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To: DualChoice PCPs, Specialists, Ancillary, IPAs & Hospitals

From: IEHP – Pharmaceutical Services

Date: March 12, 2026

Subject: **Required Insulin Administration Instructions on Prescriptions**

Inland Empire Health Plan (IEHP) is requesting your assistance in ensuring accuracy and compliance with Medicare regulatory requirements regarding insulin prescriptions.

What to do: Please clearly document the specific instructions for insulin administration on all insulin prescriptions. This includes indicating whether the insulin should be administered subcutaneously (SC) or via an insulin pump.

Why this is important: Medicare plans are required to capture this information as part of the Centers for Medicare & Medicaid Services (CMS) audit standards. Missing or unclear prescription administration instructions can result in compliance risks during CMS audits. Providing explicit directions helps ensure proper processing, patient safety, and regulatory adherence.

Thank you for your attention to this documentation requirement and for the continued partnership in delivering quality care to our members.

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

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