

JANUARY 2021
IEHP DUALCHOICE PROVIDER POLICY AND PROCEDURE
MANUAL SUMMARY OF EFFECTED CHANGES

Revision Status:

MIN = Minimal changes that have no impact on the content, scope and operation. Rephrase to clarify content.

MOD = Procedural and/or operational clarifications of existing processes. Content, scope and operational changes.

SUBST = Significant content, scope and operational changes. 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.

NEW = Addition of a new policy or attachment.

RETIRED = Retirement of a policy or attachment.

REPLACEMENT (attachment only) = Replacement of a new version that cannot be altered or modified.

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
0	Table of Contents	MOD
0.A	Manual Overview	MIN
0.B	IEHP Overview	SUBST
0.C	Manual Updates	MIN
1.A	General	MIN
1.C	IEHP Committees	MIN
Attachment 1	IEHP Committee Structure Chart	REPLACEMENT
2.A	Public Policy Participation Committee	SUBST
2.B	Provider Advisory Committee	MIN
2.C	Quality Management Committee	SUBST
2.D	Peer Review Subcommittee	MIN
2.E	Pharmacy and Therapeutics Subcommittee	SUBST
2.F	Credentialing Subcommittee	MIN
2.G	Utilization Management Subcommittee	SUBST
2.H	Persons with Disabilities Workgroup	MIN
Attachment 2	The Code of Conduct of the Persons with Disabilities Workgroup	MIN
3.B	Primary Care Provider Assignment	MIN

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
3.C	Member Identification Cards	MIN
3.D	Eligible Members	MOD
3.E	Post Enrollment Kit	SUBST
Attachment 3	IEHP ID Card – IEHP DualChoice	MIN
4.A	Eligibility Verification	MIN
4.B.1	Eligibility Verification Methods - Eligibility Files	MIN
4.B.2	Eligibility Verification Methods - Eligibility Verification Options	MIN
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Attachment 4	Eligibility Data File Format	MIN
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5.A.2	Credentialing Standards – Credentialing Committee	MIN
5.A.3	Credentialing Standards – Credentialing Verification	SUBST
5.A.4	Credentialing Standards – Recredentialing Cycle Length	MIN
5.A.5	Credentialing Standards – Ongoing Monitoring and Interventions	MIN
5.A.6	Credentialing Standards – Notification to Authorities and Practitioner Appeal Rights	MOD
5.A.7	Credentialing Standards – Assessment of Organizational Providers	SUBST
5.A.8	Credentialing Standards – Delegation of Credentialing	MOD
5.A.9	Credentialing Standards – Identification of HIV/AIDS Specialists	MIN
5.B	Hospital Privileges	SUBST
Attachment 5	Bariatric Surgeon Case Volume Attestation	MIN
Attachment 5	Licensed Midwife Attestation	NEW
Attachment 5	IEHP Peer Review Process and Level II Appeal	MIN
Attachment 5	Attachment I - Statement of Agreement by Supervising Provider	NEW
Attachment 5	Verification of Qualifications for HIV/AIDS Physician Specialists	MIN

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
Attachment 5	Hospital Admitting Arrangement Attestation - Admitting Physician	NEW
Attachment 5	Hospital Admitting Arrangement Attestation - Hospitalist	NEW
Attachment 5	Hospital Admitting Privileges Reference by Specialty	REPLACEMENT
Attachment 5	IEHP Peer Review Level I and Credentialing Appeal	MIN
Attachment 5	Transgender Questionnaire	NEW
6.A	Facility Site Review and Medical Record Review Survey Requirements and Monitoring	SUBST
6.B	Physician Accessibility Review Survey	MOD
6.C	PCP Sites Denied Participation or Removed from IEHP Network	SUBST
6.D	Residency Teaching Clinic	MOD
6.E	Rural Health Clinics	MOD
6.F	Non-Physician Practitioner Requirements	SUBST
6.G	Primary Care Physician Referral Audits	RETIRED
6.G	Urgent Care Center Evaluation	RENUMBERED/ MOD
6.H	Interim FSR Monitoring for Primary Care Providers	SUBST
Attachment 6	DHCS MMCD Facility Site Review Tool	REPLACEMENT
Attachment 6	DHCS MMCD Medical Record Review Standards	REPLACEMENT
Attachment 6	DHCS MMCD Medical Record Review Tool	REPLACEMENT
Attachment 6	DHCS MMCD Facility Site Review Standards	REPLACEMENT
Attachment 6	All Plan Letter 15-023 FSR Tools for Ancillary Services and CBAS Providers	RETIRED
Attachment 6	IEHP Urgent Care Center Evaluation Tool	REPLACEMENT
Attachment 6	Interim Facility Site Review (On-Site) Tool - Medi-Cal	REPLACEMENT
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Attachment 6	Title 16 CCR Section 1474 Standard Procedure Guidelines	RETIRED

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
Attachment 6	Policy Letter 14-004 - Facility Site Review and Medical Record Review	RETIRED
Attachment 6	Referral Audit CAP Notification Letter	Moved to Section 14
Attachment 6	Referral Audit Corrective Action Plan Tool	Moved to Section 14
7.A	Provider and IPA Medical Record Requirements	SUBST
7.B	Information Disclosure and Confidentiality of Medical Records	MOD
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8.A	Infection Control	SUBST
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9.G	Non-Emergency Medical and Non-Medical Transportation Services	SUBST
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9.H.2	Cultural and Linguistic Services - Spanish Language Competency Audits	MIN
9.H.3	Cultural and Linguistic Services - Non-Discrimination	MOD
9.I	Access to Care During a Federal, State or Public Health Emergency	MIN
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Attachment 9	Video Remote Interpretation Approved Devices and Technical Specifications	MOD
Attachment 9	Medical Transportation Services - Title 22 Section 51323	RETIRED
Attachment 9	OBGYN Self-Referral - Health and Safety Code 1367.695	RETIRED

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10.D.3	Obstetrical Services - PCP Provision of Obstetric Care	MIN
10.E	Referrals to the Supplemental Food Program for Women, Infants, and Children	MOD
10.F	Sterilization Services	MOD
10.G	Sexually Transmitted Infection Services	MOD
10.H	HIV Testing and Counseling	MOD
10.I	Tuberculosis Services	SUBST
10.J	Reporting Communicable Diseases to Public Health Authorities	MOD
10.K	Family Planning	MOD
10.L	Mandatory Elder or Dependent Adult Abuse Reporting	SUBST
10.M	Mandatory Domestic Violence Reporting	MOD
10.N	Maternal Mental Health Program	MIN
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Attachment 10	Authorization for Use and Disclosure of Personal Health Information – Spanish	RETIRED
Attachment 10	Maternity Coverage - Health and Safety Code 1367.62	RETIRED
Attachment 10	Comprehensive Perinatal Services - Title 22 Section 51348	RETIRED
Attachment 10	Developmental Screening Tests and Discounted Rates	RETIRED

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
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Attachment 10	Recommended Immunization for Adults	REPLACEMENT
Attachment 10	Prenatal Diagnosis Centers - Riverside and San Bernardino	RETIRED
Attachment 10	Tuberculosis Services - Health and Safety Code 121361	RETIRED
Attachment 10	Reportable Diseases and Conditions - San Bernardino	REPLACEMENT
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11.B	Exception Requests for Formulary and Non-Formulary Drug	RETIRED
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11.C	Medication Handling Requirements at PCP Sites	RETIRED
11.C	IEHP DualChoice Vaccine Coverage	RENUMBERED/ MOD
11.D	Claims for Drugs Prescribed or Dispensed by Excluded, Sanctioned and Precluded Providers	SUBST
11.E	Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration	MOD
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11.G	Coordination of Benefits	RENUMBERED/ MOD
11.H	Co-Payment Requirement	RETIRED
11.H	Best Available Evidence	RENUMBERED/ MIN
11.I	Transition Process	RENUMBERED/ MOD
11.J	Pharmacy Access Standards	MOD
11.K	Medication Therapy Management Program	SUBST
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POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
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20.B	Billing of IEHP Members	MIN
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Attachment 20	MMP Service Authorization Requests, Appeals and Grievances (SARAG) Program Area	NEW
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23.A	Monitoring of First Tier, Downstream and Related	MOD
23.B	HIPAA Privacy and Security	MIN
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25.B.4	Credentialing Standards - Recredentialing Cycle Length	MIN
25.B.5	Credentialing Standards - Ongoing Monitoring and Interventions	MIN
25.B.6	Credentialing Standards - Notification to Authorities and Practitioner Appeal Rights	MIN
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25.B.9	Credentialing Standards - Identification of HIV/AIDS Specialists	MIN
25.B.10	Credentialing Standards - Credentialing Quality Oversight of Delegates	SUBST
25.C.1	Care Management - IEHP Monitoring and Oversight	SUBST
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26.A	Quick Reference Guide	MOD
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