

To: Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: October 9, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered**

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 www.providerservices.iehp.org/ > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

If you have any questions, please do not hesitate to contact the IEHP Covered Provider Call Center at (909) 291-8691 or (844) 248-IEHP (4347) or email ProviderServices@iehp.org

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)	03A	Provider Medical Record Requirements	Specified electronic medical record requirements pursuant to AB 352, which safeguards Members and their medical information against legal action for seeking or obtaining abortion and abortion-related services.	SUBSTANTIAL	7/1/2024
IEHP Covered (CCA)	03B	Information Disclosure and Confidentiality of Medical Records	Informed Delegate and Providers of their responsibilities pursuant to AB 352, which safeguards Members and their medical information against legal action for seeking or obtaining abortion services.	SUBSTANTIAL	7/1/2024
IEHP Covered (CCA)	09F	Acute Inpatient and Behavioral Health Admission and Concurrent Review	Described Plan responsibilities for behavioral health admission and concurrent review. Clarified timeframes for concurrent and retrospective review.	MODERATE	8/1/2024
EDI - CCA	EDI_Section 2	IEHP 5010 PROFESSIONAL 837P COVERED CALIFORNIA ENCOUNTER COMPANION GUIDE	Updated NTE02 Codes 1. In-Network to I = In-Network and Out-of-Network to O = Out-of-Network.	MODERATE	1/1/2024
EDI - CCA	EDI_Section 4	IEHP 5010 INSTITUTIONAL 837I COVERED CALIFORNIA ENCOUNTER COMPANION GUIDE	Updated NTE02 Codes 1. In-Network to I = In-Network and Out-of-Network to O = Out-of-Network.	MODERATE	1/1/2024

For any questions, comments and concerns, If you have any questions, please do not hesitate to contact the IEHP Covered Provider Call Center at (909) 291-8691 or (844) 248-IEHP (4347) or email ProviderServices@iehp.org

***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