15.   HEALTH EDUCATION

A.   Health Education

APPLIES TO:

A.   This policy applies to all IEHP Medi-Cal Members.

POLICY:

A.   IEHP maintains a health education system that provides programs, services, functions, and resources necessary to deliver health education, health promotion and patient education at no cost to its Members.[1,2]

PROCEDURES:

A.   IEHP delegatesprovides the delivery of clinical health education services for Members. to the Providers.[3] Providers are responsible for providing Member-specific clinical health education services to assigned Members with assistance from their IPA, as needed—. Areas for education include:

1.   Condition-specific health education as needed for diabetes, asthma, and hypertension;

2.   Tobacco use prevention and cessation;

3.   Family planning;

4.   Tuberculosis;

5.   Human immunodeficiency virus (HIV)/sexually transmitted infection (STI) prevention;

6.   Dental care;

7.   Diet, nutrition, and physical activity;

8.   Perinatal health;

9.   Age-specific anticipatory guidance;

10. Immunizations;

11. Substance use disorders; and

12. Injury prevention.

B.   Providers are responsible for identifying the need for clinical health education services through the following mechanisms or interactions:

1.   Initial Health Assessment/Staying Healthy Assessment - behavioral or clinical questions

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[1] Department of Health Care Services (DHCS) IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 8, Services for All Members Department of Health Care Services (DHCS)-IEHP Primary Operations Contract, Exhibit A, Attachment III 5.1.3, Member Information

[2] DHCS Policy Letter (PL) 02-04, "Health Education"

[3] DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 8, Services for All Members DHCS-IEHP Primary Operations Contract, Exhibit A, Attachment III, Provision 5.1.3, Member Information

15.   HEALTH EDUCATION

A.   Health Education

~~and observed need;~~

~~2.~~1. Periodic Physical Examinations - behavioral or clinical questions and observed need;

~~3.~~2. Acute illness visits - observed need (e.g., STI counseling/information if treated for STI); and

~~4.~~3. Chronic illness visits - observed need (e.g., dietary/exercise counseling for hypertensive patients).

C.   Providers must directly deliver ~~clinical~~ health education services to Members within their scope of practice~~.~~. Activities can include:

1.   Direct information provided by the Provider (e.g., recommendation of exercise regimen for obese Members);

2.   Supplying brochures or other printed materials to the Member that are pertinent to the need (e.g., the IEHP Immunizations brochure for parents with children); and

3.   Use of educational videotapes in the waiting room or counseling room.

D.   Providers are responsible for referring Members ~~for additional~~ necessary health education services that are beyond their scope of practice~~.~~. Referral options include:

1.   ~~Referral~~ Submitting a request for ~~to~~ IEHP Health Education Programs;

2.   Providing health education materials including brochures, other written materials and/or videos to the Provider or the Member, including brochures available through IEHP.

~~1.~~3.

~~2.~~4. Referral to community-based organizations or services; and

~~3.~~5. Referral to the IPA for medically necessary nutrition education such as Registered Dietitian services~~.~~. See Policy 14D, "Pre-service Referral Authorization Process."

E.   IPAs are responsible for assisting their Providers in the delivery of health education services including:

1.   Arranging for medically necessary health education services upon referral from the Provider;

2.   Coordinating and/or referring Members to community-based organizations that provide free or low-cost health education services, utilizing community referral resources such as 2-1-1; and

3.   Providing health education materials including brochures, other written materials and/or videos to the Provider or the Member, including brochures available through IEHP.

