

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, Vision, BH and BHT Providers
From: IEHP Compliance
Date: October 1, 2024
Subject: **2025 Provider Manual Summary of Changes**

Annually, Inland Empire Health Plan (IEHP) updates its Medi-Cal, IEHP DualChoice (HMO D-SNP), and IEHP Covered (CCA) Provider Policy and Procedure Manuals.

These policies and procedures will be **effective January 1, 2025**, to comply with Local, State, Federal and contractual requirements, as well as National Committee for Quality Assurance (NCQA) standards and will be published on our website **by mid-December 2024**.

In December you will receive our annual distribution letter with the following:

- Links to the Provider Manuals;
- IEHP Code of Business Conduct and Ethics;
- IEHP DualChoice (HMO D-SNP) Model of Care Training (applicable to IEHP DualChoice Providers);
- Compliance Program, Fraud, Waste and Abuse, HIPAA Privacy and Security Training;
- Electronic Data Interchange (EDI) Manual;
- IPA Delegation Agreement (applicable to IPAs only); and
- Access to our Acknowledgement of Receipt (AOR).

To inform our network Providers of upcoming policy updates, we are publishing the 2025 Summary of Changes to each Provider Manual online at www.providerservices.iehp.org > Resources > Provider Manuals & Training > Manuals and Regulatory

For 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

Sincerely,



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IEHP Compliance Officer