



To: Direct DualChoicePCPs
From: IEHP – Provider Relations
Date: April 16, 2021
Subject: **Individualized Care Plan (ICP) Attestation Process - COMING SOON**

Inland Empire Health Plan (IEHP) is implementing a new Individualized Care Plan (ICP) attestation process that will be effective **early May 2021**. The new ICP attestation process complies with the following:

Regulatory Guidance:

3-Way Contract 2.5.2.11.8.2. *Attestation that the county Behavioral Health provider and PCP have reviewed and approved the ICP.*

Impacted Member Population:

Cal MediConnect Specialty Mental Health

Provider Responsibility:

Primary Care Providers (PCPs) and Behavioral Health (BH) Providers will receive a notice of action on the Provider Portal to notify them when an ICP is ready for review and to provide any necessary feedback.

PCPs and BH Providers will be responsible for reviewing and attesting to Members Individualized Care Plan *initially* and on an *on-going* basis. Reviews and attestations must be completed within 30-days of the notice of action notifying PCP and BH Provider that the ICP has been updated and is ready for review.

Virtual Trainings will be scheduled during the last week of April. Please RSVP using this link:

https://iehpresearchcorehr.co1.qualtrics.com/jfe/form/SV_eUJedfbrmhkdQuW

or scan the QR code below with your mobile device and your assigned Provider Services Representative (PSR) will send out a calendar invite.



<u>Training Regions & Dates</u>	
<u>Region</u>	<u>PCP Training</u>
San Bernardino Proper: (Banning, Beaumont, Big Bear Lake, Bloomington, Blue Jay, Calimesa, Colton, Crestline, Fontana, Grand Terrace, Highland, Lake Arrowhead, Loma Linda, Redlands, Rialto, Running Springs, San Bernardino, Yucaipa)	April 28, 2021 at 8:00 am
Riverside Proper: (Jurupa Valley, Moreno Valley, Perris, Riverside)	April 29, 2021 at 9:00 am and April 30, 2021 at 9:00 am
Low Desert : (29 Palms, Bermuda Dunes, Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, Joshua Tree, La Quinta, Mecca, Palm Desert, Palm Springs, Rancho Mirage, Thermal, Yucca Valley)	April 29, 2021 at 2:00 pm
High Desert: (Adelanto, Apple Valley, Barstow, Helendale, Hesperia, Lucerne Valley, Phelan, Victorville)	April 27, 2021 at 3:00 pm
Hemet, Corona, Temecula: (Anza, Canyon Lake, Corona, Eastvale, Fallbrook, Hemet, Idyllwild, Lake Elsinore, Menifee, Mira Loma, Murrieta, Norco, San Jacinto, Sun City, Temecula, Wildomar, Winchester)	April 28, 2021 at 3:00 pm

We appreciate your attention to this new requirement and look forward to meeting with you.

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.