IE♥HP

We heal and inspire the human spirit.

To: All Medi-Cal IPAs

From: IEHP – Delegation Oversight

Date: March 10, 2025

Subject: **Updated MC-18D1 - IPA Reported Provider Changes**

Inland Empire Health Plan (IEHP) recently updated policy **MC-18D1 - IPA Reported Provider Changes.**

In situations where IEHP denies or requests additional information on IPA submitted coverage plans, IPAs were requested to submit acceptable coverage plans to IEHP within 30 days prior to the effective date of termination. IEHP has reduced the time frame to resubmit an acceptable coverage plan from 30 days to 5 days to provide adequate time to successfully update our Provider portal and database.

IEHP requires that the new process be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the new process as of **April 1, 2025.**

Please see the below changes made under the **Procedure** section of policy M**C-18D1 - IPA Reported Provider Changes.**

Former:

3. If the same PCP status (i.e., age limitations, geographic location, etc.) as that of the original PCP cannot be achieved or an acceptable coverage plan is not received 30 days prior to the effective date of termination of a PCP, IEHP reassigns these Members to a new PCP within IEHP's geographic service area who has the capacity and can accommodate the affected Members. IEHP does not guarantee that Members remain part of the IPA's network.

New:

3. If the same PCP status (i.e., age limitations, geographic location, etc.) as that of the original PCP cannot be achieved or an acceptable coverage plan is not received within **5 days** from IEHP's notification request for additional information, IEHP reassigns these Members to a new PCP within IEHP's geographic service area who has the capacity and can accommodate the affected Members. IEHP does not guarantee that Members remain part of the IPA's network.

As a reminder, all communications sent by IEHP can also be found on our website at: www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at Ortega-J2@iehp.org