



*Compliance*

## C360/SAI360 Policy Search

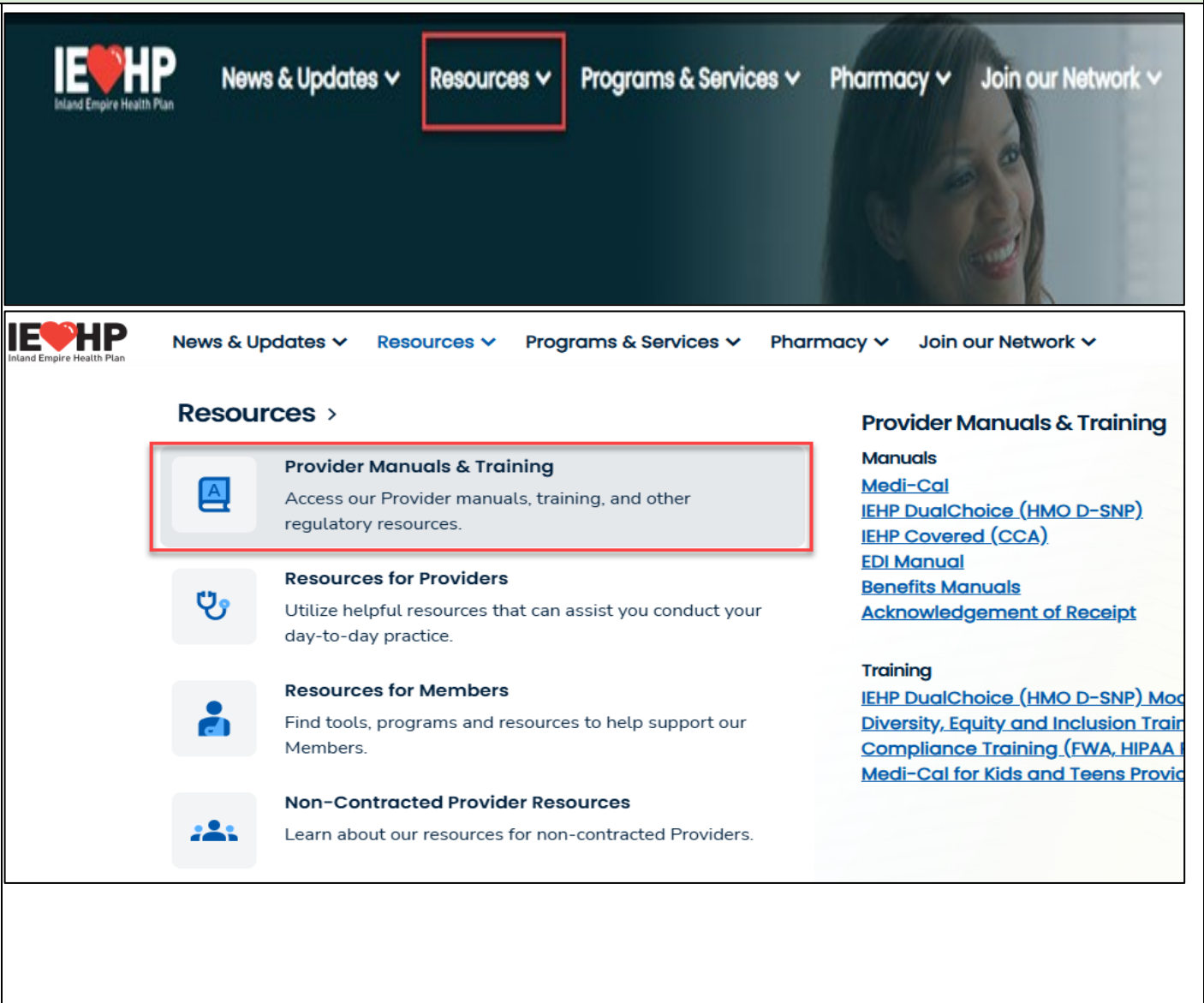
RESPONSIBLE DEPARTMENT	Compliance - Policy & Regulatory Operations (PRO)
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DATE CREATED	March 6, 2025
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### PROCESS DETAILS

