

## We heal and inspire the human spirit.

**To:** All Medicare IPAs

**From:** IEHP – Delegation Oversight

**Date:** October 21, 2022

**Subject:** NEW! D-SNP Letter Templates (Effective January 2, 2023)

Inland Empire Health Plan (IEHP) has recently posted the following new D-SNP Letter Templates that are to be used effective January 2, 2023.

All letter templates are available in IEHP's threshold languages – English, Spanish, Chinese and Vietnamese:

- AOR Dismissal Letter
- AOR Request Letter
- Continuity of Care Notice of Authorization
- Continuity of Care Notice of Termination
- Detailed Explanation of Non-Coverage
- Detailed Notice of Discharge
- Expedited Criteria Not Met
- Extension Needed for Additional Information
- Informational Letter to Beneficiary and PCP
- Notice of Authorization of Services
- Notice of Dismissal of Coverage Request
- Notice of Medicare Non-Coverage

Please continue using the current Medicare DualChoice letter templates currently posted on the IEHP website for the remainder of 2022.

IEHP requires that the new D-SNP letter templates be incorporated into your workflows for the D-SNP transition on <u>January 2</u>, <u>2023</u>. IEHP will begin auditing implementation of the updated templates for letters dated as of <u>January 2</u>, <u>2023</u>.

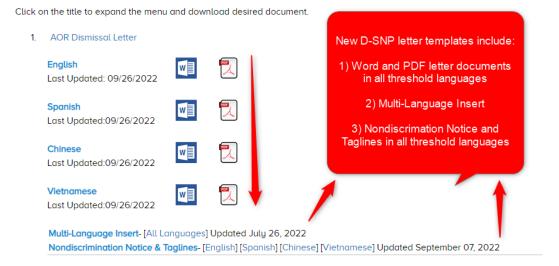
If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at Ortega-J2@iehp.org

Updated D-SNP letter templates can be found at IEHP website: <a href="www.iehp.org">www.iehp.org</a> > Provider > Provider Resources > Forms > NEW D-SNP Letter Templates or click here

## **NEW D-SNP Letter Templates**

NEW These templates should not be used until the effective date of <u>January 2, 2023</u>. Please continue using the current Medicare DualChoice letter templates currently seen on this webpage for the remainder of 2022.

A complete template includes all documents listed under each template in the order specified listed. Changes can only be made to highlighted areas, any changes made outside of the highlighted areas are strictly prohibited by CMS.



As a reminder, all communications sent by IEHP can also be found on our website 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 or email <a href="mailto:ProviderServices@iehp.org">ProviderServices@iehp.org</a>