



# Provider Services

## MONTHLY POLICY UPDATES

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers

**From:** IEHP Compliance

**Date:** January 17, 2025

**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Medi-Cal**

Inland Empire Health Plan (IEHP) has made the following interim changes to the Provider Policy and Procedure Manuals for IEHP Medi-Cal.

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
Medi-Cal	09C	<b>Non-Emergency Medical and Non-Medical Transportation Services</b>	Updated list of services that are exempt from the requirement of requesting NEMT/NMT five days prior to transportation. Updated phone number for the Transportation Liaison.	<b>MODERATE</b>	<b>10/1/2024</b>
Medi-Cal	120	<b>Open Access (Foster Care) Program</b>	Described responsibilities of the Plan's designated Child Welfare Liaison.	<b>SUBSTANTIAL</b>	<b>1/1/2024</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.