



To: IPA Medi-Cal Administrators, UM Medical Directors and UM Staff
From: IEHP – Provider Relations
Date: February 17, 2022
Subject: **UPDATE: Post-Service/Retrospective Auth Decision Notification Requirements**

This communication provides **clarification** to the correspondence sent on January 31, 2022: **Post- Service/Retrospective Auth Decision Notification Requirements.**

As a reminder, pursuant to the California Health & Safety Code Section 1367.01(h)(1), both the Member and the Provider must be notified in writing of the determination made on post-service/retrospective authorization requests, regardless of their financial risk.

- 1) Provider and Member notifications must be completed using the appropriate “Notice of Action” template and according to Attachment, “UM Timeliness Standards – Medi-Cal” in Section 14 of the IEHP Provider Manual of Policies and Procedures.
- 2) In case of a denial, IEHP recommends the following language:

“Your Provider’s request to approve the services you already received on <MM/DD/YYYY> does not meet the criteria and is not medically necessary. Please note that, as the Member, you are not responsible for paying for any of these services. If you receive a bill from your Provider, please inform <IPA Name> immediately by calling Member Services at <IPA Contact Information, including TTY>.”

Your organization’s compliance with this statutory requirement will be audited on at least a monthly basis beginning with your May 2022 files. Please refer to the following Provider policies for more information:

- MC_25E1, “Utilization Management Delegation and Monitoring”
- MC_25E2, “Utilization Management – Reporting Requirements”
- MC_25E3, “Utilization Management – Referral and Denial Audits”

As a reminder, IEHP’s Provider Manual of Policies and Procedures can be found on our Provider portal at:

www.iehp.org > For Providers > Provider Manuals > 2022 Manuals

Also, all communications sent by IEHP can be found on our Provider portal at:

www.iehp.org > For Providers > Plan Updates > Correspondence

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