F.   IEHP provides health education services to Members and Providers through the following mechanisms:

1.   Provision of brochures directly to Provider offices on topics including, but not limited to, antibiotic use, asthma, immunizations, and diabetes;

15.   HEALTH EDUCATION

A.   Health Education

2.   Information on community referral resources (e.g. connectie.org and 2-1-1) that list relevant resources in the community;

3.   Provision of brochures to Members on topics including, but not limited to, Benefits of Joining IEHP, enrolling in Health Education classes, and educational materials regarding self-management of chronic conditions Fever in Children, Parenting, and Contraception;

4.   Direct delivery of Health Education Programs to Members to include self-management tools and anticipatory guidance on the following topics:

   a.   Health and Wellness:

      1)   Advanced Care Directives

      2)   Senior Health

      3)   Nutrition

      4)   Physical Activity

      5)   Heart Health

      6)   Depression and Stress

      7)   At-Risk Drinking

   b.   Disease Management:

      1)   Asthma

      2)   Pre-Diabetes

      3)   Diabetes

      4)   Smoking Cessation

      5)   Weight Management

   c.   Perinatal:

      1)   Prenatal Education

      2)   Breastfeeding Support

      3)   Family Planning/STI Prevention

      4)   Injury Prevention

   d.   Pediatric:

      1)   Well-Baby and Immunization

      2)   Developmental Screening

      3)   Adolescent Health

      4)   Healthy Lifestyles

15.   HEALTH EDUCATION

A.   Health Education

G. IEHP ensures equal access to health care services for ~~limited~~ Limited English ~~proficient~~ Proficient Medi-Cal Members.[4,5] See Policy 9H1, "Cultural and Linguistic Services- Foreign Language Capabilities" for more information.

H. Although not required, Providers may refer Members to the IEHP Health Education Programs by submitting a Health Education request online through the secure IEHP Provider portal.

I. Members may self-refer to an IEHP Health Education Program by calling IEHP Member Services at (800) 440-4347/ TTY (800) 718-4347 or by registering via the online Member portal.

J. IEHP monitors Primary Care Provider (PCP) sites to ensure health education materials and resources are ready and accessible or made available to Members upon request, applicable to the practice and population served and available in threshold languages. Health education services must be documented in the Member's medical record in accordance with Policy 6A, "Facility Site Review and Medical Record Review Survey Requirements and Monitoring."

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[4] ~~DHCS-IEHP Two Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 12, Civil Rights Act of 1964.~~ DHCS-IEHP Primary Operations Contract, Exhibit A, Attachment III, Provision 5.2.10, Access Rights
[5] DHCS All Plan Letter (APL) 17-002, Health Education and Cultural and Linguistic Group Needs Assessment

15. HEALTH EDUCATION

A. Health Education

INLAND EMPIRE HEALTH PLAN		
Regulatory/ Accreditation Agencies:	☐ DHCS	☐ CMS
	☐ DMHC	☐ NCQA
Original Effective Date:	September 1, 1996	
Revision Effective Date:	January 1, 2024	

INLAND EMPIRE HEALTH PLAN		
Chief Approval: *Signature on file*	**Original Effective Date:**	September 1, 1996
Chief Title: Chief Medical Officer	**Revision Date:**	January 1, 2023

15.   Health Education

B.   Weight Management

APPLIES TO:

A.   This policy applies to all IEHP Medi-Cal Members.

POLICY:

A.   IEHP offers the IEHP Weight Management Program to Members who are, or are at risk for, being overweight or obese.

A.B.   IEHP ensures equal access to its health care services and programs for limited English proficient Members.[1]   See Policy 9H1, "Cultural and Linguistic Services - Foreign Language Capabilities" for more information.

PURPOSE:

A.   To promote healthy dietary and physical activity habits for Members interested in preventing health problems related to obesity.

PROCEDURES:

A.   Program Registration

   1.   IPAs or Providers may submit a Health Education request online through the secure IEHP Provider portal.

   2.   Members may access Weight Management activities themselves by calling Member Services at (800) 440-IEHP (4347) or visiting the online Member Portal at www.iehp.org.

B.   Program Description

   1.   Members under the age of 18 must be accompanied by parent or guardian.

   2.   Activities are open to Members seeking weight loss surgery, but participation does not meet Utilization Management criteria for the authorization of any medical or surgical services.

