

**To:** Hospitals, PCPs, Specialists, Ancillary, and BH Providers  
**From:** IEHP Compliance  
**Date:** February 20, 2025  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered (CCA)**

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

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 IEHP Covered (CCA) Provider Call Center at (909) 291-8691 or (844) 248 – IEHP (4347).

Sincerely,



Lourdes Nery, MPA, CHC  
 Vice President, Compliance  
 IEHP Compliance Officer

LINES OF BUSINESS	POLICY	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP Covered (CCA)	14C	<b>Emergency Services</b>	Updated definition of "Emergency Medical Condition" to align with HSC §1317.1 and DMHC APL 17-017 which defines the term as subjective to Member's "belief [of an emergency] at the time."	<b>Minor</b>	<b>10/1/2024</b>
IEHP Covered (CCA)	14F	<b>Acute Inpatient and Behavioral Health Admission and Concurrent Review</b>	Removed language that concurrent review is performed daily and clarified that concurrent review is performed at intervals recommended by non-profit association (NPA) criteria/guidelines.	<b>Moderate</b>	<b>1/1/2025</b>

**\*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