To: Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers

From: IEHP Compliance

Date: July 19, 2024

Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered – June**

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. Interim changes are posted here:

Provider website at www.providerservices.iehp.org > Resources > Provider Manuals & Training > Manuals > SAI360 Portal.

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/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP Covered (CCA)	00A	**Manual Overview**	Updated link to Covered CA Benefit Manual, and reference to Community Advisory Committee	**MINOR**	**1/1/2024**
IEHP Covered (CCA)	02A1	**Credentialing Standards - Credentialing Policies (NCQA)**	Clarified that PCP and Urgent Care Providers must score about 80% on their facility site and medical record review	**MODERATE**	**6/25/2024**
IEHP Covered (CCA)	02A6	**Credentialing Standards - Notification to Authorities and Practitioner Appeal Rights**	Clarified that a nurse practitioner is considered a licentiate per CA Business & Professions Code Section 805	**MINOR**	**6/17/2024**
IEHP Covered (CCA)	05E	**Sterilization Services**	Clarified reporting and claim requirements for sterilization for IEHP Covered line of business	**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