To:	All IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From:	IEHP Compliance
Date:	December 5. 2024
Subject:	**Interim Changes – Provider Policy and Procedure Manuals for IEHPDualChoice (HMO D-SNP)**

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:

ProviderServices.iehp.org > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

For any questions, comments, and concerns, please contact our IEHP 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)	02H	**Persons with Disabilities Workgroup**	As of June 2024, this workgroup has transitioned into the Community Advisory Committee.	**RETIRED**	**1/1/2024**
IEHP DualChoice (HMO D-SNP)	14A	**Utilization Management - Delegation and Monitoring**	Added Hayes Clinical Criteria to UM decision hierarchy. Clarified requirements for requesting care through tertiary care facilities.	**MODERATE**	**11/14/2024**
IEHP DualChoice (HMO D-SNP)	11F	**Coverage Determination - Part B vs D Determination**	Described categories of drugs used to treat ESRD. Clarified that IEHP does not pay for drugs included in the Part B payment to an ESRD dialysis facility. Clarified coverage of HIV antiretroviral drugs based on NCD 210.15.	**MODERATE**	**9/30/2024**

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