To: IPA Administrators

From: IEHP Compliance Policy & Regulatory Operations

Date: July 13, 2023

Subject: IPA Monthly Interim Provider Manual Changes

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2023 Provider Policy and Procedure Manuals.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. All interim changes have also been posted here:

Provider Portal at www.iehp.org > For Providers > Provider Manual > 2023 Manuals

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,

Lourdes Nery, MPA
Senior Director, Compliance

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal	10C1	**Pediatric Preventive Services - Well Child Visits**	Removed IHEBA/SHA requirements which have been termed and clarified dental benefits for Members under 21	**SUBSTANTIAL**	**1/1/2023**
Medi-Cal	10D2	**Obstetrical Services - Obstetric Care by Certified Nurse Midwives, LM and Alternative Birthing Centers**	Clarified how home births will be covered, subject to review against Member safety and standards of clinical care.	**MODERATE**	**1/1/2023**
Medi-Cal	10T	**Doula Services**	Describes the Plan's responsibility to provide doula services as preventative services.	**NEW**	**1/1/2023**
Medi-Cal	12A2	**Care Management Requirements - Continuity of Care**	Policy has been revised to align with APL 22-032, which expands Continuity of Care (COC) to cover additional services and establishes/clarifies required steps in the COC process.	**SUBSTANTIAL**	**1/1/2023**
IEHP DualChoice (HMO D-SNP)	12A5	**Care Management Requirements - Continuity of Care**	Policy has been revised to align with APL 22-032, which expands Continuity of Care COC to cover additional services and establishes/clarifies required steps in the COC process.	**SUBSTANTIAL**	**5/1/2023**

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	Att 25	**Approval Referral Audit Tool**	Updated "Approved Referral Audit Tool" • "MCR Approvals" and "MCL Approvals" tab added new element (f) with Element Description: **Date receipt of information reasonably necessary to make the determination.** • "Instructions and Data Dictionary" tab added new element (f) with Element Description: **Date receipt of information reasonably necessary to make the determination.**	**REPLACEMENT**	**6/9/2023**
IEHP DualChoice (HMO D-SNP)	Att 25	**Denial Log Review Tool - IEHP DualChoice**	Updated "Denial Log Review Tool" • "MCR Denials" tab added new element (f) with Element Description: "**Date receipt of information reasonably necessary to make the determination.**" • "Instructions and Data Dictionary" tab added new element (f) with Element Description: **Date receipt of information reasonably necessary to make the determination.**	**REPLACEMENT**	**6/9/2023**

Enclosures:

MC_10C1 - Pediatric Preventive Services - Well Child Visits (approved and redlined)
MC_10D2 - Obstetrical Services - Obstetric Care by Certified Nurse Midwives, LM and Alternative Birthing Centers (approved and redlined)
MC_10T – Doula Services (approved)
MC_12A2 - Care Management Requirements - Continuity of Care (approved and redlined)
MA_12A5 - Care Management Requirements - Continuity of Care (approved and redlined)
MA_Att 25 - Approval Referral Audit Tool (replacement)
MA_Att 25 - Denial Log Review Tool - IEHP DualChoice (replacement)

cc:

      IPA Medical Director
      IPA Compliance Manager
      IPA Care Management Manager
      IPA Utilization Management Manager

*Revision Status:

      MIN = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

      MOD = involve mostly procedural and/or operational clarifications of existing processes

      SUBST = are those that involve major revisions or a complete rewrite of a policy, or reflect changes that affect the Provider or PCP operationally, such as a change to a reporting timeframe or standards

      REPLACEMENT = replacing a new copy of attachment