SYSTEM REQUIREMENTS	Google Chrome, Microsoft Edge
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OBJECTIVE	To instruct users how to search for Policies in C360/SAI360
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STEPS	EXAMPLE /KEY POINTS
<b>ACCESSING POLICY SEARCH</b>	
<p>1. Navigate to <a href="https://providerservices.iehp.org">providerservices.iehp.org</a></p> <ol style="list-style-type: none"> <li>Hover your cursor over the resources tab.</li> <li>When the dropdown populates, select “Provider Manuals &amp; Training”</li> </ol>	 <p>The screenshot displays the IEHP (Inland Empire Health Plan) website. The top navigation bar includes links for News &amp; Updates, Resources, Programs &amp; Services, Pharmacy, and Join our Network. The 'Resources' link is highlighted with a red box. Below the navigation bar, the 'Resources' dropdown menu is open, showing several categories: Provider Manuals &amp; Training (highlighted with a red box), Resources for Providers, Resources for Members, and Non-Contracted Provider Resources. The 'Provider Manuals &amp; Training' section lists links for Medi-Cal, IEHP DualChoice (HMO D-SNP), IEHP Covered (CCA), EDI Manual, Benefits Manuals, and Acknowledgement of Receipt. The 'Resources for Providers' section lists links for IEHP DualChoice (HMO D-SNP) Mod, Diversity, Equity and Inclusion Train, Compliance Training (FWA, HIPAA), and Medi-Cal for Kids and Teens Provid.</p>

- c. Under Resources, click on “Manuals and Regulatory Training”


**IEHP** News & Updates ▾ Resources ▾ Programs & Services ▾ Pharmacy ▾ Join our Network ▾

## Resources




### Manuals and Regulatory Training

Access the Acknowledgement of Receipt (AOR) forms, and the Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered (CCA) provider manuals.




### IEHP DualChoice – Model of Care

This e-Course is designed to educate all in-network plan's Model of Care for IEHP D-SNP Member



### Diversity, Equity and Inclusion Training

This e-Course is designed to educate all in-network Providers on the cultural diversity of IEHP Members and to raise awareness of the IEHP cultural and linguistic policies and resources.




### Medi-Cal for Kids and Teens

Explore the Department of Health Care Services that help to strengthen understanding among awareness of the medically necessary services young adults enrolled in Medi-Cal.

- d. Scroll to the “Manuals & Training” header area of the page and click the “click here” button to open SAI360/C360.

## Manuals & Trainings



### Provider Manuals: Medi-Cal, IEHP DualChoice (HMO D-SNP), IEHP Covered (CCA), and EDI >

"Access IEHP Provider and Procedure Manuals using the online policy search - SAI360"

**Click here** ➔

The Provider manual outlines and documents the procedures, protocols, and standards of care in relation to the Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered Plan.

The manual documents the procedures, protocols and formats for electronic data exchange between IEHP and its contracted Providers related to Member eligibility, encounter data, bed-day reporting, capitation reports and electronic claims submissions.

The EDI manual documents the processing schedules, file formats, procedures and narrative information that is necessary for Providers to understand and conduct electronic data exchange that is HIPAA compliant which is required under the IEHP Agreement.

## METHODS OF SEARCHING - KEY WORD SEARCH



IZ

Policy Search

Policy Search

Keyword

Filter Options

Advanced Search Options

Search

Search Results

No records to display

Note: The total results and pages are an estimate based on your permissions. If there are multiple pages, then the number of results are updated as you page through the list.

Catalog

View Options

- Inland Empire Health Plan
  - Policy Manager
    - External
    - Internal
    - Provider Manual - IEHP DualChoice
    - Provider Manual - Medi-Cal
    - Provider Manual - Covered Call
    - EDI - Medi-Cal and DualChoice
    - EDI - IEHP Covered

Policies

POLICY NUMBER	POLICY LOCATION	TITLE	FILE TYPE	RELATED POLICIES
MA_00A	Policy Manager \ Provider Manual - IEHP DualChoice \ 00. Introduction	Manual Overview	PDF	0
MA_00B	Policy Manager \ Provider Manual - IEHP DualChoice \ 00. Introduction	IEHP Overview	PDF	0
MA_00C	Policy Manager \ Provider Manual - IEHP DualChoice \ 00. Introduction	Manual Updates	PDF	0

