



Provider Services

MONTHLY POLICY UPDATES

To: IPA Administrators
From: IEHP Compliance Policy & Regulatory Operations
Date: December 5, 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 iehp.org > Provider Manuals & Trainings > 2023 Manuals and Regulatory Trainings

These interim changes have also been incorporated into the 2024 Provider Manuals, which are found here:

Provider Portal at Providers at iehp.org > Provider Manuals & Trainings > 2024 Manuals and Regulatory Trainings

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)	9A	Access Standards	Updated per APL 23-001 Network Certification Requirements	MODERATE	11/7/2023
Medi-Cal	10R	Personal Care Services and Home Health Care Services	Revised the hyperlink for Footnote 11 to https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx .	MINOR	11/1/2023
IEHP DualChoice (HMO D-SNP)	12E	In-Home Supportive Services	Included IEHP Staff Training Responsibilities for Team Members and IHSS personnel.	SUBSTANTIAL	10/25/2023
Medi-Cal	12F	In-Home Supportive Services	Included IEHP Training and Orientation for IEHP staff and IHSS personnel.	SUBSTANTIAL	11/14/2023
IEHP DualChoice (HMO D-SNP)	14D	Pre-Service Referral Authorization Process	Outlined when prior auth may be applied.	MODERATE	1/1/2024
Medi-Cal	20A1	Claims Processing - Provider Dispute Resolution Process - Initial Claims Disputes	Updated APL 21-003 to APL 23-020	MINOR	1/1/2023

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal	20H	Provider Dispute Resolution Process - Health Plan Claims Appeals	Updated APL 21-003 to APL 23-020	MINOR	1/1/2024
Medi-Cal	25A2	Delegation Oversight - Audit	Align Medi-Cal policy with DualChoice policy regarding annual delegation oversight audits of Care Management activities will be an aggregated score of the case reviews that conducted monthly throughout the year.	MINOR	1/1/2024
Medi-Cal	Att 25	IPA Delegation Agreement - Medi-Cal	Updated Delegated responsibilities for delegated activities - UM Denial System Controls (NCQA UM 12 Element A, B), and UM Appeal System Controls Oversight (NCQA UM 12 Element D)	REPLACEMENT	1/1/2024

Enclosures:

MC; MA_9A - Access Standards (approved and redline)

MC_10R - Personal Care Services and Home Health Care Services (approved and redline)

MC_12F;MA_12E - In-Home Supportive Services (approved and redline)

MA_14D - Pre-Service Referral Authorization Process (approved and redline)

MC_20A1 - Claims Processing - Provider Dispute Resolution Process - Initial Claims Disputes (approved and redline)

MC_20H - Provider Dispute Resolution Process - Health Plan Claims Appeals (approved and redline)

MC_25A2 Delegation Oversight – Audit (approved and redline)

MC_Att 25 - IPA Delegation Agreement - Medi-Cal (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