   3.   Activities are not inclusive of a medically supervised weight loss program.

   4.   *Eat Healthy, Be Active* Community Workshops:

      a.   Workshops are offered in San Bernardino and Riverside Counties.

      b.   Program elements include education regarding nutrition, physical activity, and behavior change.

      c.   Workshops are conducted in group settings, which include interactive modules,

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[1] Title 42, Code of Federal Regulations (CFR) § 422.2268(a)(7)

video presentations, and healthy cooking tips.

    d.   Members may receive educational tools at the end of each workshop.

D. Evaluation

    1.   IEHP Health Education Staff monitor processes and facilitation through program site visits.

    2.   Health Education Manager will conduct random site visits using standardized audit forms.

15.   Health Education

B.   Weight Management

INLAND EMPIRE HEALTH PLAN		
Regulatory/ Accreditation Agencies:	☐ DHCS	☐ CMS
	☐ DMHC	☐ NCQA
Original Effective Date:	January 1, 2019	
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INLAND EMPIRE HEALTH PLAN		
Chief Approval: *Signature on File*	**Original Effective Date:**	January 1, 2019
Chief Title: Chief Medical Officer	**Revision Date:**	January 1, 2023

15. HEALTH EDUCATION

C. IEHP Family Asthma Program

APPLIES TO:

A. This policy applies to all IEHP Medi-Cal Members.

POLICY:

A. IEHP offers the IEHP Family Asthma Program to Members who are diagnosed with asthma as well as their caregivers.[1]

B. IEHP ensures equal access to its health care services and programs for limited English proficient Members.[2] See Policy 9H1, "Cultural and Linguistic Services - Foreign Language Capabilities" for more information.

PURPOSE:

A. To provide self-management tools and intervention strategies to Members diagnosed with asthma.

PROCEDURES:

A. Program Registration
    1. Although not required, Providers may submit a Health Education request online through the secure IEHP Provider Portal.
    2. Members may register for the Asthma Program themselves by calling the Member Services Department at (800) 440-IEHP (4347) or online through the IEHP Member Portal at www.iehp.org.

B. Program Description
    1. Program topics include:
        a. Asthma symptoms;
        b. Environmental triggers;
        c. Interactive demonstration of Peak Flow Meter and Aero Chamber use;
        d. Controller vs. Rescue medications; and
        e. Asthma Action Plan.
    2. One (1) adult support person may attend with the Member. Support persons do not have to be IEHP Members or have asthma to attend.

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[1] Department of Health Care Services (DHCS)-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 8, Services for All Members
[2] DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 12, Civil Rights Act of 1964 Department of Health Care Services (DHCS)-IEHP Primary Operations Contract, Exhibit A, Attachment III, Provision 5.2.10, Access Rights

3.   Members under the age of 18 years old must be accompanied by a parent or guardian.

C.   Program classes are instructed by certified educators, as determined appropriate by the Health Education Manager.

D.   Evaluation

1.   IEHP Health Education Staff monitor program processes and facilitation through program site visits.

2.   The Health Education Supervisor or Health Education Manager will conduct random site visits for quality assurance purposes; assessments will be conducted using standardized audit forms.

INLAND EMPIRE HEALTH PLAN		
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	☒ DMHC	☐ NCQA
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15.   HEALTH EDUCATION

C.   IEHP Family Asthma Program

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INLAND EMPIRE HEALTH PLAN		
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Chief Title: Chief Medical Officer	**Revision Date:**	January 1, 2023

15. HEALTH EDUCATION

D. IEHP Diabetes Self-Management Program

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APPLIES TO:

A. This policy applies to all IEHP Medi-Cal Members.

POLICY:

A. The IEHP Diabetes Self-Management Program is available to all Members who:

   1. Are not pregnant;

   2. Are at least 14 years of age; and

   3. Are diagnosed with diabetes.

B. IEHP ensures equal access to its health care services and programs for limited English proficient Members.[1] See Policy 9H1, "Cultural and Linguistic Services - Foreign Language Capabilities" for more information.

3.

