

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: August 21, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO-DSNP)**

Inland Empire Health Plan (IEHP) has made the following interim changes to the Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP).

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 DualChoice (HMO D-SNP)	16A	Member Grievance Resolution Process	Removed condition for IEHP to expedite grievances when it involves “IEHP’s decision to extend a timeframe related to an organization determination or appeal.”	MINOR	7/10/2024
IEHP DualChoice (HMO D-SNP)	16B1	Member Appeal Resolution Process - Part C	Clarified that Members or AOR will receive Appeal determinations in writing and Member rights to request IMR from DMHC.	MINOR	7/10/2024
IEHP DualChoice (HMO D-SNP)	16B2	Member Appeal Resolution Process Part B and D	Clarified Member rights to request an IMR from DMHC.	MINOR	7/10/2024

For any questions, comments, and concerns, 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 and wordsmithing

MODERATE = procedural and/or operational clarifications of existing processes

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