



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: March 7, 2025
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP)**

We have made the following interim changes to the Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP).

LINE OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	09H1	Cultural and Linguistic Services - Language Assistance Capabilities	Includes machine-translated written materials must be reviewed by a qualified human translator.	Moderate	11/14/2024
IEHP DualChoice (HMO D-SNP)	20A1	Claims Processing - Non-Contracted Providers – Reconsiderations and Appeals	Updated timeframe for submitting appeals of claims in writing for non-contracted providers from 60 to 65 days to align with 2025 CMS guidelines	Moderate	1/1/2025

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

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 > 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