



*We heal and inspire the human spirit.*

**To:** Medi-Cal IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** October 24, 2024  
**Subject:** **Updated 2025 Medi-Cal Care Coordination Review Tool**

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The Inland Empire Health Plan (IEHP) has recently made changes to the **2025 Medi-Cal Care Coordination Review Tool** utilized by our Quality Assurance Delegation Oversight team during the monthly conducted scheduled reviews in CY 2025.

This notice is to inform that there is a new row added to the tool which will review the “Outreach Disposition” for each case reviewed. The updated selection options will reflect the following:

- Successful
- Unsuccessful
- UTC (Unable to Contact)
- Other (option for a scenario that does not apply to any of the outreach disposition selections available)

All Medi-Cal IPAs will be expected to demonstrate the “Outreach Disposition” outcomes to the QA Clinician during the review of **15 case selections**, monthly.

IEHP’s Delegation Oversight team will begin utilizing the new tool effective **March 15, 2025**, for the January service month review.

The updated tool is now available on IEHP’s Provider website:

[www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > DOA > or [click here](#).

For questions, please contact, Juan Ortega at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org) or Jessica Gonzalez at [gonzalez-j6@iehp.org](mailto:gonzalez-j6@iehp.org).

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