



A Public Entity

Inland Empire Health Plan



**To:** Medi-Cal IPAs  
**From:** IEHP – Provider Relations  
**Date:** February 3, 2022  
**Subject:** **Medi-Cal Letter Templates**

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Inland Empire Health Plan (IEHP) has recently posted the following new **Medi-Cal Letter Templates**:

- Carve Out Template (Chinese and Vietnamese)
- Member Authorization Letter (Chinese and Vietnamese)
- Coordination of Care Authorization Letter (Chinese and Vietnamese)
- Coordination of Care Terminated Letter (Chinese and Vietnamese)
- Notices of Action Taken- Denied (Chinese and Vietnamese)
- Notices of Action Taken- Modified (Chinese and Vietnamese)
- Notices of Action Taken- Terminated (Chinese and Vietnamese)

IEHP requires that the updated letter templates be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the updated templates for letters dated as of **May 1, 2022**.

Updated letter templates can be found at IEHP website:

[www.iehp.org](http://www.iehp.org) > Providers > Provider Resources > Forms > Medi-Cal Letter Templates

or click on the following link below:

<https://www.iehp.org/en/providers/provider-resources?target=forms>

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org)

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 > Correspondences

If you have any questions about Provider-related issues, please contact the Provider Relations Team at (909) 890-2054 or (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).