To: Medicare IPAs  
From: IEHP – Provider Relations  
Date: January 22, 2021  
Subject: Medicare - Discharge Planning and Care Coordination Inquiry Request

In our efforts to provide continued quality Member care and service, Inland Empire Health Plan (IEHP) is requesting the assistance and cooperation of Medicare IPAs with the following inquiry; the intent of which, is to collaboratively develop a delegation and oversight process around Discharge Planning and Care Coordination requirements.

IEHP would like to understand our IPAs’ practice or process for sustaining quality and compliance when providing Discharge Planning and Care Coordination services for IEHP DualChoice CalMediConnect Members. Please provide any or all of these documentations specific to Discharge Planning and Care Coordination practice or process by February 1, 2021:

- Policies and Procedures
- Standard of Work or Standard Operating Procedures
- Monitoring and Oversight or Quality Assurance Audit Tools
- Best Practices

Your response and feedback are valuable to IEHP. Please upload your documents to IEHP’s SFTP in the folder named ‘Discharge Planning Care Coord Inquiry’ and notify Juan Ortega at Ortega-j2@iehp.org when your submission is complete.

As a reminder, all communications sent by IEHP can also be found on our Provider portal 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.