



**To:** All IPAs  
**From:** IEHP – Provider Communication  
**Date:** September 15, 2022  
**Subject:** **Grievance Process Updates: Grievance Summary Forms - Due Date**

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Inland Empire Health Plan (IEHP) has updated the Grievance Summary Forms (GSF) process in alignment with our core values of process improvement and reducing administrative burdens. While IEHP is required by our regulators to file a grievance when member dissatisfaction is detected, IEHP strives to resolve grievances at the plan level when possible and contact providers for responses only when necessary.

We have updated IEHP Policy 16.A., Grievance and Appeals Resolution System, Member Grievance Resolution, to reflect **GSFs will now include a due date instead of a reference to 14 days allowed for response. This change ensures timely response expectations are clear for providers and the plan, timely grievance resolution and compliance with regulatory requirements.** IEHP will allow as much time as possible for providers and IPAs to respond but due dates will reflect the date by which IEHP requires response to maintain compliance.

You can view the updated policy here:

[www.iehp.org](http://www.iehp.org) > Providers > Provider Manuals > 2022 Manuals > Provider Manual – Medi-Cal > 16-Grievance and Appeals Resolution System (PDF)

Thank you for your partnership with IEHP to provide optimal care to our members and community. We appreciate you and our mutual commitment to addressing member grievances in a timely, thorough manner.

If you have questions, please reach out to your Provider Services Representative or the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at:

[www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence