
PROVIDER POLICY AND PROCEDURE MANUAL

MEDI-CAL

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INTRODUCTION

A. Manual Overview

The Inland Empire Health Plan's (IEHP) Provider Policy and Procedure Manual helps its contracted entities, including but not limited to Independent Physician Associations (IPAs), Hospitals, Providers and other delegates, understand how the health plan functions in compliance with rules and regulations set forth by the California Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC), the Centers for Medicare and Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA). IEHP's contracted entities are expected to adhere to the provisions set forth in this Manual.

This Manual is reviewed and updated in its entirety no less than once a year. IEHPs solicits feedback from, and documents review by appropriate committees including but not limited to the Public Policy Participation and Quality Management & Health Equity Transformation Committees to inform the development of this Manual and clarify new and revised policies and procedures contained herein. 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 this Manual, a link to the Benefit Manual located at https://files.medical.ca.gov/pubsdoco/Manuals_menu.aspx is included in the annual mailing and electronic mailing to IEHP's contracted entities. The State 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.

IEHP's contracted entities are responsible for ensuring the appropriate personnel within their organization review and understand the information contained in this Manual. Policies and procedures are updated periodically to remain current with regulatory, accreditation, contractual, and Plan requirements. Policy updates are sent to contracted entities, as appropriate, as well as published on the IEHP website at www.iehp.org.

IEHP trains its contracted entities, as appropriate, to assist in learning IEHP's policies and procedures as outlined in this Manual.

INLAND EMPIRE HEALTH PLAN		
Regulatory/ Accreditation Agencies:	<input type="checkbox"/> DHCS	<input type="checkbox"/> CMS
	<input type="checkbox"/> DMHC	<input checked="" type="checkbox"/> NCQA

INTRODUCTION

A. Manual Overview

Original Effective Date:	September 1, 1996
Revision Effective Date:	January 1, 2024

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C. Manual Updates

The Inland Empire Health Plan (IEHP) Provider Policy and Procedure Manual (Provider Manual) is reviewed and updated in its entirety no less than once a year. IEHP Provider Manual can be accessed through the IEHP website at www.iehp.org.

The Provider Manual annual update includes the following:

A. Provider Policy and Procedure Manuals:

~~1. Medi-Cal~~

~~IEHP DualChoice (HMO D-SNP)~~

~~2. Covered California (CCA)~~

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

~~B.~~

C. ~~Benefit Manual DHCS Benefit Manual~~ https://files.medi-cal.ca.gov/pubsdoco/Manuals_menu.aspx and ~~CMS Benefit Manual~~ <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs>

D. Summary of Effected Changes

E. IEHP Code of Business Conduct and Ethics

F. IEHP [DualChoice \(HMO D-SNP\)](#) Model of Care ~~(MOC)~~ Training

G. General Compliance, Fraud, Waste and Abuse (FWA) and Health Insurance Portability and Accountability Act ([HIPPAHIPAA](#)) Privacy and Security Training

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

~~I.H.~~ Distribution Letter

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INTRODUCTION

C. Manual Updates

INLAND EMPIRE HEALTH PLAN		
Chief Approval: Signature on file	Original Effective Date:	July 1, 2014
Chief Title: Chief Operating Officer	Revision Date:	January 1, 2023

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