To: Medi-Cal IPAs  
From: IEHP – Provider Relations  
Date: June 25, 2021  
Subject: CORRECTION – 2021 Medi-Cal Evidence of Coverage (EOC)

Inland Empire Health Plan (IEHP) has recently made the 2021 Medi-Cal EOC available on the IEHP website. IEHP would like to inform our delegates of two errors listed in Chapter 4 - Benefits and services, “Services you cannot get through IEHP or Medi-Cal”:

**UPDATED INFORMATION:**

**Durable medical equipment (DME)**

- Wigs and Medical alert devices are listed as not covered; however, they are covered under certain conditions if medically necessary under W&I Code Section 14132.81

- The statement “This is not a complete list. Services that are not listed as a covered benefit and are not covered by Medi-Cal are not covered by IEHP. These excluded services include those published in the California Department of Health Care Services’ TAR (Treatment Authorization Request) and Non-Benefit List” is incorrect. IEHP and its delegates cannot deny services solely based on codes being listed as non-covered on the “California Department of Health Care Services’ TAR (Treatment Authorization Request).

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.