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## 15. RIGHTS AND RESPONSIBILITIES

### A. Providers' Rights and Responsibilities

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#### **APPLIES TO:**

- A. This policy applies to all IEHP Covered California Providers.

#### **POLICY:**

- A. All Network Providers, including those contracted directly with IEHP, are obligated to participate in and work with IEHP programs, services, standards, policies and procedures required by IEHP.
- B. Providers have the right to know what they can expect when working with IEHP.
- C. It is IEHP policy to respect and recognize all Providers' rights as follows:
1. As a Provider within the IEHP network, you have the right to:
    - a. Receive information about IEHP, including available programs and services, its staff and its staff qualifications, operational requirements, and any contractual relationships;
    - b. Receive information about how IEHP coordinates its interventions with treatment plans for individual Members;
    - c. Receive support from IEHP to make decisions interactively with Members regarding their health care;
    - d. Receive contact information for staff responsible for managing and communicating with the Provider's Members;
    - e. Receive clinical performance data and Member experience data or results, as applicable when requested;
    - f. Receive courteous and respectful treatment from IEHP staff; and,
    - g. Complain about IEHP, including but not limited to: staff, policies, processes and procedures utilizing IEHP Provider Grievance and Appeal Resolution Process.
  2. It is IEHP policy that all Providers directly contracting with IEHP have the following credentialing rights:
    - a. Review information submitted to support your credentialing application;
    - b. Correct erroneous information during the credentialing process;
    - c. Be informed of the status of your credentialing or recredentialing application upon request; and
    - d. Be notified of these credentialing rights.
- D. It is IEHP policy that Providers' have certain responsibilities.
1. As a Provider contracting with the IEHP network, you have the responsibility to:

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- a. Be familiar with, ask questions about and comply with all IEHP Policies and Procedures; and
- b. Comply with all regulations and medical standards set forth by the appropriate regulatory agencies to ensure appropriate medical care is provided to all IEHP Members.

#### **PROCEDURES:**

- A. Providers are notified of their rights and responsibilities as follows:
  1. Provider's rights and responsibilities are communicated in the Provider's contractual agreement with IEHP and/or other Provider entities within the IEHP network;
  2. New Providers receive training and how to access the IEHP Policy and Procedure Manual at [www.iehp.org](http://www.iehp.org) within the first month of joining IEHP;
  3. Providers can access on the IEHP website at [www.iehp.org](http://www.iehp.org) interim Manual updates as changes to existing policies and procedures and/or new policies and procedures arise throughout the year;
  4. Providers receive bi-annual Provider Newsletters (Heartbeat) to communicate new ideas, information, program, benefit, policies or regulatory changes; and
  5. Changes to policies and programs as well as new policies and programs are communicated to Providers through written correspondence, such as letters and memos, are also posted on the IEHP website, as applicable.
- B. Providers may communicate with IEHP regarding any complaints, issues or concerns they may have in relation to the above rights and responsibilities. Ways to communicate with IEHP may include:
  1. IEHP Provider Call Center (PCC) at (909) 890-2054.
  2. IEHP Website – [www.iehp.org](http://www.iehp.org)
  3. Provider Services Representative (PSRs)
  4. [providerservices@iehp.org](mailto:providerservices@iehp.org)
- C. Providers are informed of the consequences of failing to comply with the above rights and responsibilities within the IEHP Provider Policy and Procedure Manual in addition to their contractual agreement.

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INLAND EMPIRE HEALTH PLAN		
<b>Regulatory/ Accreditation Agencies:</b>	<input type="checkbox"/> DHCS	<input type="checkbox"/> CMS
	<input type="checkbox"/> DMHC	<input type="checkbox"/> NCQA
<b>Original Effective Date:</b>	January 1, 2024	
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