



We heal and inspire the human spirit.

To: Provider Network
From: IEHP – Compliance
Date: October 2, 2026
Subject: **NEW: 2027 Provider Policy Manuals**

Dear Provider:

Inland Empire Health Plan (IEHP) has updated and published its Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered Provider Policy and Procedure Manuals. These policies and procedures, which will be **effective January 1, 2027**, comply with Local, State, Federal, and contractual requirements, as well as National Committee for Quality Assurance (NCQA) standards.

All 2027 Provider Policy Manuals can be found on the IEHP provider website and include the following:

- www.providerservices.iehp.org → Resources → Provider Manuals & Training → [2027 Provider Policy Manuals](#)
- 1. 2027 Provider Policy and Procedure Manuals
 - a. Medi-Cal
 - b. IEHP DualChoice (HMO D-SNP)
 - c. IEHP Covered
- 2. Summary of Effected Changes
- 3. Compliance Program, Fraud, Waste, and Abuse, HIPAA Privacy and Security Training
- 4. IEHP Code of Business Conduct and Ethics
 - www.providerservices.iehp.org → Resources → Resources for Providers → [Compliance](#)
- 5. IEHP DualChoice (HMO D-SNP) Model of Care Training (applicable to IEHP DualChoice Providers)
 - www.providerservices.iehp.org → Resources → Provider Manuals & Training → Manuals and Regulatory Training → [IEHP DualChoice Model of Care](#)

Benefit Manuals are available to view at the website links seen below:

1. Medi-Cal - <https://mcweb.apps.prd.cammis.medi-cal.ca.gov/publications/manual>
2. IEHP DualChoice - <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>
3. IEHP Covered - <https://www.iehp.org/en/browse-plans/covered-california#plan-materials>

IEHP will continue to inform providers as policies and procedures are revised.

Please ensure that you have a plan/timeline in place to train staff within ninety (90) calendar days of the January 1, 2027, effective date.

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

All IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices