



Provider Services

MONTHLY POLICY UPDATES

To: All IPA Administrators
From: IEHP Compliance Policy & Regulatory Operations
Date: June 5, 2023
Subject: IPA Monthly Interim Provider Manual Changes - May

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2023 Provider Policy and Procedure Manuals.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. All interim changes have also been posted here:

Provider Portal at www.iehp.org > For Providers > Provider Manual > 2023 Manuals

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Lourdes Nery', is positioned above the typed name.

Lourdes Nery, MPA
Senior Director, Compliance

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal	7B	Information Disclosure and Confidentiality of Medical Records	Informed IPAs on Plan process and expectations to ensure privacy of medical information pursuant to AB 1184.	MODERATE	1/1/2023
Medi-Cal	10S	Community Health Worker Services	APL-22-016	NEW	1/1/2023
Medi-Cal	14F1	Long Term Care (LTC) - Custodial Level	Updated to comply with requirements in APL 23-004. Modified to include description of Preadmission Screening and Resident Review (PASRR) requirement, adequacy standards for SNF placement, and LTSS Liaison info.	SUBSTANTIAL	5/12/2023
Medi-Cal	14F2	Long Term Care (LTC) - Skilled Level	Updated to comply with requirements in APL 23-004. Modified to include description of Preadmission Screening and Resident Review (PASRR) requirement, adequacy standards for SNF placement, and LTSS Liaison info.	SUBSTANTIAL	5/12/2023
Medi-Cal	16B	Member Appeal Resolution Process	Clarified process for reviewing and translating Member letters.	MODERATE	1/1/2023
IEHP DualChoice (HMO D-SNP)	16B1	Member Appeal Resolution Process - Part C (Reconsideration)	Described requirements for the Provider to inform the Member when filing an appeal on their behalf; and Member to request for continuation of benefits.	MODERATE	1/1/2023
IEHP DualChoice (HMO D-SNP)	16B2	Member Appeal Resolution Process - Part B and Part D Redeterminations	Clarified requirements for Provider-filed appeals and aligned policy with D-SNP requirements.	MODERATE	1/1/2023
Medi-Cal	18F	Specialty Network Requirements	Updated the policy in accordance with APL 23-001 requirements.	SUBSTANTIAL	1/1/2023
IEHP DualChoice (HMO D-SNP)	25E1	Utilization Management - Delegation and Monitoring	Updated list of clinical criteria and noted Member/Provider right to file a complaint with DMHC for untimely referral	MODERATE	1/1/2023

Enclosures:

MC_07B - Information Disclosure and Confidentiality of Medical Records (approved and redlined)
MC_10S - Community Health Worker Services (approved)
MC_14F1 - Long Term Care (LTC) - Custodial Level (approved and redlined)
MC_14F2 - Long Term Care (LTC) - Skilled Level (approved and redlined)
MC_16B - Member Appeal Resolution Process (approved and redlined)
MA_16B1 - Member Appeal Resolution Process - Part C (Reconsideration) (approved and redlined)
MA_16B2 - Member Appeal Resolution Process - Part B and Part D Redeterminations (approved and redlined)
MC_18F - Specialty Network Requirements (approved and redlined)
MA_25E1 - Utilization Management - Delegation and Monitoring (approved and redlined)

cc:

IPA Medical Director
IPA Compliance Manager
IPA Care Management Manager
IPA Utilization Management Manager

***Revision Status:**

MIN = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

MOD = involve mostly procedural and/or operational clarifications of existing processes

SUBST = are those that involve major revisions or a complete rewrite of a policy, or reflect changes that affect the Provider or PCP operationally, such as a change to a reporting timeframe or standards

REPLACEMENT = replacing a new copy of attachment