



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Revision Status:

NO CHANGE= No change

MINOR= Minimal changes that have no impact on the content, scope and operation. Rephrase to clarify content.

MODERATE= Procedural and/or operational clarifications of existing processes. Content, scope and operational changes.

SUBSTANTIAL= Significant content, scope and operational changes. Major revisions or a complete rewrite of a policy or reflect changes that affect the Provider or PCP operationally, such as a change to a reporting timeframe or standards.

NEW = Addition of a new policy.

RETIRED = Retirement of a policy.

Policy Number	Policy Title	Degree of Change	Description of Change
00. INTRODUCTION			
00A.	00A. Manual Overview	NO CHANGE	No Change
00B.	00B. IEHP Overview	NO CHANGE	No Change
00C.	00C. Manual Updates	MINOR	Removed Electronic Data Interchange (EDI Manual) from annual Provider Policy and Procedure Manual.
01. ORGANIZATIONAL STRUCTURE			
01.A.	01.A. General	NO CHANGE	No Change
01.B.	01.B. Joint Powers Agency Governing Board	NO CHANGE	No Change
01.C.	01.C. IEHP Committees	MODERATE	Updated IEHP Committees applicable to D-SNP.
02. COMMITTEE OVERVIEW			
02.A.	02.A. Provider Advisory Committee (PAC)	MINOR	Added several provisions that clarify expectations for representation in the committee.
02.B.	02.B. Quality Management and Health Equity Transformation Committee	MINOR	Removed duplicative language, adjusted acronyms, and renamed some committees



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
02.C.	02.C. Peer Review Subcommittee	MINOR	Changing of terminology, additional clarification of functions.
02.D.	02.D. Credentialing Subcommittee	MINOR	Small changes to phrasing and addition of one sentence for meeting cancellations
02.E.	02.E. Utilization Management (UM) Subcommittee	MODERATE	Requires participation from a BH Medical Director; updated list of IEHP staff participating in UM Subcommittee.
02.F.	02.F. Pharmacy and Therapeutics Subcommittee	NO CHANGE	No Change
03. ENROLLMENT AND ASSIGNMENT			
03.A.	03.A. IEHP Service Area	NO CHANGE	No Change
03.B.	03.B. Primary Care Provider Assignment	MINOR	Modified the auto assignment section to refer out the criteria
03.C.	03.C. Member Identification Cards	NO CHANGE	No Change
03.D.	03.D. Eligible Members	MINOR	Updated titles of resources
03.E.	03.E. Post Enrollment Kit	MINOR	Updated the list of documents found within the post-enrollment kits
04. ELIGIBILITY and VERIFICATION			
04.A.	04.A. Eligibility Verification	MINOR	State Automated Eligibility and Verification System (AEVS) website updated.
04.B.1.	04.B.1. Eligibility Verification Methods - Eligibility Files	NO CHANGE	None
04.B.2.	04.B.2. Eligibility Verification Methods - Eligibility Verification Options	MINOR	Automated eligibility verification system (AVES) link updated



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
04.C.	04.C. Member Co-Payments	NO CHANGE	No Change
05. CREDENTIALING AND RECREDENTIALING			
05.A.1.	05.A.1. Credentialing Standards - Credentialing Policies	SUBSTANTIAL	IEHP Designated Specialties updated and licensing information removed.
05.A.2.	05.A.2. Credentialing Standards - Credentialing Committee	MODERATE	Timeliness definition updated; procedures now require applicants to respond within 30 days. Review responsibility moved to the Quality Management and Health Equity Transformation Committee (QMHECTC).
05.A.3.	05.A.3. Credentialing Standards - Credentialing Verification	SUBSTANTIAL	Provider licensure, including list of licenses and education and training added.
05.A.4.	05.A.4. Credentialing Standards - Recredentialing Cycle Length	MODERATE	Reinstatement language added to clarify process.
05.A.5.	05.A.5. Credentialing Standards - Ongoing Monitoring and Interventions	MINOR	Credentialing designee section updated to include notifying Contract Dept.
05.A.6.	05.A.6. Credentialing Standards - Notification to Authorities and Practitioner Appeal Rights	NO CHANGE	No changes
05.A.7.	05.A.7. Credentialing Standards - Assessment of Organizational Providers	MODERATE	CMS Preclusion list added under assessments.
05.A.8.	05.A.8. Credentialing Standards - Credentialing Information Integrity	MINOR	Policy number updated from MA_05A10 to MA_05A8



