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To: All IPAs
From: IEHP – Utilization Management
Date: December 12, 2024
Subject: **UPDATE: Provider Policy & Procedure Manual – Tertiary Care Requirements**

Inland Empire Health Plan (IEHP) has updated policy **MC_14A – Delegation and Monitoring** and **MA_14A Utilization Management – Delegation and Monitoring** to include Tertiary Care requirements for IEHP and its Delegates.

IEHP and Delegates may utilize this policy when reviewing for Tertiary Care.

Criteria to be cited as: Inland Empire Health Plan (IEHP) Policy “14A – Delegation and Monitoring: 9. Tertiary Care”.

The policy and procedure information regarding these updates can be accessed and is available for your review at the following location:

SAI360 Policy Search

www.providerservices.iehp.org > Resources > Provider Manuals & Training > Manuals > Access Online Policy Search/SAI360 Portal or [click here](#).

Provider Manual – Medi-Cal

Provider Manual Catalog > Provider Manual – Medi-Cal > 14. Utilization Management > MC_14A – Delegation Monitoring (NCQA)

The screenshot shows a web-based file explorer interface. On the left, there is a sidebar with a 'View Options' dropdown and a list of subfolders under 'Showing subfolder contents'. The main area displays a list of files and folders. A search bar is visible at the top right of the main area. The file 'MC_14A Delegation and Monitoring (NCQA)' is highlighted with a red box. Below the list, there is a pagination control showing 'Items per page: 10' and 'Showing 1-10 of 13'.

File Name	ID	Search Icon	Thumbnail	Category
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14B	🔍		Minor
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14D	🔍		Minor
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14E	🔍		Minor
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14I	🔍		Minor
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14C	🔍		Moderate
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14H	🔍		Moderate
... \ Provider Manual - Medi-Cal \ 14. Utilization Management	MC_14A	🔍		Moderate

Provider Manual – IEHP DualChoice

Provider Manual Catalog > Provider Manual – IEHP DualChoice > 14. Utilization Management page 2 > MA_14A – Utilization Management – Delegation and Monitoring

The screenshot displays a web interface for managing policies. On the left, a sidebar shows a folder tree under 'Inland Empire Health Plan' with 'Policy Manager' and 'Provider Manual - IEHP DualChoice' expanded, and '14. Utilization Management' selected. The main area is titled 'Policies' and features a search bar with filters for 'Any Field' and 'Contains'. Below the search bar is a table with the following data:

FOLDER SELECT/INFO	POLICY NUMBER	TITLE	FILE TYPE	DEGREE OF CHANGE	DESCRIPTION OF MOST RECENT CHANGE	REVISION DATE	RE
... \ Provider Manual - IEHP DualChoice \ 14. Utilization Management	MA_14G	Acute Inpatient and Behavioral Health Admission and Concurrent Review	[Icon]	Moderate	Clarified timeframes for auth and retrospective review	1/1/2024	[Icon]
... \ Provider Manual - IEHP	MA_14A	Utilization Management - Delegation and Monitoring	[Icon]	Moderate	Added Hayes Clinical Criteria to UM decision hierarchy. Clarified requirements for requesting care through tertiary care facilities.	11/14/2024	[Icon]

At the bottom of the table, it says 'Showing 11-12 of 12' and 'Page 2'.

For questions, please contact Juan Ortega at Ortega-j2@iehp.org or Jessica Gonzalez at Gonzalez-j6@iehp.org.

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