STEPS	EXAMPLE /KEY POINTS																
METHODS OF SEARCHING - KEY WORD SEARCH																	
1. The user is now able to search by:  a. Line of business (LOB).  b. Exact policy number, they may search utilizing that in the “keyword” box (ex. MC_20A)  c. Exact policy title.  d. If the title is not known, users must enclose the words or phrase they want to look up inside quotation marks.	<div><div><div>⌵ Provider Manual Catalog</div><div><div>View Options ▾</div><div>A</div><div>Showing subfolder contents</div><div><div>Inland Empire Health Plan</div><div><div>Policy Manager</div><div><div>Provider Manual - IEHP DualChoice</div><div>Provider Manual - Medi-Cal</div><div>Provider Manual - Covered California</div><div>EDI – Medi-Cal and DualChoice</div><div>EDI – IEHP Covered</div></div></div></div></div></div><div><div>⌵ Provider Manual Search</div><div><div>Division</div><div>Inland Empire Health Plan</div><div><div>Keyword</div><div>MA_24A</div></div></div></div><div><div>⌵ Provider Manual Search</div><div><div>Division</div><div>Inland Empire Health Plan</div><div><div>Keyword</div><div>Disability Program Description</div></div></div></div><div><div>⌵ Provider Manual Search</div><div><div>Division</div><div>Inland Empire Health Plan</div><div><div>Keyword</div><div>"disability"</div></div></div></div><div><div><div>Search Results</div><div>E</div></div><div><div>Filter By</div><div>Any Field ▾</div><div>Contains ▾</div><div>Enter value</div><div>&gt;&gt;</div><div>⌵</div></div><div><table><tr><th>FOLDER SELECT/INFO</th><th>POLICY NUMBER</th><th>TITLE</th><th>FILE T</th></tr><tr><td>... \ Provider Manual - IEHP DualChoice \ 24. Program Descriptions</td><td>MA_24A</td><td><div>🔍</div>Disability Program Description</td><td><div>📄</div></td></tr><tr><td>... \ Provider Manual - Medi-Cal \ 24. Program Descriptions</td><td>MC_24A</td><td><div>🔍</div>Disability Program Description</td><td><div>F</div><div>📄</div></td></tr><tr><td>... \ Provider Manual - Covered California (CCA) \ 23. Program Descriptions</td><td>CCA_23A</td><td><div>🔍</div>Disability Program Description</td><td><div>📄</div></td></tr></table></div></div></div>	FOLDER SELECT/INFO	POLICY NUMBER	TITLE	FILE T	... \ Provider Manual - IEHP DualChoice \ 24. Program Descriptions	MA_24A	<div>🔍</div> Disability Program Description	<div>📄</div>	... \ Provider Manual - Medi-Cal \ 24. Program Descriptions	MC_24A	<div>🔍</div> Disability Program Description	<div>F</div> <div>📄</div>	... \ Provider Manual - Covered California (CCA) \ 23. Program Descriptions	CCA_23A	<div>🔍</div> Disability Program Description	<div>📄</div>
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... \ Provider Manual - Covered California (CCA) \ 23. Program Descriptions	CCA_23A	<div>🔍</div> Disability Program Description	<div>📄</div>														
e. View results.																	
f. Users may click the PDF icon view the policy.																	

## METHODS OF SEARCHING – ADVANCED SEARCH OPTION

2. C360/SAI360 offers an advanced search option for users when searching for keywords or phrases from a specific manual or section. Here's how:

a. Enter the keyword or phrase you wish to look up.

b. Click on the down arrows for Advanced Search Options.

c. Click on the ellipses (...) to display all available manuals and corresponding sections.



Policy Search

Policy Search



Keyword

"prior authorization"

Filter Options

Advanced Search Options

Search



Policy Search

Policy Search



Advanced Search Options

Keyword

"prior authorization"

Filter Options

Division

Inland Empire Health Plan

Folder Select/Info

Show Policies with Related to All Departments equal to

☐ Yes ☐ No ☒ Any

Departments



d. Click the manual or section where you wish to search.

e. Click on Search. All policies from the selection manual or search that contain the keyword or phrase will be listed under Search Results.

f. Users may click on the PDF icon to view the policy.