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
05.A.9.	05.A.9. Credentialing Standards - Delegation of Credentialing	MODERATE	Delegation agreements updates must be made by 07/01/2027, and policy number updated from MA_05A8 to MA_05A9.
05.A.10.	05.A.10. Credentialing Standards - Identification of HIV/AIDS Specialists	MINOR	Policy number updated from MA_05A9 to MA_05A10
05.B.	05.B. Hospital Privileges	SUBSTANTIAL	Added an affiliations section for Specialists and updated the committees for exception reviews.
06. FACILITY SITE REVIEW			
06.A.	06.A. Facility Site Review and Medical Record Review Survey Requirements and Monitoring	MINOR	Removal of mentions of outdated resources
06.B.	06.B. Physical Accessibility Review Survey (PARS)	NO CHANGE	No change
06.C.	06.C. PCP sites Denied Participation or Removed from the IEHP Network	MINOR	Removed responsibilities from the Quality Management Team
06.D.	06.D. Residency Teaching Clinics	MINOR	Clarified what type of IPA
06.E.	06.E. Rural Health Clinics	MINOR	Rural health clinic definition updated.
06.F.	06.F. Advanced Practice Practitioner Requirements	MINOR	Clarified the renewal process for the PA agreements
06.G.	06.G. Urgent Care Center Evaluation	MODERATE	Revised corrective action for Urgent Care Centers that fall under 80% passing score and expanded the required medication
06.H.	06.H. Interim FSR Monitoring for Primary Care Providers	MINOR	Clarified the interim FSR requirement



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
07. MEDICAL RECORDS REQUIREMENTS			
07.A.	07.A. Provider and IPA Medical Records Requirements	MINOR	Updated Documentation Standards section to include assessments and reassessments and the modified the monitoring section for consecutive failed FSRs and MRRs
07.B.	07.B. Information Disclosure and Confidentiality of Medical Records	NO CHANGE	No Changes
07.C.	07.C. Informed Consent	MINOR	Updated resource name for Sterilization consent
07.D.	07.D. Advance Health Care Directive	NO CHANGE	No Changes
08. INFECTION CONTROL			
08.A.	08.A. Infection Control	NO CHANGE	No Changes
09. ACCESS STANDARDS			
09.A.	09.A. Access Standards	MODERATE	Included a Provider Appointment Availability Section, and minor grammatical and structural policy changes.
09.B.	09.B. Missed Appointments	NO CHANGE	No Change
09.C.	09.C. Access to Care for Members with Access and Functional Needs	MODERATE	Expanded on VRI services section and updated allowable questions for Service Animals.
09.D.	09.D. Access to Services with Special Arrangements	NO CHANGE	No change
09.E.	09.E. Open Access to Obstetrical or Gynecological Services	MINOR	Refers Members and Providers to Section 10 for services that can be obtained under this Policy.
09.F.	09.F. Cancer Treatment Services	MODERATE	Specifies additional conditions for Medicare coverage of routine costs associated with clinical trials.



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
09.G.	09.G. Non-Emergency Medical and Non-Medical Transportation Services and Related Travel Expenses	MODERATE	Changed "ambulatory door-to-door" services to "Wheelchair Van" services under NEMT, and updated the Transportation Call Center phone number.
09.H.1.	09.H.1. Cultural and Linguistic Services - Language Assistance Capabilities	MODERATE	Specified access to telephonic interpretation services , added process for materials needing transcription to an alternative format, and added that language assistance is provided free of charge.
09.H.2.	09.H.2. Cultural and Linguistic Services - Language Competency Study	NO CHANGE	No change
09.H.3.	09.H.3. Cultural and Linguistic Services - Non-Discrimination	MINOR	Plan auxiliary aid services added.
09.I.	09.I. Access to Care During a Federal State or Public Health Emergency	NO CHANGE	No Change
09.J.	09.J. Transgender, Gender or Intersex Cultural Competency Training	MINOR	Updated subcommittee responsible for reviewing grievances data.
10. MEDICAL CARE STANDARDS			
10.A.	10.A. Initial Preventive Physical Exam	NO CHANGE	No Change
10.B.	10.B. Adult Preventive Services	MODERATE	Requires Providers to provide immunizations according to CDPH recommendations.
10.C.	10.C. Initial Health Appointment	MINOR	Added effective date with PCP where applicable throughout policy
10.D.	10.D. Obstetrical Services - PCP Role in Care of Pregnant Members	NO CHANGE	No Change



