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To: All IPAs
From: IEHP – Provider Relations
Date: July 18, 2023
Subject: Updated Nondiscrimination Notice and Taglines

On May 24, 2023, DHCS updated the Nondiscrimination Notice and Taglines template to include the simplified Chinese tagline rather than the traditional Chinese tagline. Inland Empire Health Plan (IEHP) recently posted the following updated Nondiscrimination Notice and Taglines for both the **D-SNP** and **Medi-Cal** letter templates on our website:

- Nondiscrimination Notice and Taglines (English, Spanish, Chinese, and Vietnamese)

IEHP requires that the updated Nondiscrimination Notice and Taglines templates be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the updated templates for letters dated as of **August 15, 2023**.

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at Ortega-J2@iehp.org

Updated Nondiscrimination Notice and Taglines templates can be found on the IEHP website: www.iehp.org > Providers > Provider Resources > Forms or view the following links:

- D-SNP Nondiscrimination Notice and Taglines template: <https://www.iehp.org/en/providers/provider-resources?target=forms#D-SNP%20Letter-Templates>









NEW D-SNP Letter Templates

New! These templates should not be used until the effective date of **January 2, 2023**. Please continue using the current Medicare DualChoice letter templates currently seen on this webpage for the remainder of 2022.

A complete template includes all documents listed under each template in the order specified listed. Changes can only be made to highlighted areas, [any changes made outside of the highlighted areas are strictly prohibited by CMS](#).

Click on the title to expand the menu and download desired document.

1. AOR Dismissal Letter

English Last Updated: 09/26/2022		
Spanish Last Updated: 09/26/2022		
Chinese Last Updated: 09/26/2022		
Vietnamese Last Updated: 09/26/2022		

Updated 2023
Nondiscrimination Notice and
Taglines can be found for each
of the D-SNP Letter Templates

[Nondiscrimination Notice, Taglines, Language Insert- \[English\] \[Spanish\] \[Chinese\] \[Vietnamese\]](#) Updated July 14, 2023

- Medi-Cal Nondiscrimination Notice and Taglines template: <https://www.iehp.org/en/providers/provider-resources?target=forms#Medi-Cal-Letter-Templates>

Medi-Cal Letter Templates

A complete template includes all documents listed under each template in the order specified listed. Changes can only be made to highlighted areas, any changes made outside of the highlighted areas are strictly prohibited by DHCS.

Click on the title to expand the menu and download desired document.

1. Member Authorization Letter

English

Last Updated: 09/20/2022



Spanish

Last Updated: 09/20/2022



Chinese

Last Updated: 09/20/2022



Vietnamese

Last Updated: 09/20/2022



Updated 2023 Nondiscrimination Notice and Taglines can be found for each of the Medi-Cal Letter Templates

[Nondiscrimination Notice & Taglines](#) - [\[English\]](#) [\[Spanish\]](#) [\[Chinese\]](#) [\[Vietnamese\]](#) Updated July 14, 2023

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org