## Folder Select

Select a division, if necessary, then click a folder to select it.

Division

Inland Empire Health Plan



Keyword

"prior authorization"

Filter Options

Division

Inland Empire Health Plan

Folder Select/Info

Provider Manual - Medi-Cal

Show Policies with Related to All Departments equal to

☐ Yes ☐ No ☒ Any

Departments

Categories

Days Since Revision

Search

Results for "prior authorization" listed below, please select a PDF image for the policy you wish to view

POLICY LOCATION	TYPE	POLICY NUMBER	TITLE	FILE TYPE	RELATED
... \ Provider Manual - Medi-Cal \ 11. Pharmacy	Policy and Procedure	MC_11B	Medical Drug Prior Authorization List		0
... \ Provider Manual - Medi-Cal \ 11. Pharmacy	Policy and Procedure	MC_11C	Prior Authorization or Exception Requests for Physician Administered Drugs		0
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	Policy and Procedure	MC_14A	Delegation and Monitoring (NCQA)		0
... \ Provider Manual - Medi-Cal \ 22. Member Rights and Responsibilities	Policy and Procedure	MC_22A	Members' Rights and Responsibilities (NCQA)		0
... \ Provider Manual - Medi-Cal \ 11. Pharmacy	Policy and Procedure	MC_11A	Pharmacy Benefit and Services		0
... \ Provider Manual - Medi-Cal \ 02. Committee Overview	Policy and Procedure	MC_02F	Pharmacy and Therapeutics Subcommittee		0
... \ Provider Manual - Medi-Cal \ 23. Compliance	Policy and Procedure	MC_23B	HIPAA Privacy and Security		0



## METHODS OF SEARCHING – PROVIDER MANUAL CATALOG SEARCH

If a user knows the line of business (LOB) & section where the policy lies, they may utilize the catalog search by section & LOB.

- The “catalogs” available to search are on the furthest left side of SAI360 under the Policy Manager folder icon.
- Each Line of Business (Medi-Cal, IEHP Covered, IEHP DualChoice, EDI) has a green notebook symbol that houses all the applicable LOB policies, separated by sections. To access a specific LOB, users will click the carrot ➤ symbol to display policies for their chosen LOB.
- Once a LOB is selected and a catalog opened, users can search by Policy Section by selecting one. All policies related to that section will display.

**Provider Manual Catalog**

View Options ▾

Showing subfolder contents

Inland Empire Health Plan

Policy Manager

Provider Manual - IEHP DualChoice

Provider Manual - Medi-Cal

Provider Manual - Covered California

Provider Manual - Electronic Data

**Provider Manual Catalog**

View Options ▾

Showing subfolder contents

Inland Empire Health Plan

Policy Manager

Provider Manual - IEHP DualChoice

00. Introduction

01. Organizational Structure

02. Committee Overview

03. Enrollment and Assignment

04. Eligibility Verification

05. Credentialing and Re-credentialing

06. Facility Site Review

07. Medical Records Request

08. Infection Control

09. Access Standards

10. Medical Care Standards

**Provider Manual Catalog**

View Options ▾

Showing subfolder contents

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Policy Manager

Provider Manual - IEHP DualChoice

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08. Infection Control

09. Access Standards

10. Medical Care Standards

**Policies**

FOLDER SELECT/INFO	POLICY NUMBER	TITLE	FILE TYPE
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02A	Provider Advisory Committee	PDF
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02B	Quality Management and Health Equity Transformation Committee	PDF
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02C	Peer Review Subcommittee	PDF
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02F	Pharmacy and Therapeutic Subcommittee	PDF
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02D	Credentialing Subcommittee	PDF
... \ Provider Manual - IEHP DualChoice \ 02. Committee Overview	MA_02E	Utilization Management Subcommittee	PDF

END OF PROCESS



DATE	REVISED BY	REVISION/UPDATE NOTES
3/06/25	i10645	Initial job aid created
5/28/25	i10645	Revisions made for clarity
7/17/25	i10645	Added a step for advanced search, and updated language to mirror IEHP usage of LOBs CCA, MC, and DSNP.