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
10.D.1.	10.D.1. Obstetrical Services - Guidelines for Obstetrical Services	SUBSTANTIAL	Outlines Plan responsibility and Member options regarding perinatal and newborn screenings and assessments. Expands standards that Providers may utilize for assessment and intervention.
10.D.2.	10.D.2. Obstetrical Services - Obstetric Care by Certified Nurse Midwives, License Midwives, and Freestanding Birthing Centers	MODERATE	Clarifies services within scope of practice for CNMs and LMs; updated definition of freestanding birthing center
10.D.3.	10.D.3. Obstetrical Services - PCP Provision of Obstetric Care	SUBSTANTIAL	OB requirements updated
10.E.	10.E. Referrals to the Supplemental Food Program for Women, Infants, and Children (WIC)	MINOR	Updated WIC contact info.
10.F.	10.F. Sterilization Services	MINOR	Clarifies that consent form PM 330 is no longer accepted and that DHCS 8649 must be used for sterilization procedures.
10.G.	10.G. Sexually Transmitted Infection (STI) Services	MODERATE	Recommends consideration of Expedited Partner Therapy for the prevention of STI reinfections.
10.H.	10.H. HIV Testing and Counseling	NO CHANGE	No change
10.I.	10.I. Tuberculosis Services	MINOR	Specifies the timeframe for reporting confirmed and suspected cases to the County LHD. Clarifies Plan and Provider responsibilities regarding Members to be referred to the LHD for Direct Observation Therapy.
10.J.	10.J. Reporting Communicable Diseases to Public Health Authorities	MINOR	Specified electronic reporting option for non-urgent conditions. Updated contact information for County LHDs.



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
10.K.	10.K. Family Planning Services	MODERATE	Specifies services covered under the Medi-Cal family planning benefit.
10.L.	10.L. Mandatory Elder or Dependent Adult Abuse Reporting	MINOR	Updated list of information that needs to be included in Abuse Reports
10.M.	10.M. Mandatory Domestic Violence Reporting	MINOR	Added "Definitions" section for clarity.
10.N.	10.N. Maternal Mental Health Program	NO CHANGE	No Changes
10.O.	10.O. Vision Examination Level Standards	NO CHANGE	No Changes
10.P.	10.P. Community Health Worker Services	NO CHANGE	No Changes
11. PHARMACY			
11.A.	11.A. Formulary Management	NO CHANGE	No Changes
11.B.	11.B. Coverage Determination	NO CHANGE	No Changes
11.C.	11.C. IEHP DualChoice Vaccine Coverage	NO CHANGE	No Changes
11.D.	11.D. Claims for Drugs Prescribed or Dispensed by Excluded, Sanctioned and Precluded Providers	NO CHANGE	No Changes
11.E.	11.E. Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration	NO CHANGE	No Changes
11.F.	11.F. Medicare - Part B vs D Determination	NO CHANGE	No Changes
11.G.	11.G. Coordination of Benefits	NO CHANGE	No Changes
11.H.	11.H. Best Available Evidence (BAE)	NO CHANGE	No Changes
11.I.	11.I. Transition Process	NO CHANGE	No Changes



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
11.J.	11.J Pharmacy Access Standards	MINOR	Oversight process updated from "annual basis" to a "quarterly basis."
11.K.	11.K. Medication Therapy Management Program	NO CHANGE	No Change
11.L	11.L Insulin Administration and Diabetic Testing Supplies	NO CHANGE	No Change
11.M.	11.M. Member Request for Pharmacy Reimbursement	NO CHANGE	No Change
11.N.	11.N Pharmacy Credentialing and Re-Credentialing	NO CHANGE	No Change
11.O.	11.O Drug Management Program	SUBSTANTIAL	Addition of "Monitoring and Oversight" section of the policy. Addition of section under "Member Identification" that lays out how members are considered for the pharmacy lock-in program. care coordination Part D line added.
11.P.	11.P Drug Recall Withdrawal Process	NO CHANGE	No Change
12. COORDINATION OF CARE			
12.A.1.	12.A.1. Care Management Requirements - PCP Role	NO CHANGE	No Change
12.A.2.	12.A.2. Care Management Requirements - Health Risk Assessment	MODERATE	Added modalities in which Members can be contacted and specified what staff can conduct an HRA.



