



To: Medi-Cal IPAs
From: IEHP – Provider Relations
Date: June 25, 2021
Subject: **CORRECTION – 2021 Medi-Cal Evidence of Coverage (EOC)**

Inland Empire Health Plan (IEHP) has recently made the 2021 Medi-Cal EOC available on the IEHP website. IEHP would like to inform our delegates of two errors listed in **Chapter 4 - Benefits and services, “Services you cannot get through IEHP or Medi-Cal”**:

UPDATED INFORMATION:

Durable medical equipment (DME)

- Wigs and Medical alert devices are listed as not covered; however, they are covered under certain conditions if medically necessary under W&I Code Section 14132.81
- The statement *“This is not a complete list. Services that are not listed as a covered benefit and are not covered by Medi-Cal are not covered by IEHP. These excluded services include those published in the California Department of Health Care Services’ TAR (Treatment Authorization Request) and Non-Benefit List”* is incorrect. IEHP and its delegates cannot deny services solely based on codes being listed as non-covered on the “California Department of Health Care Services’ TAR (Treatment Authorization Request).

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.