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To: DualChoice IPAs
From: IEHP – Delegation Oversight
Date: September 3, 2026
Subject: **2026 TOC D-SNP Review Tool Enhancements**

Inland Empire Health Plan (IEHP) has updated the “**2026 Transition of Care (TOC) D-SNP Review Tool**” Template on the IEHP provider website. As of this year, the TOC D-SNP File Review Tool and Data Dictionary Template were revised to incorporate specific language regarding “Member Language Requirements.”

Item	Description	Reason for Update	Element Enhancement or Data Dictionary Methodology Enhancement
Element #1	Member and/or their authorized representative was notified of changes made to the ICP and allowed to review and sign the care plan and any amendments.	IPA must send a copy of the updated ICP to the member post a change in condition.	Element Added to TOC File Review • Data Dictionary Methodology: Review of clinical documentation demonstrates the member and/or representative was allowed to review and sign the ICP. • Review of clinical documentation that demonstrates both member was notified of all changes made to the ICP regardless if member is UTC or declines initial ICP development. • A copy of the ICP should be provided if ICP is completed/closed, change in PCP, and if there is a change in condition.
Element #2	Provider was notified of changes	The IPA shares the ICP with the Provider and ICT as necessary or requested.	Element Added to TOC File Review • Data Dictionary Methodology: Review of clinical documentation that demonstrates provider was notified of all changes made to the ICP regardless if member is UTC or declines initial ICP development. • A copy of the ICP should be provided if ICP is completed/closed, change in PCP, and if there is a change in condition.
Element #3	Member received ICP and additional documents in preferred language.	IPA must send a copy of the updated ICP to the member post a change in condition.	Element Added to TOC File Review. • Data Dictionary Methodology: Review of documentation that demonstrates the ICP was provided in member preferred preference and/or alternative formats, including member's Threshold Language preference. This includes educational • This includes educational materials and UTC letters.

Beginning with the **October 2026** review month, the following elements will be reviewed. IPAs are encouraged to review the listed methodologies and provider policies to ensure internal processes are aligned. These updates reflect IEHP's commitment to ensuring high-quality clinical oversight and improved outcomes for our IEHP DualChoice (HMO D-SNP) members.

The 2026 D-SNP Review Tool template can be found at the following location:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Delegation Oversight Audit Resources or [click here](#).

For questions, please contact Jessica Gonzalez, Delegation Oversight Manager, at gonzalez-j6@iehp.org or the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

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