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
12.A.3.	12.A.3. Care Management Requirements - Individualized Care Plan	MODERATE	Updated program name from ECM like services to California Integrated Care Management (CICM) services. Updated CICM population of focus categories and added the different modalities in which a patient can be contacted.
12.A.4.	12.A.4. Care Management Requirements - Interdisciplinary Care Team	MINOR	removed requirement for ICT reassessment at time of PCP change
12.A.5.	12.A.5. Care Management Requirements - Continuity of Care	MINOR	specified type of methods requests can be made for Continuity of Care
12.A.6.	12.A.6. Care Management Requirements - Model of Care Training	NO CHANGE	no change
12.A.7.	12.A.7. Care Management Requirements - Transition of Care	MINOR	Referred to other policies for LTSS liaison information.
12.B.	12.B. Multipurpose Senior Services Program	NO CHANGE	no change
12.C.	12.C. Organ Transplant	MODERATE	Clarifies that autologous islet cell transplants are not covered.
12.D.1.	12.D.1. Behavioral Health - Behavioral Health Services	MODERATE	Specified when no authorization is required for services and removed requirement for providers to submit Coordination of Care Treatment Plan.
12.D.2.	12.D.2. Behavioral Health - Substance Use Treatment Services	MINOR	Updated contact information and removed Web Forms reporting
12.E.	12.E. In-Home Supportive Services	NO CHANGE	No Changes
12.F.	12.F. Community Based Adult Services	MODERATE	added requirement for emergency remote services and expanded on process for expediting process for existing cases



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
12.G.	12.G. Vision Services	MINOR	Revision of dollar figures under "Vision Benefits..." section
12.G.1.	12.G.1. Vision Services - Vision Exception Requests	MODERATE	Post-Service retrospective review decision time frame updated from 14 calendar days to 30 calendar days.
12.G.2.	12.G.2. Vision Services - Vision Provider Referral	MINOR	Updated dollar figures.
13. QUALITY MANAGEMENT			
13.A.	13.A. Quality Studies Medical Records Access	NO CHANGE	No Change.
13.B.	13.B. Quality Management & Health Equity Transformation Program Overview for Members and Providers	NO CHANGE	No Change
13.C.	13.C. Chaperone Guidance	NO CHANGE	No Change
13.D.	13.D. Reporting Requirements Related to Provider Preventable Conditions	MINOR	Updated team name to reflect current state and added another avenue to submit copies.
13.E.	13.E. Chronic Care Improvement Program (CCIP)	NO CHANGE	No Change
13.F	13.F Management of Critical Incidents	NO CHANGE	No Change
14. UTILIZATION MANAGEMENT			
14.A.	14.A Utilization Management - Delegation and Monitoring	SUBSTANTIAL	Outlines new requirements regarding reporting of UM rates, information integrity, public access to prior authorization data, and use of Artificial Intelligence. Clarifies Plan vs Delegate responsibilities for vision services.
14.A.1.	14.A.1. Review Procedures - Primary Care Provider Referrals	MINOR	Updated resources and grammar error corrections



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
14.A.2.	14.A.2. Review Procedures - Standing Referral/Extended Access to Specialty Care	NO CHANGE	No Changes
14.B.	14.B. Second Opinions	NO CHANGE	No Changes
14.C.	14.C. Emergency Services	NO CHANGE	No change
14.D.	14.D. Pre-Service Referral Authorization Process	MODERATE	Clarifies that determinations not made/notified within required timeframes are considered adverse decisions subject to an appeal, and that routine mental health services in-network are exempt from prior authorization.
14.E.	14.E. Referral Procedures for Custom Wheelchairs and Powered Mobility Devices	MINOR	Updated definition for qualified health care professional for evaluating for DME.
14.F.1.	14.F.1. Long Term Care - Custodial Level	MINOR	Updated contact listing for LTSS liaisons.
14.F.2.	14.F.2. Long Term Care - Skilled Level	MODERATE	Modifies timeframe within which IEHP conducts retrospective review of services. Updated contact information for LTSS liaisons.
14.G.	14.G. Acute Inpatient and Behavioral Health Admission and Concurrent Review	MINOR	Revises the timeframe within which IEHP conducts retrospective review of discharges.
14.H.	14.H. Hospice Services	MODERATE	Specifies IEHP coverage responsibilities for dual eligible Members residing in SNFs.
14.I.	14.I. Expedited Initial Organization Determinations	MODERATE	Allows IPAs to extend deadlines for initial organization determinations.
15. HEALTH EDUCATION			
15.A.	15.A. Health Education	NO CHANGE	No Changes



