



*We heal and inspire the human spirit.*

**To:** Medi-Cal IPAs

**From:** IEHP – Delegation Oversight

**Date:** June 1, 2023

**Subject: REMINDER - AB 1184 Confidential Communication Request (CCR),  
Effective June 2, 2023**

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As a reminder, the AB 1184 Confidential Communication Request (CCR) process will go into production, **tomorrow June 2<sup>nd</sup>, 2023.**

Please find attached instructions and expectations for the Member CCR files IEHP will provide to the IPA.

We appreciate your partnership.

If you have any questions, please contact Juan Ortega, IEHP Director of Delegation Oversight, [Ortega-j2@iehp.org](mailto:Ortega-j2@iehp.org).

As a reminder, all communications sent by IEHP can also be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

## Member CCR File Process for IPAs

### Monthly File:

IEHP will provide a Monthly CCR Member file on the 1st of month at 8 pm. The file will contain the most recent status of the CCR Member which will include Active CCR, Revoked and Disenrolled. If there is no data to report to the IPA as none of the IPAs' assigned Members have an active, revoked or disenrolled CCR, no file will be provided.

### Daily Delta Files:

- IEHP will provide a daily delta file when there is a new CCR member, Revoked CCR or Disenrolled.
- IEHP will send the CCR daily delta files each day by 8:00 PM.
- Please check for the Member CCR file daily.
- IEHP will provide an initial CCR Member file at the launch of the program. File will not be provided if there are no active CCRs.

**SFTP File Location:** Files will be placed as follows: [IPA Code/CCR Members/FromIEHP](#)

Here is the CCR Member file layout and file example:

- **IPA CCR File Layout:**

Column Name	Description	Field Type(Legnth)	Format	Required	Primary Key
MEMBER_ID	IEHP Member Number, Unique ID per member	CHAR(14)		Y	Yes
FIRST_NAME	Member's first name	CHAR(25)		Y	
LAST_NAME	Member's last name	CHAR(35)		Y	
DATE_OF_BIRTH	Date of Birth	CHAR(10)	yyyy-mm-dd	Y	
ADDRESS1	Street address	CHAR(50)		Y	
ADDRESS2	Apt, unit, suite number, etc	CHAR(50)		N	
CITY	Name of the city	CHAR(30)		Y	
STATE	Two-letter State abbreviation	CHAR(2)		Y	
ZIP	Five or nine-digit ZIP code	CHAR(9)		Y	
PHONE	Member's 10 digits phone number	CHAR(10)	xxxxxxxxxx	N	
EMAIL	Member's email address	CHAR(50)		N	
CCR_STATUS	Three possible values for this field. 1. CCR Initiated: Member requested to enroll in Confidential Communication 2. CCR Revoked: Member requested to revoke their Confidential Communications request 3. CCR Termed: Member is no longer eligible with IEHP	CHAR(15)		Y	
EFFECTIVE_DATE	Effective Date of CCR Status	CHAR(10)	yyyy-mm-dd	Y	

- **IPA CCR File Example:**

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MEMBER_CCR_20230424_142000 - Notepad
File Edit Format View Help
MEMBER_ID|FIRST_NAME|LAST_NAME|DATE_OF_BIRTH|ADDRESS1|ADDRESS2|CITY|STATE|ZIP|PHONE|EMAIL|CCR_STATUS|EFFECTIVE_DATE
11111111111111111111|JOHN|DOE|1900-01-01|123 FIRST ST||RANCHO CUCAMONGA|CA|91730|9095551234|john.doe@email.com|CCR Initiated|2023-04-21
22222222222222222222|JANE|DOE|1900-01-01|123 SECOND ST|UNIT A|RANCHO CUCAMONGA|CA|91730|9095551235|jane.doe@email.com|CCR Revoked|2023-04-21
33333333333333333333|JOE|DOE|1900-01-01|123 THIRD ST||RANCHO CUCAMONGA|CA|91730|9095551236|joe.doe@email.com|CCR Termed|2023-04-21
    
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**IPAs can route Medical / Sensitive Letters to IEHP for the CCR alternate address.**

Goal: If IPA elects to send CCR Member Letters to IEHP and IEHP will populate the CCR alternate address and return to the IPA for mailing:

1. IPA will place CCR Letters as PDF into the inbound folder. Images of PDFs are not acceptable. PDF should include the IEHP Member ID Number or CIN. If the PDF does not include these identifiers, the IPA must put the IEHP Member ID Number or CIN in the filename when placing the PDF in the folder.
2. Inbound Folders have the following naming convention: **IPA Code/CCR Letters/ToIEHP**
3. IEHP will intake each PDF from the IPA and update the Member's address with the preferred alternate CCR address within 15 minutes and provide the updated document, pending any system maintenance.
4. IEHP will place the updated PDF files in the IPA's outbound folder for IPA to retrieve.
5. Outbound Folders will have the following naming convention: **IPA Code/CCR Letters/FromIEHP**