



Provider Services

MONTHLY POLICY UPDATES

To: IPA Administrators
From: IEHP Compliance Policy & Regulatory Operations
Date: September 8, 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,

A handwritten signature in blue ink, appearing to read 'Lourdes Nery', is positioned above the typed name.

Lourdes Nery, MPA
Senior Director, Compliance

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal & IEHP DualChoice (HMO D-SNP)	5A1	Credentialing Standards - Credentialing Policies	Updated policy to align with NCQA credentialing system control standards.	SUBSTANTIAL	8/1/2023
Medi-Cal	12D	Early and Periodic Screening, Diagnosis and Treatment	Policy has been revised to align with APL 23-005, which outlines the requirements for coverage of Early and Periodic Screening, Diagnostic, and Treatment (EDSDT) services to eligible members under the age of 21.	SUBSTANTIAL	3/16/2023
Medi-Cal	12G	Organ Transplant	Updated policy defining post-transplant up to one (1) year post-transplant.	MODERATE	7/1/2023
Medi-Cal & IEHP DualChoice (HMO D-SNP)	14F1	Long Term Care (LTC) - Custodial Level	Policy was updated to reflect requirements in 42 CFR 483.15 that stipulate, under certain circumstances, patients may return to bed, beyond 7-day bed hold period.	MODERATE	5/12/2023
Medi-Cal & IEHP DualChoice (HMO D-SNP)	14F2	Long Term Care (LTC) - Skilled Level	Policy was updated to reflect requirements in 42 CFR 483.15 that stipulate, under certain circumstances, patients may return to bed, beyond 7-day bed hold period.	MODERATE	5/12/2023
Medi-Cal	16A	Member Grievance Resolution Process	Added Member Harm definition and Member right to contact DMHC immediately.	MINOR	1/1/2023
Medi-Cal & IEHP DualChoice (HMO D-SNP)	18P	Virtual Care	The policy has been updated in accordance with APL 23-007 - Telehealth Policy to clarify which covered services may be provided via telehealth and the expectation related to documentation for telehealth.	SUBSTANTIAL	7/12/2023

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Medi-Cal & IEHP DualChoice (HMO D-SNP)	18P1	Virtual Care - eConsult Services	The policy has been updated in accordance with APL 23-007 - Telehealth Policy to clarify which covered services may be provided via telehealth and the expectation related to documentation for telehealth.	SUBSTANTIAL	7/12/2023
Medi-Cal	18Q	Subcontractor Network Certification	New policy has been created in accordance with APL 23-006, "Delegation and Subcontractor Network Certification" to provide guidance and assurances that Subcontractors meet state and federal network adequacy and access requirements.	NEW	7/6/2023
Medi-Cal	21C	Medi-Cal Risk Adjustment and Chronic Illness and Disability Payment System (CDPS)	IEHP utilizes Chronic Illness and Disability Payment System (CDPS) to adjust capitated payments for health plans that enroll Medi-Cal beneficiaries.	NEW	1/1/2023
IEHP DualChoice (HMO D-SNP)	Att 25	Approval Referral Audit Tool	The following elements were updated on the IEHP DualChoice Approval Review Tool: · Element b “File Type Requested” – added · Element g “Member Language” - updated · Element i “clinical documentation” – updated	REPLACEMENT	7/19/2023
IEHP DualChoice (HMO D-SNP)	Att 25	Denial Log Review Tool - IEHP DualChoice	The following elements were updated on the IEHP DualChoice Denial Review Tool: · Element b “File Type Requested” – added · Element h “Physician Reviewed and Justification Documentation” – updated · Element l “Denial Language” – updated	REPLACEMENT	7/19/2023
Medi-Cal	Att 25	Medi-Cal Care Coordination Review Tool	EPSDT labeling/sourcing was added to File Reviews #6-10 on the Review Tool tab.	REPLACEMENT	8/16/2023

Enclosures:

MC; MA_05A1 Credentialing Standards - Credentialing Policies (approved and redlined)
MC_12D_Early and Periodic Screening, Diagnosis and Treatment (approved and redlined)
MC_12G - Organ Transplant (approved and redlined)
MC; MA_14F1 - Long Term Care (LTC) - Custodial Level (approved and redlined)
MC; MA_14F2 - Long Term Care (LTC) - Skilled Level (approved and redlined)
MC_16A - Member Grievance Resolution Process (approved and redlined)
MC; MA_18P - Virtual Care (approved and redlined)
MC; MA_18P1 - Virtual Care - eConsult Services (approved and redlined)
MC_21C - Medi-Cal Risk Adjustment and Chronic Illness and Disability Payment System (CDPS) (approved)
MA_Att 25 - Approval Referral Audit Tool (replacement)
MA_Att 25 - Denial Log Review Tool - IEHP DualChoice (replacement)
MC_Att 25 - Medi-Cal Care Coordination Review Tool (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