



Provider Services

MONTHLY POLICY UPDATES

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers
From: IEHP Compliance
Date: March 7, 2025
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP Medi-Cal**

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

| LINES OF BUSINESS | POLICY | POLICY TITLE | DESCRIPTION OF CHANGE | DEGREE OF CHANGE | REVISION EFFECTIVE DATE |
|-------------------|---------------|--|--|------------------|-------------------------|
| Medi-Cal | 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 |
| Medi-Cal | 18B | Provider Directory | Included language regarding frequency of updates to online and printed Provider Directories, as required by law, as well as procedures for verifying Provider Directory entries and non-response from Providers. | Moderate | 5/8/2024 |
| Medi-Cal | 18B | Provider Directory | Added reference to IEHPs considerations of its web-based directories on an at least every 3-year basis. | Minor | 1/1/2025 |
| EDI | 01A | General Information - Introduction | Updated the contact information for technical support. | Minor | 1/1/2025 |
| EDI | 05B1 | Capitation Process Procedures - Capitation Data File Transmission Schedule - Mid-Month | Updated the contact information for technical support. | Minor | 1/1/2025 |
| EDI | 05B2 | Capitation Process Procedures - Capitation Data File Transmission Schedule - End of Month | Updated the contact information for technical support. | Minor | 1/1/2025 |
| EDI | 16 Attachment | IEHP 835 Standard Companion Guide - Attachment 16 - IEHP ERA 835 Enrollment Form | Updated EDI Specialists Team contact information. | Minor | 1/1/2025 |

cc:
 IPA Medical Director
 IPA Administrator
 IPA Care Management Manager
 IPA Utilization Management Manager

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,

A handwritten signature in black ink, appearing to read 'LNery', written in a cursive style.

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