SAI360 Policy Search Link:

[SAI360 Online Policy Search](#)

Download the step-by-step guide to using SAI360:

[SAI360 Online Policy Search Guide \(PDF\)](#)

www.providerservices.iehp.org > [Resources](#) > [Provider Manuals & Training](#) > [Manuals & Trainings](#)

For questions contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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