



2025 Provider Policy and Procedure Manual Annual Update
Provider Acknowledgment of Receipt (AOR)

By signing this AOR, I acknowledge that:

I have read and reviewed electronic copies of the following Manuals and Trainings available on iehp.org:

- 2025 Provider Policy and Procedure Manuals
2025 Electronic Data Interchange (EDI) Manual
Summary of Effected Changes
IEHP Code of Business Conduct and Ethics
IEHP DualChoice (HMO D-SNP) Model of Care Training
Compliance Program Training (Fraud, Waste and Abuse (FWA), HIPAA Privacy and Security)
Benefit Manuals are available to view on State and Federal links provided below:

I hereby attest that, to the extent required, all appropriate staff have received and reviewed the information contained in the documents listed above. I further attest that a plan/ timeline is in place to train staff within ninety (90) calendar days of the January 1, 2025 effective date.

Form containing checkboxes for PCP, OB/GYN, Specialist, Vision, CBAS, Behavioral Health, Direct/Delegated Ancillary, SNF, Urgent Care, LOA. Includes fields for Clinic/Entity Name, List of Providers (1-8), Address, City, State, Zip, Phone, Ext, Fax, Signature (Required), and Date.

Please return your signed AOR on or before March 31, 2025

Access and complete the AOR form online located at https://iehp.org/en/providers/provider-manuals.

E-mail the completed form to [providerservices@iehp.org](mailto:providerservices@iehp.org) or Fax the completed form to **(909) 296-3550** to signify your receipt and review of the Provider Manual and Trainings. For questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347.