

**To:** All IPAs, PCPs, Specialists, Ancillary, BH and BHT Providers  
**From:** IEHP Compliance  
**Date:** May 7, 2024  
**Subject:** **April - Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered**

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Inland Empire Health Plan (IEHP) has made the following interim changes to the 2024 Provider Policy and Procedure Manuals for IEHP Covered.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. Interim changes are posted here:

Provider Website at <https://www.providerservices.iehp.org/> > Provider Central > Provider Manuals & Trainings > 2024 Manuals and Regulatory Trainings

Provider Website at <https://www.providerservices.iehp.org/> > Resources > Provider Resources > Forms

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,



Lourdes Nery, MPA, CHC  
Vice President, Compliance  
IEHP Compliance Officer

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
EDI - CCA	06B	<b>Included ASC X12 Implementation Guides - 005010X220A1 Benefit Enrollment and Maintenance (834)</b>	Updated the Loop 2750 - Reporting Category - Covered California Grace Period	<b>MODERATE</b>	EDI - CCA
IEHP Covered (CCA)	10B	<b>Member Appeal Resolution Process</b>	Removed language requiring the Member's written consent for Provider-filed appeals, as well as the ability to extend appeal resolution timeframes	<b>MODERATE</b>	IEHP Covered (CCA)
IEHP Covered (CCA)	CCA_16A	<b>HIPAA Privacy and Security</b>	Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05.	<b>MODERATE</b>	IEHP Covered (CCA)
IEHP Covered (CCA)	CCA_18A3	<b>Delegation Oversight - Corrective Action Plan Requirements</b>	Outlined timeline for completing corrective action plans and immediate corrective action plans	<b>MODERATE</b>	IEHP Covered (CCA)

**Enclosures:** Available upon request, please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

**cc:**

IPA Medical Director  
 IPA Administrator  
 IPA Care Management Manager  
 IPA Utilization Management Manager

**\*Revision Status:**

**MINOR** = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

**MODERATE** = involve mostly procedural and/or operational clarifications of existing processes

**SUBSTANTIAL** = are those that involve 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

**REPLACEMENT** = replacing a new copy of attachment