



To: All IEHP Providers and IPAs
From: IEHP – Provider Relations
Date: June 14, 2022
Subject: **IEHP Alternative Format Requirement Overview**

The purpose of this letter is to implement requirements of All Plan Letter (APL) 22-002, “Alternative Format Selection for Members with Visual Impairments,” and Inland Empire Health Plan’s Provider Policy and Procedure Manual. Inland Empire Health Plan (IEHP) is a public entity that complies with State and Federal guidelines.

The Americans with Disabilities Act (ADA) requires that services, programs, and activities provided by public entities must be accessible to individuals with disabilities, including visual impairment. (See 42 U.S.C. 12131 et seq). Medi-Cal managed care health plans (MCPs) are subject to the standards of Title II of the ADA, including qualified interpreters for individuals with disabilities and information in alternate formats free of charge and in a timely manner; when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

What is an Alternative Format material?

Alternative format refers to the ways in which information is communicated other than through standard text. Alternative Format Selection (AFS) can be in Braille, Large Size Print, Video or Audio CD, Secure Electronic Formats, and/or other appropriate technologies and methods.

Types of Alternative Format Requests

There are two types of alternative format requests:

- **Alternative Format Single Document Request (AFSDR)** - This is a one-time member informing material request in an alternative format.
- **Alternative Format Standing Request (AFSR)** – is a request by a member who would like all informing documents provided to them in an alternative format.

New APL Requirements

- Auxiliary aids and services (alternative formats) must also be provided to a family member, friend, or associate of a member if required by the ADA, including if said individual is identified as the member's authorized representative (AR), or is someone with whom it is appropriate for the plan to communicate (e.g., a disabled spouse of a member). Accommodations for the communication needs of all qualified members with disabilities, including ARs must be made.

What IEHP is responsible for?

IEHP offers training on the effective communication requirements of Title II of the ADA, and technical assistance on such topics as local alternative format vendors, and how to provide accessible documents and websites.

IEHP covers the cost for any alternative format requested by IPAs including:

- Transcription
- Shipping and handling to the member

Subcontractor Responsibilities

IPAs are responsible for developing a process that ensures all deliverables are sent to IEHP in a timely manner.

- IPA to provide IEHP with a list of Members and ARs who have selected to receive materials in an alternative format type.
- Members and ARs can also be directed to contact IEHP Member Services to select an alternative format.
- IPA is responsible to inform IEHP when a member and AR would like to opt-out of receiving documents in an alternative format.
- IPA will send IEHP the material files via the SFTP site on a daily basis.

Training & Support

- For more information or training on the effective communication requirements of Title II of the ADA, please email IEHP Independent Living & Diversity Services, at: CommunityHealthReps@iehp.org
- Visit our website page **ADA and Beyond:** <https://www.iehp.org/en/providers/special-programs?target=independent-living-and-diversity-resources>
- For more information on the ADA visit <https://www.ada.gov/>

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, 866-223-4347, or email ProviderServices@iehp.org.