



# Provider Services

## MONTHLY POLICY UPDATES

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers  
**From:** IEHP Compliance  
**Date:** January 17, 2025  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (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](http://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)	110	<b>Drug Management Program</b>	Per CMS guidance, Members deemed to be exempt from the Drug Management Program will receive the Alternative Second rather than the Retraction Notice, as specified in CY2025 Part D DMP Guidance and 42 CFR Section 423.153.	<b>MODERATE</b>	<b>1/1/2025</b>

**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.