

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers  
**From:** IEHP Compliance  
**Date:** September 6, 2024  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Medi-Cal**

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

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 <http://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
Medi-Cal	09A	<b>Access Standards</b>	Changes to terms included in definitions. Members are notified of their right to file a grievance for a Provider's decision to extend applicable waiting time; availability of a medical director/licensed Physician to assist with access issues; contracting with CBAS centers; facility staff requirements for emergency services; special access standards for IHCPs and FQHC/RHC/FBC services.	<b>SUBSTANTIAL</b>	<b>1/1/2024</b>

cc:

**\*Revision Status:**

IPA Medical Director  
 IPA Administrator  
 IPA Care Management Manager  
 IPA Utilization Management Manager

**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