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
15.B.	15.B. Obesity Prevention	MINOR	Added purposed for the Program Evaluation
15.C.	15.C. IEHP Family Asthma Program	MINOR	added purpose for Program Evaluation.
15.D.	15.D. Diabetes Self-Management Program	MODERATE	Updated program curriculum and added the purpose for the Program Evaluation.
15.E.	15.E. Perinatal Program	MINOR	Added purpose to Program Evaluation and added specificity to the Perinatal Program workshop
15.F.	15.F. Diabetes Prevention Program	NO CHANGE	No Changes
15.G.	15.G. Tobacco Cessation Program	MINOR	Specified documentation requirements for additional participation in tobacco cessation activities.
16. GRIEVANCE AND APPEAL RESOLUTION SYSTEM			
16.A.	16.A. Member Grievance Resolution Process	MINOR	CMS attachment title updated.
16.B.1.	16.B.1 Member Appeal Resolution Process - Part C (Reconsideration)	MINOR	CMS attachment title updated.
16.B.2.	16.B.2 Member Appeal Resolution Process - Part B and Part D Redeterminations	MINOR	CMS attachment title updated.
16.C.1.	16.C.1. Grievance and Appeal Resolution Process for Providers - Initial	NO CHANGE	No change.
16.C.2.	16.C.2. Grievance and Appeal Resolution Process for Providers - Health Plan	MINOR	Peer Review Committee for grievance/appeal case review removed, CEO role clarified.
16.C.3.	16.C.3. Grievance and Appeal Resolution Process for Providers - IPA, Hospital and Practitioner	NO CHANGE	No change.
17. MEMBER TRANSFERS AND DISENROLLMENT			



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
17.A.1.	17.A.1. Primary Care Providers Transfers - Voluntary	NO CHANGE	No change
17.A.2.	17.A.2. Primary Care Providers Transfers - Involuntary	MINOR	Position titles updated to reflect current state
17.B.1.	17.B.1. Disenrollment from IEHP - Voluntary	NO CHANGE	No changes
17.B.2.	17.B.2. Involuntary Disenrollment from IEHP - Member Behavior	NO CHANGE	No Change.
17.B.3.	17.B.3. Involuntary Disenrollment from IEHP - Member Status Changes	NO CHANGE	No Change
17.C.	17.C. Episode of Care - Inpatient	NO CHANGE	No Change
18. PROVIDER NETWORK			
18.A.1	18.A.1. Primary Care Providers - IPA and Hospital Affiliation	MINOR	Policy updated to include two policies to reference for Residency Training Clinics and Rural Clinics.
18.A.2.	18.A.2. Primary Care Providers - Enrollment Capacity	NO CHANGE	No Change
18.B.	18.B. Provider Directory	MODERATE	Restructured sections for clarity and grammatical corrections.
18.C.	18.C. PCP, Vision and Behavior Health Provider Network Changes	NO CHANGE	No Change
18.D.1.	18.D.1. IPA Reported Changes - PCP Termination	NO CHANGE	No Change
18.D.2.	18.D.2. IPA Reported Changes - Specialty and Ancillary Provider Termination	MODERATE	Clarifies timeframe in which the IPA is required to notify Members of a specialist or ancillary Provider termination.



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
18.E.	18.E. Management Services Organization Changes	NO CHANGE	No Change
18.F.	18.F. Specialty Network Requirements	MODERATE	Updated the list of core specialties needed for geographic specialty and ratio volume and included the statement for good faith effort to contract with Providers
18.G.	18.G. Provider Resources	SUBSTANTIAL	This policy received additions to the internal teams listed under the Procedures section. Expanded the Newsletter contents list, as well as IEHP Provider Portal. Resources for Providers list received many additions and a few deletions/movements.
18.H.	18.H. Hospital Affiliations	SUBSTANTIAL	Revised the options for when the Plan/IPA cannot contract enough PCPs and included IPA requirement for outpatient and inpatient utilization
18.I.	18.I. Leave of Absence	NO CHANGE	No Change
18.J.	18.J. IEHP Termination of PCPs, Specialist, Vision and Behavioral Health Providers	SUBSTANTIAL	Specifies Plan responsibilities regarding Provider Exclusions from Medicare and Medi-Cal, Significant Terminations/Block Transfers, and Member notifications for PCP and BH terminations
18.K.	18.K. Hospital Network Participation Standards	MINOR	Accreditation Commission for Healthcare Inc added under acceptable accreditation.
18.L.	18.L. Provider Charging Members	MINOR	Content rephrased
18.M.	18.M. Outsourcing Standards and Requirements	MINOR	"Outsourcing" changed to "subcontracting"
18.N.	18.N. IPA Medical Director Responsibilities	NO CHANGE	No Change