PURPOSE:

A. To provide self-management tools and intervention strategies to Members diagnosed with Diabetes.[2]

PROCEDURES:

A. Program Registration

   1. Although not required, Providers may submit a Health Education request online through the secure IEHP Provider Portal.

   2. Members can register for the Diabetes Self-Management Program themselves by calling the Member Services Department at (800) 440-IEHP (4347) or through the online Member Portal at www.iehp.org.

B. Program Description

   1. Program curriculum is adapted from the American Diabetes Educator Association (AADE). Program topics include:

      a. Glucose level monitoring;

      b. A1C tracking;

      c. Medication adherence;

      d. Healthy eating and Meal planning; and

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[1] Title 42, Code of Federal Regulations (CFR) § 422.2268(a)(7)
[2] Department of Health Care Services (DHCS) IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 8, Services for All Members Department of Health Care Services (DHCS)-IEHP Primary Operations Contract, Exhibit A, Attachment III 4.3.10 Wellness and Prevention Programs

e.   Benefits of physical activity.

2.   To promote participation and enhance meaningful engagement, Members who attend the Diabetes Self-Management Program may receive an educational tool in class sessions.

3.   One (1) support person may participate in the activities with the Member. Support persons do not have to be IEHP Members or have diabetes to attend.

4.   Members under the age of 18 must be accompanied by a parent or guardian.

C.   Program classes are instructed by a Diabetes Educator, Registered Nurse, Registered Dietitians, Pharmacists, or other certified Health Educators, as deemed appropriate by the Health Education Manager.

D.   IEHP ensures that the instructors are using an evidence-based curriculum and activities that adhere to the American Diabetes Association Guidelines (ADA), and American Association of Diabetes Educators (AADE).

E.   Evaluation

1.   IEHP Health Education Staff monitor program processes and facilitation through program site visits.

2.   Health Education Supervisor or Health Education Manager will conduct random site visits for quality assurance purposes; assessments will be performed using standardized audit forms.

15.   HEALTH EDUCATION

D.   IEHP Diabetes Self-Management Program

INLAND EMPIRE HEALTH PLAN		
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	☒ DMHC	☐ NCQA
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INLAND EMPIRE HEALTH PLAN		
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15. HEALTH EDUCATION

E.   Perinatal Program

APPLIES TO:

A.   This policy applies to all IEHP Medi-Cal Members.

POLICY:

A.   IEHP offers the IEHP Perinatal Program at no cost to Members who are:

  1.   Pregnant at the time of registration; or

  2.   Contemplating pregnancy.

2.B.   IEHP ensures equal access to its health care services and programs for limited English proficient Members.[1]   See Policy 9H1, "Cultural and Linguistic Services - Foreign Language Capabilities" for more information.

PURPOSE:

A.   To deliver health education programming which promotes a healthy pregnancy and birth outcome.

PROCEDURES:

A.   Program Registration
  1.   Although not required, IPAs or Providers may submit a Health Education request online through the secure IEHP Provider Portal.
  2.   Members may access perinatal services themselves by calling Member Services at (800) 440-IEHP (4347) or through the online Member Portal at www.iehp.org.

B.   Program Description:
  1.   Becoming a Mom Workshop
    a.   Workshops are offered in San Bernardino and Riverside Counties.
    b.   Program elements will include prenatal/postpartum care, nutrition, injury prevention, well-baby checkups, immunizations, and community resources.
    c.   Workshops are conducted in group settings which include interactive modules, video presentations, and safety demonstrations.
    d.   To promote participation and enhance meaningful engagement, Members may receive educational tools at the end of the workshop.
  2.   Baby n' Me Smartphone Application:
    a.   The application is available for free download from the Apple App Store or Google

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[1] Title 42, Code of Federal Regulations (CFR) § 422.2268(a)(7)

Play Store in English and Spanish versions.

b.   Application features include tracking tools, interactive media, anticipatory guidance, evidence-based prevention tips, and resource linkages.

c.   Eligible Members must verify their active Member identification numbers and dates of birth to obtain the application. Members must agree to the Terms and Conditions and a Privacy Policy when downloading the digital application on their personal devices.

d.   Eligible Members can access all available features of the application without additional costs.

e.   Members may participate in optional risk surveys (e.g. Edinburgh depression screening), text back campaigns, or interactive quizzes. They may receive incentive items for participating.[2]

e.

