



**To:** All IPAs  
**From:** IEHP – Provider Relations  
**Date:** August 3, 2022  
**Subject:** Changes to Quarterly Workplan Requirements

On June 1, 2022, Inland Empire Health Plan (IEHP) sent a blast fax to all contracted IPAs announcing upcoming changes to over/under-utilization reporting. These changes are based on DHCS’ 2021 Audit Findings and **apply to BOTH LINES OF BUSINESS (Medi-Cal and DualChoice Cal MediConnect)**.

Per DHCS’ direction, IEHP has increased the reporting frequency of the Health Industry Collaboration Effort (HICE) UM reporting requirements from semi-annually (February & August) to quarterly (February, May, August, and November) and will review utilization of services noted below to ensure appropriate utilization.

**What can delegates expect from IEHP?**

- IEHP has selected the following utilization measures and corresponding targets to gage levels of utilization among delegates:

Utilization Measure	Medi-Cal Util. Target	Medicare Util. Target	Target Criteria
Use of Colonoscopy for Colorectal Cancer Screenings	50%	72.02%	Targets adopted to align with 50% percentile of HEDIS Medi-Cal and Medicare targets
Hemoglobin A1c for patients with Diabetes	82.97%	92.46%	
Comprehensive Ophthalmology exams for patients with Diabetes	51.36%	69.34%	
Breast Cancer Screening (mammography imaging)	53.93%	70.34%	
Schizophrenia (only for CMC line of business)	Plan only benefit	70%	Target selected based on average delegate utilization levels
Congestive Heart Failure with decreased ejection fraction – referral & visit to specialist	35%	35%	

- Delegates do not need to submit any new/additional data reports. IEHP will review regularly provided delegate claims and encounters for these specific measures to monitor whether delegates are meeting utilization measure targets.
- IEHP will provide IPAs with an initial utilization report for these measures by close of business Friday, August 5, 2022. Going forward, monthly utilization reports will be available to IPAs on the 15<sup>th</sup> of each month via the SFTP folder path: /IPA/Utilization Metrics/. The monthly reports will have a 12-month lookback period, to allow for tracking and trending.

### **How can IPAs best use this data?**

- IEHP requires IPAs to use this monthly report for early identification of issues and timely initiation of interventions through quality improvement activities and monitoring of over/underutilization.

### **Changes to IPA's UM Workplans/HICE Report (Tab 23)**

- Going forward, workplans must now include a completed Over & Under WP Tab (Tab 23 of the HICE template). Delegates should compare their quarterly utilization averages to the measure targets noted above and outline plans for improvement in the measures below their respective targets. Workplans should demonstrate the overall effectiveness of the UM Program, including measurable goals, planned audits, follow-up activities and interventions related to identified problem areas.
- As IEHP initiates this process, the Plan requests IPAs do their best to use the report from August 5, 2022 to inform their upcoming Quarterly Workplans, due August 15, 2022. IEHP will provide feedback to the IPAs for improvement going forward.

### **Remediation Requests**

- Any utilization measures with unmet targets across a quarter will require the delegate to submit a Remediation Request.

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