We heal and inspire the human spirit.

To: PCPs

From: Provider Relations

Date: November 9, 2026

Subject: **Reminder: Transitions of Care - Acknowledgment of Inpatient Admissions & Discharge Notifications (TRC-Admit/Disch.)**

Please be reminded of an important responsibility regarding **inpatient admission and discharge notifications for Members**. When a Member is admitted to or discharged from an inpatient stay, a notification* is sent to your office to inform you of the event and support coordinated, timely follow-up care.

Call to Action

Upon receiving an inpatient admission or discharge notification, please ensure that you:

- ✓ Review the notification promptly.
- ✓ Acknowledge receipt by signing and dating the document.
  - **a. Admission –** Sign or stamp and save in the medical record.
  - **b. Discharge –** Ensure required discharge information is incorporated in the chart (see notification)
- ✓ File the signed notification in the patient's Medical Record **within TWO (2) calendar days after the event (3 days total).**

This acknowledgement serves as documentation that you are aware of the Member's recent care transition and supports appropriate and timely follow-up.

★ **Please incorporate this process into your standard workflow for all Members with an inpatient admission or discharge.**

Why is This Important?

PCP follow-up after an inpatient event ensures a smooth transition from hospital to outpatient care. Ensuring each notification is acknowledged and added to the medical record is essential for accurate documentation and effective care coordination. Timely acknowledgment of these notifications is a key component of high-quality, coordinated care and contributes directly to improved member outcomes and provider quality performance.

Thank you for your continued commitment to excellence and for supporting smooth care transitions for our members.

If you have any 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 and Updates > Notices.

**Members with recent admissions and discharges can be found at Provider Portal > Rosters > Inpatient Admissions and/or Inpatient Discharges.*