3.   Loving Support Breastfeeding Helpline Assistance:

a.   Provide breastfeeding support through Helpline services for Members.

b.   Services are provided in a culturally competent manner in English and Spanish.

B.c. IEHP Members will receive education and guidance to complete necessary health tasks that will keep both mom and baby healthy.

a.d.

C.   Evaluation

1.   Workshops and Groups

a.   IEHP Health Education Staff monitor processes and facilitation through program site visits.

b.   The Health Education Supervisor or Health Education Manager will conduct random site visits using standardized audit forms.

2.   Digital Application

a.   Member level reports will be provided by the application developer and will be securely transmitted. Data may be transmitted to IEHP via Secure File Transfer Protocol (SFTP), secure email, or directly via client configured Application Programming Interface (API).

b.   Reports will include end-user data which details how the Member interacts with the features of the application. For Members with certain high-risk pregnancy conditions (e.g. depression, hypertensive disorders, a previous preterm birth, a mood disorder, or a substance use disorder) and who agree to receive contact from an IEHP Team

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[2] Department of Health Care Services (DHCS) All Plan Letter (APL) 16-005 (Revised) Supersedes Policy Letters (PL) 09-005 and 12-002, "Requirements for Use of Non-Monetary Member Incentives for Incentive Programs, Focus Groups, and Member Surveys"

Member, the Health Education Department will provide a monthly report to the Behavioral Health & Care Management Department for telephonic follow up.

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15. HEALTH EDUCATION

F.   Pediatric Health and Wellness

APPLIES TO:

A. This policy applies to all IEHP Members.

POLICY:

A.   IEHP offers Pediatric Health and Wellness programs and activities to Members, who are aged 21 years or younger.

B.   IEHP ensures equal access to its health care services and programs for limited English proficient Members.[1] See Policy 9H1, "Cultural and Linguistic Services - Foreign Language Capabilities" for more information.

A.

PURPOSE:

A. To deliver programming that promotes healthy growth and development, including wholesome lifetime habits, accessing appropriate health services, and preventive screenings.

PROCEDURES:

A. Program Registration

   1. Although not required, a Provider can submit a Health Education request online through the secure IEHP Provider Portal.

   2. Members must be aged 21 years or younger at the time of participation in Pediatric Health and Wellness programs and activities.

   3. Members under 18 years of age must have the consent of their parent or guardian to participate.

   4. Members (or their parents/ guardians) may access Pediatric Health and Wellness activities themselves by calling Member Services at (800) 440-IEHP (4347) or through the secure IEHP Member Portal at www.iehp.org.

B. Program Description

   1. *Circle Time Classes*

      a. Workshops are offered in San Bernardino and Riverside Counties.

      b. Program educational elements include interactive play to help parents identify

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[1] Title 42, Code of Federal Regulations (CFR) § 422.2268(a)(7)

15. HEALTH EDUCATION

F. Pediatric Health and Wellness

developmental milestones.

c. Group sessions include physical activity, play, and anticipatory guidance.

2.1. *Early and Periodic Screening, Diagnostic and Treatment Support*

a. Early development screening support to Members, which includes assisting Members in filling out screening tools/forms;

b. Secure data file sharing within the ~~HelpMeGrow~~Help Me Grow network to ensure Providers have access to screening results; and

c. Educational tools for Members and Providers.

C. IEHP ensures equal access to its health care services and programs for Members with limited English proficiency.[2] See Policy 9H1, "Cultural and Linguistic Services- Foreign Language Capabilities" for more information.

