



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance Policy & Regulatory Operations
Date: March 29, 2023
Subject: **Interim Changes – Provider Policy and Procedure Manuals**

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2024 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. Interim changes are posted here:

Provider Website at [ProviderServices.iehp.org](https://providerservices.iehp.org) > Provider Central > Provider Manuals & Trainings > 2024 Manuals and Regulatory Trainings

Provider Website at [ProviderServices.iehp.org](https://providerservices.iehp.org) > Resources > Provider Resources > Forms

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, CHC
Senior Director, Compliance

IEHP Compliance Officer

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal & IEHP DualChoice (HMO D-SNP)	01C	IEHP Committees	Updated Governing Board Structure to reflect Supervisor Hagman as Chair and Supervisor Gutierrez as Vice Chair. Updated committee structure chart to reflect additional committees and subcommittees.	MODERATE	1/8/2024
Medi-Cal	09E	Access to Services with Special Arrangements	Updated California Minor Consent and Confidentiality Laws reference to attachment.	NO CHANGE	1/1/2024
Medi-Cal	10T	Doula Services	Implement State-issued standing recommendation; clarified covered services; and described access to out-of-network Doulas.	SUBSTANTIAL	11/3/2023
IEHP DualChoice (HMO D-SNP)	12E	In-Home Supportive Services	Clarifies the IPA's responsibilities for care coordination and involvement in the Member's care while they are receiving IHSS.	MODERATE	1/1/2024
Medi-Cal	12K3	Behavioral Health - Behavioral Health Treatment	Clarified that a plan is developed by a BHT service provider who meets the requirements in California's Medicaid State Plan.	MINOR	5/4/2023
Medi-Cal	FORMS_DOA	Care Management California Children's Services Review Tool (PDF)	Care Management California Children's Service Review Tool (PDF) was retired and incorporated with Medi-Cal Care Coordination File Review Tool - 2024.	RETIRED	1/1/2024
Medi-Cal	FORMS_DOA	Medi-Cal Care Coordination Review Tool (PDF)	Medi-Cal Care Coordination Review Tool (PDF) was retired and incorporated with Medi-Cal Care Coordination File Review Tool - 2024.	RETIRED	1/1/2024
Medi-Cal	FORMS_DOA	Medi-Cal SPD Review Tool Data Dictionary (PDF)	Medi-Cal SPD Review Tool Data Dictionary (PDF) was retired and incorporated with Medi-Cal Care Coordination File Review Tool - 2024.	RETIRED	1/1/2024
Medi-Cal	FORMS_DOA	Medi-Cal Care Coordination File Review Tool - 2024 (PDF)	Medi-Cal Care Coordination File Review Tool - 2024 replaced Care Management California Children's Service Review Tool (PDF), Medi-Cal SPD Review Tool Data Dictionary (PDF), and the Medi-Cal Care Coordination Review Tool (PDF).	NEW	1/1/2024
IEHP DualChoice (HMO D-SNP)	FORMS_DOA	IPA Care Management Review Tool - IEHP DualChoice	The IPA Care Management Review Tool - IEHP DualChoice- 2023 (PDF) retired and replaced with the D-SNP Care Management Review Tool - 2024.	RETIRED	1/1/2024

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	FORMS_DOA	D-SNP Care Management Review Tool - 2024	2024 D-SNP Care Management Review Tool replaced IPA Care Management Review Tool - IEHP DualChoice.	NEW	1/1/2024
Medi-Cal	FORMS_UM/CM	California Minor Consent and Confidentiality Laws	© 2024 National Center for Youth Law, revised: Dec. 2023. Also, available at www.teenhealthlaw.org .	REPLACEMENT	1/1/2024

Enclosures: Available upon request, please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

cc:

- IPA Medical Director
- IPA Administer
- 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