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# PROVIDER POLICY AND PROCEDURE MANUAL

## IEHP DUALCHOICE

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# INTRODUCTION

## A. Manual Overview

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The Inland Empire Health Plan (IEHP) Provider Policy and Procedure Manual ~~helps its s designed to help IEHP's Contracted eEntities (Providers) understand how the health plan IEHP functions in compliance with and understand the rules and regulations set forth by the IEHP must comply with, as governed by the~~ California Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC), ~~and and~~ the Centers for Medicare and Medicaid Services (CMS), ~~and the National Committee for Quality Assurance (NCQA).~~ IEHP's Providers are expected to adhere to the provisions set forth in this Manual.

This Manual is intended to incorporate the statutory, regulatory and contractual requirements imposed by DHCS, DMHC, CMS, ~~NCQA~~ and other agencies such as medical professional licensing boards. It is not intended to replace or exclude any statutory, regulatory or contractual requirement not stated herein.

In addition to the ~~Provider Policy and Procedure~~ Manual, a ~~Federal-CMS~~ link to the Benefit Manual is included in the annual mailing and electronic mailing to IEHP's Contracted Entities. The ~~Federal-CMS~~ Benefit Manual is offered as a guideline to determine benefit eligibility and is not intended to be construed as or to serve as a standard of medical care, or as a contractual agreement for payment.

The Delegate or Provider has the responsibility of ensuring the appropriate people in their organization review and understand the information contained in this Manual. ~~Additionally, Policies and procedures are updated periodically to remain current with regulatory, accreditation, contractual, and Plan requirements. Updates are sent to IPAs to keep the Manual current and updates are published in the IEHP website at www.iehp.org to keep our~~ Providers informed of any policy changes.

IEHP holds training sessions for its Providers to assist in learning IEHP policies and procedures as outlined in this Manual.

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# INTRODUCTION

## A. Manual Overview

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| INLAND EMPIRE HEALTH PLAN                       |                                 |   |
|---|---------------------------------|---|
| <b>Chief Approval:</b> <i>Signature on file</i> | <b>Original Effective Date:</b> | January 1, 2007                           |
| <b>Chief Title:</b> Chief Operating Officer     | <b>Revision Date:</b>           | January 1,<br><del>2021</del> <u>2023</u> |

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# INTRODUCTION

## B. IEHP Overview

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Inland Empire Health Plan (IEHP) is a ~~not-not-for-for~~-profit public entity that is a Health Maintenance Organization (HMO) serving Medi-Cal and IEHP DualChoice ~~Cal-MediConnect Plan (Medicare—Medicaid Plan)~~ beneficiaries residing in Riverside and San Bernardino Counties.

IEHP is a Knox-Keene licensed Health Plan and is regulated by the California Department of Managed Health Care (DMHC), the California Department of Health Services (DHCS), and the ~~federal government's~~ Centers for Medicare and Medicaid Services (CMS).

IEHP was formed on July 26, 1994 as a Joint Powers Agency (JPA) created by the two (2) counties to administer the Two-Plan Model as the Local Initiative Medi-Cal Managed Health Care Plan. IEHP commenced operations on September 1, 1996.

### Mission, Vision and Values

- A. Mission: We heal and inspire the human spirit.
- B. Vision: We will not rest until our communities enjoy optimal care and vibrant health.
- C. Values: We do the right thing by:
  - 1. Placing our Members at the center of our universe.
  - 2. Unleashing our creativity and courage to improve health & well-being.
  - 3. Bringing focus and accountability to our work.
  - 4. Never wavering in our commitment to our Members, Providers, Partners, and each other.

| INLAND EMPIRE HEALTH PLAN                       |                                 |  |
|---|---------------------------------|--|
| <b>Chief Approval:</b> <i>Signature on file</i> | <b>Original Effective Date:</b> | January 1, 2007                        |
| <b>Chief Title:</b> Chief Operating Officer     | <b>Revision Date:</b>           | January 1, <del>2021</del> <u>2023</u> |

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# INTRODUCTION

## C. Manual Updates

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The Inland Empire Health Plan (IEHP) Provider ~~Manual of~~ Policy and Procedure ~~s~~ Manual (Provider Manual) is reviewed and updated in its entirety no less than once a year. ~~IEHP maintains manuals that are available publicly~~ IEHP Provider Manual and can be accessed through the IEHP website at [www.iehp.org](http://www.iehp.org) ~~by contracting entities in accordance with contractual and regulatory requirements.~~

The Provider Manual annual update includes the following:;

~~A.~~ Provider Manual of Policy Policies and Procedures Manual

1. Medi-Cal
2. IEHP DualChoice Cal MediConnect Plan (Medicare—Medicaid Plan)

~~B.A.~~ Electronic Data Interchange (EDI) Manual (Delegates only)

~~C.B.~~ Benefit Manual-CMS Medicare Benefit Policy Manual

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS012673.html?DLPage=1&DLEntries=10&DLSort=0&DLSortDir=ascending>

~~D.C.~~ Summary of Effected Changes

~~E.D.~~ IEHP Code of Business Conduct and Ethics

~~F.E.~~ IEHP ~~Guidelines for Care Management~~Model of Care Training

~~G.F.~~ General Compliance, Fraud, Waste and Abuse (FWA) and Health Insurance Portability and Accountability Act (HIPPA) Privacy and Security Training

~~H.G.~~ Cultural and Linguistic (C&L) Training

~~I.H.~~ Distribution Letter

~~J.I.~~ Acknowledgment of Receipt (AOR) – [Providers are required to sign and return this AOR to IEHP to signify receiving and reviewing the electronic copies of the Provider Manual and Trainings.](#)

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# INTRODUCTION

## C. Manual Updates

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| INLAND EMPIRE HEALTH PLAN                       |                                 |  |
|---|---------------------------------|--|
| <b>Chief Approval:</b> <i>Signature on file</i> | <b>Original Effective Date:</b> | July 1, 2014                                       |
| <b>Chief Title:</b> Chief Operating Officer     | <b>Revision Date:</b>           | January 1,<br><del>2022</del> <a href="#">2023</a> |