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**To:** All IEHP Providers and IPAs  
**From:** IEHP - Compliance  
**Date:** May 30, 2024  
**Subject:** **New IEHP Provider Manual Policy Search Available May 30, 2024**

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We are pleased to announce the launch of a new way to access **IEHP Provider Manuals on May 30, 2024**, via the **SAI360** platform.

### What is SAI360?

SAI360 is a governance, risk management, and compliance (GRC) System that we use for policy and procedure organization, and management.

Access to SAI360 makes it easy to find Provider policies and procedures by line of business, section, and advanced search options.

**Click here to access the updated Provider Manual SAI360 Policy Search Link:**

<https://secure.compliance360.com/ext/4xE-04lwJLg=>

This platform can also be accessed via [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > **Resources > Provider Manuals & Training**

### How to use SAI360

Accessing the link above will direct the user to the IEHP Provider Manual Dashboard. The available options will assist in navigating to the essential pages and modules.

The screenshot displays the 'IEHP Provider Manual Search' interface. At the top left is the IEHP logo. Below it is a blue button labeled 'IEHP Provider Manual'. The main search area is titled 'Provider Manual Search' and contains a 'Keyword' input field (1). Below this is an 'Advanced Search Options' section (2) with a dropdown menu for 'Folder Select/Info' showing several options like 'Inland Empire Health Plan - Policy Manager \ Provider Manual - Covered California (CCA) +'. Below the dropdown are fields for 'Description of Most Recent Change', 'Degree of Change', and 'Days Since Revision'. At the bottom right is a 'Search' button (3).

#### **1. Keyword Search Bar:**

Search by using one of these methods:

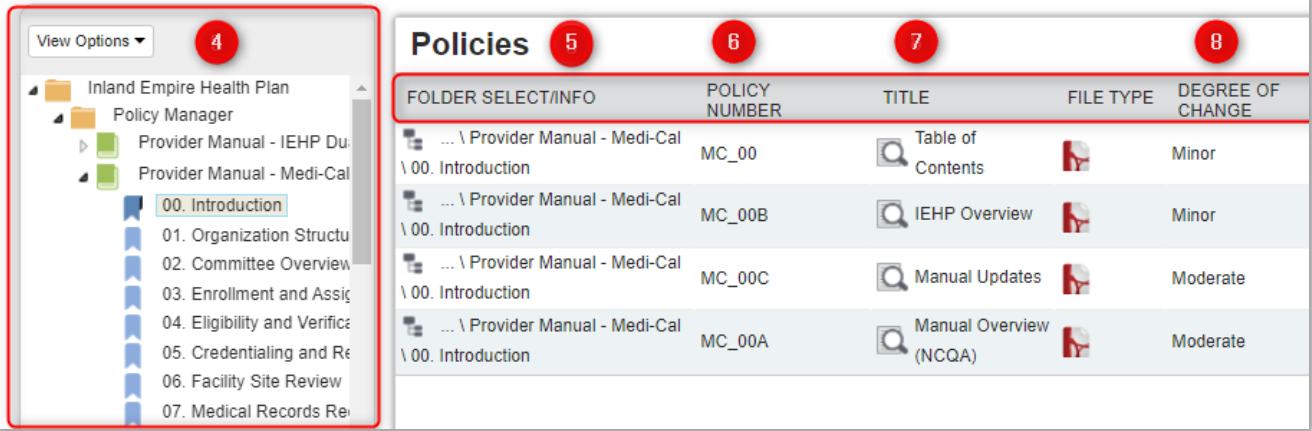
- policy title
- policy description
- or the contents of each file for the keyword entered

#### **2. Advanced Search Options:**

Search across various manuals

- Folder selection
- Description of most recent change
- Degrees of change
- Days since revision

**3. Search:** After entering keywords, click to search.



**4. Provider Manuals Catalog:** Click on the > beside each manual to expand and select a section: IEHP DualChoice, Medi-Cal, IEHP Covered (CCA), and Electronic Data Interchange.

**5. Policies Folder:** Folder Select/Info – Identifies the respective Provider Manual and Product

**6. Policy Number**

**7. Title:** Policy Title

**8. Degree of Change:** Minor, Moderate, Substantial, Replacement, New, Retired

- a. **MINOR:** Punctuation corrections, mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual
- b. **MODERATE:** Mostly procedural and/or operational clarifications of existing processes
- c. **SUBSTANTIAL:** Major revisions or a complete rewrite of a policy, or reflect changes that affect the Delegate, Provider or PCP operationally, such as a change to a reporting timeframe or standards
- d. **NEW:** New Policy effective date

9. DESCRIPTION OF MOST RECENT CHANGE	10. REVISION DATE	11. RELATED POLICIES
	1/1/2024	0
	1/1/2024	0
	1/1/2024	0
	1/1/2024	0
	1/1/2024	0
	1/1/2024	0
	1/1/2024	0
Committee functions updated per DHCS contract requirements	1/1/2024	0

**9. Description of Most Recent Change**

**10. Revision Date**

**11. Related Policies:** List of policies related to selected policy

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

All communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices (effective May 31, 2024)