

**To:** All IEHP Covered (CCA) Hospitals, PCPs, Specialists, Ancillary & BH Providers  
**From:** IEHP Compliance  
**Date:** August 21, 2024  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered (CCA)**

---

---

Inland Empire Health Plan (IEHP) has made the following interim changes to the 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. Current policies and procedures are posted here:

Provider Website at <https://www.providerservices.iehp.org/> > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

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)	02A6	<b>Credentialing Standards - Notification of Authorities and Practitioner Appeal Rights</b>	Removed language that was not relevant to the appeals process.	<b>SUBSTANTIAL</b>	<b>1/1/2024</b>
IEHP Covered (CCA)	12J	<b>Providers Charging Members</b>	Providers are able to charge CCA Members for medical records.	<b>RETIRED</b>	<b>7/8/2024</b>
IEHP Covered (CCA)	15A	<b>Members' Rights and Responsibilities</b>	New Policy	<b>NEW</b>	<b>1/1/2024</b>
IEHP Covered (CCA)	15B	<b>Providers' Rights and Responsibilities</b>	Changed policy number from 15A. No content changes.	<b>MINOR</b>	<b>1/1/2024</b>
EDI - CCA	EDI_Section 1	<b>IEHP 5010 837I INSTITUTIONAL COVERED CALIFORNIA CLAIMS COMPANION GUIDE</b>	'2300 REF02' code/definition changed from 'DCN' to 'IEHP assigned claim number'	<b>MODERATE</b>	<b>1/1/2024</b>
EDI - CCA	EDI_Section 3	<b>IEHP 5010 837P PROFESSIONAL COVERED CALIFORNIA CLAIMS COMPANION GUIDE</b>	'2300 REF02' code/definition changed from 'DCN' to 'IEHP assigned claim number'	<b>MODERATE</b>	<b>1/1/2024</b>

For any questions, comments, and concerns, please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

**\*Revision Status:**

**MINOR** = minor grammatical/punctuation corrections and wordsmithing

**MODERATE** = procedural and/or operational clarifications of existing processes

**SUBSTANTIAL** = notable content and process revisions that are expected to impact Providers operationally