D. Evaluation

1. IEHP Health Education Staff monitor processes and facilitation through program site visits.

2. Health Education Supervisor or Health Education Manager will conduct random site visits using standardized audit forms.

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[2] ~~DHCS-IEHP Two Plan Contract, Exhibit A, Attachment 9, Provision 12, Civil Rights Act of 1964~~ Department of Health Care Services (DHCS)-IEHP Primary Operations Contract, Exhibit A, Attachment III 4.3.10 Wellness and Prevention Programs

15.   HEALTH EDUCATION

F.   Pediatric Health and Wellness

INLAND EMPIRE HEALTH PLAN		
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~~**Chief Title:** Chief Medical Officer~~	~~**Revision Date:**~~	~~January 1, 2022~~

15.   HEALTH EDUCATION

G.   Diabetes Prevention Program

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APPLIES TO:

A.   This policy applies to all IEHP Medi-Cal Members.

POLICY:

A.   In accordance with Centers for Disease Control and Prevention (CDC) guidelines, IEHP offers the Diabetes Prevention Program (DPP), an interactive program focused on lifestyle changes for Members with prediabetes to prevent or delay the onset of Type 2 Diabetes. Members must meet DPP eligibility criteria developed by the Centers for Medicare and Medicaid Services (CMS) in alignment with the CDC DPP criteria and in accordance with the Department of Health Care Services (DHCS) All Plan Letter (APL) 18-018, "Diabetes Prevention Program".[1]

B.   IEHP Members may access DPP services at no cost and without prior authorization.

C.   IEHP ensures equal access to its health care services and programs for Members with limited English proficiency.[2] See Policy 9H1, "Cultural and Linguistic Services- Foreign Language Capabilities" for more information.

DEFINITION:

A.   Diabetes Prevention Program (DPP) - The Diabetes Prevention Program (DPP) is an evidence-based disease prevention program developed by the Centers for Disease Control and Prevention (CDC) and is a medical benefit covered by IEHP.[3]

PURPOSE:

A.   To provide a lifestyle change program to prevent onset of Type 2 Diabetes.[4]

PROCEDURES:

A.   Program Registration

1.   Providers may refer IEHP Members to a DPP supplier without prior authorization. Providers can access a list of active DPP suppliers for IEHP, that is maintained by the

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[1] Department of Health Care Services (DHCS) All Plan Letter (APL) 18-018, "Diabetes Prevention Program"
[2] ~~DHCS-IEHP Two Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 12, Civil Rights Act of 1964~~ Department of Health Care Services (DHCS)-IEHP Primary Operations Contract, Exhibit A, Attachment III 5.2.10, Access Rights
[3] ~~https://www.cdc.gov/diabetes/prevention/lifestyle-program/requirements.html~~ Lifestyle Change Program Details | National Diabetes Prevention Program | CDC
[4] Ibid.

15. HEALTH EDUCATION

G. Diabetes Prevention Program

Health Education Department, by going online at www.iehp.org.

    2. The benefit may be offered as often as necessary, but the Member's medical record must indicate that the Member's medical condition or circumstance warrants repeat or additional participation in the DPP benefit.

B. Program Description:

    1. Consistent with the CDC curriculum, the DPP is a longitudinal program that consists of at least twenty-two (22) group sessions.

    2. Each session is for one (1) hour and topics include:

        a. Self-monitoring diet and physical activity;

        b. Building self-efficacy;

        c. Social support for maintaining lifestyle changes; and

        d. Problem solving strategies for overcoming challenges.

C. Evaluation

    1. IEHP Health Education Department staff will monitor process and facilitation through program site visits.

    2. The Health Education Manager will review quarterly reports.

    3. IEHP Health Education Department Staff will perform annual evaluation for select DPP suppliers.

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***IEHP* Provider Policy and Procedure Manual**   **01/24~~3~~**   **MC_15G**

Medi-Cal   **Page 2 of 3**

15.   HEALTH EDUCATION

G.   Diabetes Prevention Program

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INLAND EMPIRE HEALTH PLAN		
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