



*We heal and inspire the human spirit.*

**To:** All IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** October 13, 2023  
**Subject:** **Change to Quarterly Workplan Requirements for Over and Under Utilization**

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We have made a change to the **Quarterly UM HICE Work Plan Requirements**.

As you are aware, we added specific metrics for IPAs to focus on for 2023 that targeted metrics addressed by your Quality teams.

We acknowledge your concerns about the duplication of effort by including these metrics in your UM workplan HICE reporting.

**Effective immediately, we are no longer requiring IPAs to include those specific over and under-utilization metrics in the Q4 UM workplan submissions.**

Beginning with your Initial 2024 UM Workplans and HICE reports, due April 15, 2024, we ask that the IPA identify **and** submit the following metrics no later than December 31, 2023:

- Top two (2) high volume utilization metrics to be tracked for over-utilization
- and**
- One (1) low volume utilization metric to be tracked for under-utilization.

Again, you will be asked to include these in your 2024 Initial HICE workplan submissions, due **April 15, 2024**.

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

Thank you for your partnership and commitment to provide vibrant health in our communities.