



*We heal and inspire the human spirit.*

**To:** Provider Network  
**From:** IEHP – Claims Department  
**Date:** March 5, 2026  
**Subject:** **Reminder Regarding Payment Integrity**

---

---

As part of the Inland Empire Health Plan (IEHP) shared commitment to payment integrity, compliance, and sustainability, our team regularly monitors billing patterns to ensure alignment with industry standards and regulatory requirements:

### **Ensuring Compliance and Accuracy**

- Accurate coding ensures compliance with CMS, DHCS, and Knox-Keene Act requirements.
- All billed codes must accurately reflect the documented care provided and represent the highest level of specificity appropriate to the member’s diagnosis and services rendered.
- Overuse of higher-level codes without supporting documentation can lead to audit findings, claim denials, and recovery actions.

### **Ongoing Monitoring**

IEHP will continue to monitor claims activity to ensure alignment with coding and documentation standards. Our shared goal is to maintain compliance and sustainability across the network.

To support providers in meeting these expectations, please refer to the following resources:

- [IEHP Provider Policies and Manuals – Provider Resources](#)
- [CMS Official Coding Guidelines – ICD-10-CM Official Guidelines](#)
- [DHCS Medi-Cal Provider Manuals – Medi-Cal Provider Resources](#)
- [IEHP Provider Website – Claims Page](#)

These references provide detailed guidance on ICD-10 and CPT/HCPCS coding requirements, documentation standards, and compliance expectations.

If we identify patterns that appear inconsistent with guidelines:

- IEHP may conduct focused reviews of claims and supporting documentation to better understand billing practices.
- Any payment adjustments will follow contractual and regulatory requirements, and, **as always**, providers will receive clear communication before action is taken.
- Providers will always have the right to review and dispute findings through the established process outlined in your agreement.

## **Provider Education and Training**

Our goal is to work collaboratively to ensure accurate coding, reduce administrative burden, and maintain the financial sustainability of our network. To support you in this effort, below are some free training resources:

- [CMS Official Coding Guidelines – Comprehensive guidance on ICD-10 and CPT coding: \[CMS ICD-10 Resources\]](#)
- [American Academy of Professional Coders \(AAPC\) – Free articles, webinars, and coding updates: \[AAPC Free Resources\]](#)
- [DHCS Medi-Cal Provider Education – Manuals and training materials for Medi-Cal providers: \[Medi-Cal Provider Resources\]](#)
- [CMS Medicare Learning Network \(MLN\) Web-Based Training: \[CMS Provider Resources\]](#)

Thank you for your continued commitment to our members and for helping us support our shared goal of delivering high-quality, compliant care. We appreciate your collaboration and dedication to these standards.

### ***Disclaimer:***

*The CMS and DHCS resources and links provided in this communication are current as of the date issued; however, they are subject to change at any time without notice. Providers are encouraged to routinely review CMS and DHCS official websites and updates to ensure continued compliance with the most current guidelines, policies, and requirements.*

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

All IEHP communications can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News & Updates > Notices