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
18.O.	18.O. Provider Disruptive Behavior	NO CHANGE	No Change
18.P.	18.P. Virtual Care	MODERATE	Updated the definitions to be alphabetical and included the statement to clarify that the provider-to-provider consultations are not offered for this line of business.
18.P.1.	18.P.1. Virtual Care - eConsult Services	RETIRED	Service not offered to our Dualchoice line of business and not required.
18.Q.	18.Q Artificial Intelligence (AI) Use in Healthcare Delivery	NO CHANGE	No Change
19. FINANCE AND REIMBURSEMENT			
19.A.	19.A. IPA Financial Viability	MINOR	IPA definition added, tangible net equity percentage updated.
19.B.1	19.B.1 Medicare Capitation - IPA	NO CHANGE	No Change
19.B.2	19.B.2 Medicare Capitation - IEHP Direct Providers	NO CHANGE	No Change
19.C.	19.C. IPA Financial Supervision	NO CHANGE	No Change
19.D.	19.D. Pay for Performance (P4P)	NEW	NEW
20. CLAIMS PROCESSING			
20.A.	20.A. Claims Processing	NO CHANGE	No Change
20.A.1.	20.A.1. Claims Processing - Non-Contracted Providers - Reconsiderations and Appeals	NO CHANGE	No Change
20.A.2.	20.A.2. Claims Processing - Provider Payment Dispute Resolution - Contracted Providers	MINOR	DHCS 8649 form added under processing documentation for claims.
20.B.	20.B. Billing of IEHP Members	NO CHANGE	No Change



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
20.C.	20.C. Claims Deduction From Capitation - 7 Days Letter	NO CHANGE	No Change
20.D.	20.D. Claims and Compliance Audits	MINOR	Clarified process for rebuttal review
20.E.	20.E. Coordination of Benefits	MINOR	Coordination of Benefit definition added to policy.
20.F.	20.F. Claims and Payment Appeal Reporting	NO CHANGE	No Change
20.G.	20.G. Third Party Liability	MINOR	Defined delegate and Third Party Liabilities.
21. ENCOUNTER DATA REPORTING			
21.A.	21.A. Encounter Data Submission Requirements	NO CHANGE	No Change
21.B.	21.B. Medicare Risk Adjustment and Hierarchical Condition Categories	NO CHANGE	No Change
21.C.	21.C. Encounter Data Submission Requirements for Directly Contracted Capitated Providers	NO CHANGE	No Change
22. RIGHTS AND RESPONSIBILITIES			
22.A.	22.A. Members' Rights and Responsibilities	NO CHANGE	No Change
22.B.	22.B. Providers' Rights and Responsibilities	NO CHANGE	No Change
23. COMPLIANCE			
23.A.	23.A. Monitoring of First Tier Downstream Entities	MINOR	Changed language in section A under Definitions to "DualChoice" instead of MA Program or Part D.
23.B.	23.B. Health Care Professional Advice to Members	MINOR	RENUMBERED - from MA_23C to MA_23B - Health Care Professional Advice to Members
24. PROGRAM DESCRIPTIONS			



