



Provider Services

MONTHLY POLICY UPDATES

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 Medi-Cal**

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

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,

A handwritten signature in blue ink, appearing to read 'LNery', is placed above the typed name.

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
Medi-Cal	07A	Provider and IPA Medical Record Requirements	Defined "Medical Information" to include reproductive and sexual health application information, per CA Civil Code Section 56.05(j)	MODERATE	1/1/2024
Medi-Cal	07B	Information Disclosure and Confidentiality of Medical Records	Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05(j)	MODERATE	1/1/2024
Medi-Cal	23B	HIPAA Privacy and Security	Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05.	MODERATE	1/1/2024
Medi-Cal	24B	Cultural & Linguistic Services Program Description	Clarified applicability of this program to potential Members and described program structure	MODERATE	1/1/2024
Medi-Cal	24C	Quality Management and Health Equity Transformation Program Description	Updated IEHP Committee Structure and Quality Subcommittees Updated description for Quality Improvement Processes and Initiatives Updated description of Performance Review of MCAS and Performance Improvement Project (PIP) studies Included description of Chief Health Equity Officer (CHEO)	SUBSTANTIAL	1/1/2024
Medi-Cal	25A4	Delegation Oversight - Corrective Action Plan Requirements (NCQA)	Outlined timeline for completing corrective action plans and immediate corrective action plans	MODERATE	1/1/2024

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