



To: Contracted and Non-Contracted Hospice Providers
From: IEHP – Provider Relations
Date: July 25, 2022
Subject: **ALERT: New Hospice Policy and Procedures**

Inland Empire Health Plan (IEHP) is requesting the assistance of all hospice providers to ensure proper coordination of care and discharge planning for IEHP hospice members. IEHP requires specific clinical documentation for all IEHP hospice members who elect the hospice benefit when IEHP holds financial responsibility for claims payment.

Please note the following:

- All contracted and non-contracted hospice providers **are required to fax to (909) 297-2513:**
 - The Physician signed initial written Certification of Terminal Illness (CTI) upon admission and no later than submission of the initial claim.
 - For each **subsequent recertification period**, the hospice care provider submits the Physician signed CTI no later than the expiration of the current certification period.
- When discharging a member from hospice care due to patient expiration or revocation/ineligibility, the hospice care provider **must submit the Discharge Summary to IEHP within five (5) business days of the member expiring.** This may be sent to **IEHP via fax at (909) 297-2513.**

For additional information, **including additional Hospice Care Provider Responsibilities**, please refer to the following Provider Policies, which are posted on the IEHP website at: www.iehp.org > For Providers > Provider Manuals > 2022 Manuals > 14. Utilization Management PDF > Hospice Services

- [MC_14H Hospice Services](#)

As a reminder, all communications sent by IEHP can also be found on our website at:
<http://www.iehp.org>> 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 or email ProviderServices@iehp.org