

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary & BH Providers  
**From:** IEHP Compliance  
**Date:** November 13, 2024  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO-SNP)**

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Inland Empire Health Plan (IEHP) has made the following interim changes to the Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP).

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:

[ProviderService.iehp.org](http://ProviderService.iehp.org) > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

For any questions, comments and concerns, please contact 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
IEHP DualChoice (HMO D-SNP)	09A	Access Standards	Described emergency care for Primary Care/Behavioral Health as urgently needed services for immediate medical care.	MODERATE	1/1/2024
IEHP DualChoice (HMO D-SNP)	09G	Non-Emergency Medical and Non-Medical Transportation Services and Related Travel Expenses	Timeframe for requesting either NEMT or NMT is now five (5) days. Addition of Transportation Liaison's contact number.	SUBSTANTIAL	10/1/2024

**cc:**

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

**\*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