



*We heal and inspire the human spirit.*

**To:** All IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** October 14, 2022  
**Subject: REMINDER: Balance Billing of IEHP Members Not Permitted!**

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Inland Empire Health Plan (IEHP) would like to remind you that the federal and state law **prohibits Health Care Providers from charging and/or collecting payment from Members or other persons on behalf of the Member, for covered services.**

Additionally, under no circumstances can a Provider deny services to an IEHP Member for non-payment of a missed appointment or lack of payment for co-payments and deductibles, as applicable.

Billing Medi-Cal beneficiaries violates Federal law as outlined in section 1902(n)(3)(B) of the Social Security Act, as modified by section 4714 of the Balanced Budget Act of 1997. This section of the Act is available at: [http://www.ssa.gov/OP\\_Home/ssact/title19/1902.htm](http://www.ssa.gov/OP_Home/ssact/title19/1902.htm)

Protections are also found in California Welfare and Institutions Code section 14019.4. Managed Care Plans, like IEHP, are responsible for ensuring that contracted providers adhere to appropriate billing practices and do not charge beneficiaries. DHCS does review billing practices as a component of the Annual Medical Audit.

★ Violation of billing practices may lead to enforcement actions, including sanctions.

Per IEHP Provider Manual Policy MC\_20B and MA\_20B “Billing of IEHP Members”

- Under the Knox-Keene Act, Health and Safety Code 1379 of the State of California and 22 CCR § 51002, it is illegal to bill an HMO Member for whom services were provided, except for non-benefit items or non-covered services.
- According to State and Federal regulations, **it is illegal to bill a Medi-Cal Member for covered medical services. It is also illegal to bill a Member a co-payment amount for any reason or purpose under Medi-Cal managed care.**
- Providers and practitioners are not allowed and must not bill Medi-Cal Members or attempt collection against a Medi-Cal Member as indicated above.

As a reminder, all communications sent by IEHP can also be found on our website at: [www.iehp.org](http://www.iehp.org) > For 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](mailto:ProviderServices@iehp.org)