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
24.A.1	24.A.1 IEHP Program Description - Disability Program	MINOR	RENUMBERED - MA_24A1 - IEHP Program Description - Disability Program
24.A.2	24.A.2 IEHP Program Description - Cultural and Linguistically Appropriate Services Program (CLAS)	MINOR	RENUMBERED - MA_24A2 - IEHP Program Description - Cultural and Linguistically Appropriate Services Program (CLAS)
24.A.3	24.A.3 IEHP Program Description - Quality Management and Health Equity Transformation Program	MODERATE	Removed mention of Medical Record Review as this does not currently apply to IEHP Covered line of business. RENUMBERED from MA_24C to MA_24A3
24.A.4	24.A.4 IEHP Program Description - Fraud, Waste, and Abuse Program	MODERATE	Clarification of Plan and Provider expectations around fraud reporting and prevention, RENUMBERED from MA_24D
24.B.1	24.B.1 Program Requirements - Compliance Program	MODERATE	Reframed to clarify Compliance Program expectations for Providers/Contractors, RENUMBERED from MA_24E to MA_24B1
24.B.2	24.B.2 Program Requirements - HIPAA Privacy and Security	SUBSTANTIAL	Described requirements around substance use disorder treatment records, as well as Confidentiality Statements, RENUMBERED from MA_23B to MA_24B2
25. DELEGATION AND OVERSIGHT			
25.A.1.	25.A.1. Delegation Oversight - Delegated Activities	NO CHANGE	No Changes
25.A.2.	25.A.2. Delegation Oversight - Audit	MODERATE	Delegation requirements updated.
25.A.3.	25.A.3. Delegation Oversight - Corrective Action Plan Requirements	MODERATE	CAP/ICAP requirements and approval process updated.



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
25.B.1.	25.B.1. Credentialing Standards - Credentialing Policies	SUBSTANTIAL	IEHP Designated Specialties updated and licensing information removed.
25.B.2.	25.B.2. Credentialing Standards - Credentialing Committee	MINOR	Clarified the process throughout the policy.
25.B.3.	25.B.3. Credentialing Standards - Credentialing Verification	SUBSTANTIAL	Updated the DEA Verification status section, removed a portion of the clinical privileges section
25.B.4.	25.B.4. Credentialing Standards - Recredentialing Cycle Length	NO CHANGE	No changes
25.B.5.	25.B.5. Credentialing Standards - Ongoing Monitoring and Interventions	SUBSTANTIAL	Adverse event monitoring updated from every (6) months to monthly, Updated verification sources throughout the policy, updated the resource links.
25.B.6.	25.B.6. Credentialing Standards - Notification to Authorities and Practitioner Appeal Rights	NO CHANGE	No changes
25.B.7.	25.B.7. Credentialing Standards - Assessment of Organizational Providers	MINOR	organizational provider definition updated.
25.B.8.	25.B.8. Credentialing Standards - Credentialing Information Integrity	NEW	New
25.B.9.	25.B.9. Credentialing Standards - Delegation of Credentialing	MODERATE	Formatting and grammatical error corrections, policy number updated from MA_25B8 to MA_25B9
25.B.10.	25.B.10. Credentialing Standards - Identification of HIV/AIDS Specialists	MODERATE	Removed duplicative language, and policy number updated from MA_25B9 to MA_25B10
25.B.11.	25.B.11. Credentialing Quality Oversight of Delegates	MODERATE	Updated resource titles, and policy number updated from MA_25B10 to MA_25B11



DualChoice

2027

IEHP Provider Policy Procedure Manual

IEHP DualChoice

Summary of Changes

Policy Number	Policy Title	Degree of Change	Description of Change
25.C.1.	25.C.1. Care Management - Delegation and Monitoring	MODERATE	Specifies Plan review of additional care management activities with respect to CICM and care plan alignment with Member choice.
25.C.2.	25.C.2. Care Management - Reporting Requirement	MINOR	Updated references to care management logs made available on the IEHP website.
25.D.1.	25.D.1. Quality Management - Quality Management Reporting Requirements	NO CHANGE	No Change
25.D.2.	25.D.2. Quality Management - Quality Management Program Structure Requirements	MINOR	Removed DHCS mentioned from the policy.
25.E.1.	25.E.1. Utilization Management - Reporting Requirements	MODERATE	Revises the submission deadlines for annually required reporting and monthly reporting of cancelled/dismissed files.
25.E.2.	25.E.2. Utilization Management - Referral and Denial Audits	MODERATE	Specifies the benchmark below which referral timeliness results are considered non-compliant and will be identified as findings.
25.F.1.	25.F.1. Medicare Reporting Requirements - IEHP DualChoice (HMO D-SNP)	MINOR	Updated list of attachments on the website.
25.F.2.	25.F.2. Encounter Data Reporting - IEHP DualChoice Data Sharing Program	MINOR	Updated the Dates of Service
26. QUICK REFERENCE			
26.A.	26.A. Quick Reference Guide	MODERATE	Updated TTY number and retired a fax number no longer in use