We heal and inspire the human spirit.

To: Medi-Cal IPAs

From: IEHP – Utilization Management

Date: November 19, 2026

Subject: **Updated Medi-Cal Letter Template: Notice of Action - Deny**

Inland Empire Health Plan (IEHP) recently updated the "**Notice of Action (NOA) - Deny"** Medi-Cal letter template. The templates are available in IEHP's threshold languages – English, Spanish, Chinese, and Vietnamese.

Medi-Cal Letter Template Changes

- Notice of Action (NOA) - Deny

IEHP requires that the updated template be incorporated into your workflows as soon as possible. IEHP will begin auditing the implementation of the updated template for letters dated on or after **December 15, 2026**.

The letter template mentioned can be found at the following location:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Medi-Cal Letter Templates 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.

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