



To: Medi-Cal IPAs
From: IEHP – Provider Relations
Date: December 6, 2018
Subject: **Delegated Complex Reports**

Inland Empire Health Plan would like to update IPAs on (3) new monthly reports that will be available to Medi-Cal IPAs via the SFTP beginning **December 7, 2018**.

- 1) Delegated Members Active in Complex Case Management (CCM)
 - a. A list of your assigned Members that are in active complex case management with IEHP (as of report run date)
- 2) Delegated Members Closed from Complex Case Management
 - a. A list of your assigned Members that were closed from complex case management with IEHP in the previous month
- 3) Delegated Members Referred but Not Opened to Complex Case Management
 - a. A list of your assigned Members that they referred to IEHP for Complex CM but were not opened to CCM (as of report run date)

If none of the above criteria is met, a PDF will be posted with zero Members included.

These reports will serve as a communication to notify IPAs on the status of your Members:

- Reports will be saved to the following folder: **CCM Reports**.
- Reports will be posted to the SFTP by the **10th of each month**.

IEHP will continue the email communication when a Member is referred to the Case Management (CM) program but is not opened to CCM. Please continue to update Members ICP per the policy.

Please note that the above three reports will replace the ‘CCM Not Eligible Roster’ that is posted on the SFTP.

If you have any questions, please contact Anna Edwards, RNP, Care Management Director at Edwards-A2@iehp.org or (909) 727-5113.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.