[Date]

**MAILED VIA CERTIFIED MAIL #**

«Admin\_Sur\_Name» «Admin\_Name»

«Admin\_Title»

«Entity\_Name»

«Admin\_AdjAddress»

«Admin\_AdjCity», CA «Admin\_AdjZip»

**RE: Request for Corrective Action Plan**

Dear «Admin\_FirstName»:

As you are aware, all contracted Providers must meet Inland Empire Health Plan’s (IEHP) timeliness, validity, and adequacy requirements for all encounter data submissions.

An assessment of «Entity\_Name»’s historical encounter data submissions was performed on «Date\_Reviewed». According to our records, «Entity\_Name» has failed to meet the following requirements, as indicated, at least two times in a rolling four-month period.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Months of Service** | **File****Due Date** | **File Names** | **Standard Not Met** | **IEHP Requirement** | **Hospital Data Reported** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

IEHP has determined that «Entity\_Name»’s failure to meet the <<Type>> standard is attributed to <<Insert identified problems here>>.

In accordance with IEHP Policy 21A “Encounter Data Submission Requirements”, IEHP is requesting a Corrective Action Plan (CAP) for the above specified deficiencies. Please include the person responsible for implementing the CAP, the specific actions to be undertaken that will ensure the encounter data meets submission requirements and the anticipated completion date(s) for each corrective action. **«Entity\_Name» must submit all requested information to the attention of the IEHP Director of IT Data Management, no later than «Due\_Date».**

Additionally, complete, valid and adequate encounter data must be resubmitted for the identified deficient files within this timeframe.

IEHP’s ultimate goal is to receive complete and accurate encounter data. If you have any questions, please contact the IEHP HelpDesk at (909) 890-2025.

Sincerely,

Director of Encounters and EDI

cc: «Encounter\_Name», «Encounter\_Title»

 «Claims\_Manager»

 «CC\_Encounter»

 «PSR\_Name», «PSR\_Title»

 «File\_Code»

 IEHP Vice President, Quality

 IEHP Director, Advanced Technology

 IEHP Director, Healthcare Informatics

IEHP Director, Provider Delegation