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To: Medi-Cal IPAs and Delegates

From: IEHP – Provider Communication

Date: May 2, 2023

Subject: **ACTION REQUIRED: AB 1184 – Delegate Response Due by May 9, 2023**

Assembly Bill (AB) 1184, the Confidentiality of Medical Information Act, requires that IEHP and our delegates maintain confidentiality regarding Member’s treatment and accommodate requests for confidential communication involving sensitive services.

To meet these requirements, IEHP is implementing policies to ensure Members can easily request confidential communication and IEHP and our delegates are compliant in honoring these requests.

We are required to implement the Member’s Confidential Communication Request (CCR) within seven (7) calendar days of receiving an electronic or telephonic request or within 14 calendar days if received by first-class mail. The CCR shall remain valid until the Member submits a revocation request or a new CCR. IEHP is assuming responsibility as the intake point for Member CCRs. Members should be directed to IEHP’s Member Services or the Member Portal for CCRs.

In Q1 2023, we surveyed our IPA partners about preferred methods for receiving Member CCR data. Based on your responses, IEHP will be providing delegates with a flat file via SFTP. Files will be provided to IPAs by end of day upon receipt of a CCR or the revocation of a CCR. Attached is the flat file layout description for your review.

IEHP is offering delegates two options to comply with the Confidential Communication Request requirements:

- 1) **Option 1:** IPAs may utilize Member CCR data to create a process to replace the Member’s existing address with the Member’s CCR information and directly mail all medical communications to Member’s CCR address; or
- 2) **Option 2:** IPAs may utilize Member CCR data to flag all communications that require a change to the Member’s CCR address and submit the PDFs or Word docs to IEHP via SFTP. PDFs should be generated via the IPA’s system and not be a scan of the PDF. IEHP will update the document with the Member’s CCR mailing address within 15 minutes and provide the updated document to the IPA via SFTP for mailing.

Please respond to Juan Ortega, Director, Delegation Oversight, ortega-j2@iehp.org by May 9, 2023, indicating selection of Option 1 or Option 2.

Your prompt response is appreciated.

IEHP plans to provide CCR production files to our delegates beginning June 2, 2023.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

Confidential Communications IPA File Layout

File naming convention: MEMBER_CCR_yyyyMMdd_HHmms.txt

Send one unique record per member

Column Name	Description	Field Type(Legnth)	Format	Required	Primary Key
MEMBER_ID	IEHP Member Number, Unique ID per member	CHAR(14)		Y	Yes
FIRST_NAME	Member's first name	CHAR(25)		Y	
LAST_NAME	Member's last name	CHAR(35)		Y	
DATE_OF_BIRTH	Date of Birth	CHAR(10)	yyyy-mm-dd	Y	
ADDRESS1	Street address	CHAR(50)		Y	
ADDRESS2	Apt, unit, suite number, etc	CHAR(50)		N	
CITY	Name of the city	CHAR(30)		Y	
STATE	Two-letter State abbreviation	CHAR(2)		Y	
ZIP	Five or nine-digit ZIP code	CHAR(9)		Y	
PHONE	Member's 10 digits phone number	CHAR(10)	xxxxxxxxxx	N	
EMAIL	Member's email address	CHAR(50)		N	
CCR_STATUS	Three possible values for this field. 1. CCR Initiated: Member requested to enroll in Confidential Communication 2. CCR Revoked: Member requested to revoke their Confidential Communications request 3. CCR Termed: Member is no longer eligible with IEHP	CHAR(15)		Y	
EFFECTIVE_DATE	Effective Date of CCR Status	CHAR(10)	yyyy-mm-dd	Y	