



*We heal and inspire the human spirit.*

**To:** All Medi-Cal IPAs  
**From:** IEHP Provider Relations  
**Date:** January 17, 2023  
**Subject:** **UPDATE! Medi-Cal Letter Templates**

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Inland Empire Health Plan (IEHP) recently added the following updated Medi-Cal Letter Templates and Non-Discrimination Notice Taglines. The forms are available in IEHP's threshold languages – English, Spanish, Chinese and Vietnamese:

- Notice of Action – Delay (new letter template added)
- Notice of Action – Deny
- Notice of Action – Modify
- Notice of Action – Carve Out
- Notice of Action - Terminate

IEHP requires that the updated forms be incorporated into your workflows as soon as possible. IEHP will begin auditing implementation of the updated templates for letters dated as of **March 1, 2023**.

Updated letter templates can be found at IEHP website: [www.iehp.org](http://www.iehp.org) > Providers > Provider Resources > Forms > Medi-Cal Letter Templates or click [here](#).

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### Medi-Cal Letter Templates

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 DHCS](#).

Click on the title to expand the menu and download desired document.

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| 3. | <a href="#">Notice of Action – Carve Out</a> |
| 4. | <a href="#">Notice of Action - Delay</a>     |
| 5. | <a href="#">Notice of Action - Deny</a>      |
| 6. | <a href="#">Notice of Action - Modify</a>    |
| 7. | <a href="#">Notice of Action - Terminate</a> |
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If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org)

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 > Correspondence.