



# Provider Services

MONTHLY POLICY UPDATES

**To:** Hospitals, PCPs, Specialists, Ancillary, and BH Providers  
**From:** IEHP Compliance  
**Date:** March 7, 2025  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Covered (CCA)**

We have made the following interim changes to the Provider Policy and Procedure Manuals for IEHP Covered.

LINE OF BUSINESS	POLICY	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP Covered (CCA)	18B	Provider Directory	Added reference to IEHP’s considerations of its web-based directories on an at least every 3-year basis.	Minor	1/1/2025

**\*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

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