

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: June 5, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered - May**

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2024 Provider Policy and Procedure Manuals for IEHP Covered.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements.

To review all our Provider Policies visit: ProviderServices.iehp.org > Resources > Provider Manuals & Trainings > 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,



Lourdes Nery, MPA, CHC
Vice President, Compliance
IEHP Compliance Officer

| LINES OF BUSINESS | POLICY | POLICY TITLE | DESCRIPTION OF CHANGE | REVISION STATUS* | REVISION EFFECTIVE DATE |
|--------------------|--------|--|---|------------------|-------------------------|
| IEHP Covered (CCA) | 03A | Provider Medical Record Requirements | Defined "Medical Information" to include reproductive and sexual health application information, per CA Civil Code Section 56.05(j) | MODERATE | 1/1/2024 |
| IEHP Covered (CCA) | 03B | Information Disclosure and Confidentiality of Medical Records | Defined "Medical Information" to include reproductive and sexual health application information per CA Civil Code Section 56.05(j) | MODERATE | 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 Administrator
- IPA Care Management Manager
- IPA Utilization Management Manager

***Revision Status:**

MINOR = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

MODERATE = involve mostly procedural and/or operational clarifications of existing processes

SUBSTANTIAL = 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