



We heal and inspire the human spirit.

To: All IPAs

From: IEHP – Utilization Management

Date: September 5, 2024

Subject: REMINDER – Continuity of Care Approval Letter Notification Requirements

Pursuant to state and contractual requirements, Inland Empire Health Plan (IEHP) and its IPAs must ensure IEHP Members with pre-existing provider relationships, who make a Continuity of Care (COC) request, are given the option to continue treatment for **up to twelve (12) months** with an out-of-network provider.

These eligible Members may require COC for services they have been receiving through Medi-Cal or Medicare Fee-For-Service (FFS) or another health plan.

Medi-Cal Member Notification:

As indicated in the **IEHP Medi-Cal Provider Manual, Chapter 12 - Coordination of Care (A)(2)** – for requests that are reviewed and approved per COC, the IPAs must notify the Member utilizing the IEHP approved “**Continuity of Care Authorization**” letter templates. These approved notification templates are available on IEHP’s Provider website:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Medi-Cal Letter Templates > Continuity of Care – Notice of Authorization Letter or [click here](#).

IEHP DualChoice (HMO D-SNP) Member Notification:

As indicated in the **IEHP DualChoice (HMO D-SNP) Provider Manual, Chapter 12 - Coordination of Care (A)(5)** - for requests that are reviewed and approved per COC, the IPAs must notify the Member utilizing the IEHP approved “**Continuity of Care Authorization**” letter templates. These approved notification templates are available on IEHP’s Provider website:

www.providerservices.iehp.org > Resources > Resources for Providers > Forms > D-SNP Letter Templates > Continuity of Care – Notice of Authorization Letter or [click here](#).

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices