INTRODUCTION

A. Manual Overview
B. IEHP Overview
C. Manual Updates
   1. Policy and Procedure Manual
   2. EDI Manual
   3. Summary of Effected Changes
   4. IEHP Code of Business Conduct and Ethics
   5. Guidelines for Care Management Training
   6. Compliance Program Training (Fraud, Waste, and Abuse (FWA) HIPAA Privacy and Security)
   7. Cultural and Linguistic (C&L) Training
   8. Distribution Letter
   9. Acknowledgment of Receipt (AOR)
   10. IPA Delegation Agreement – Medi-Cal (IPA only)

1. ORGANIZATIONAL STRUCTURE

A. General
B. Joint Powers Agency Governing Board
C. IEHP Committees
   Attachments

2. COMMITTEE OVERVIEW

A. Public Policy Participation Committee
B. Provider Advisory Committee
C. Quality Management Committee
D. Peer Review Subcommittee
E. Persons with Disabilities Workgroup
F. Credentialing Subcommittee
G. Utilization Management Subcommittee
   Attachment

3. ENROLLMENT AND ASSIGNMENT
A. Enrollment and Eligibility
B. Medi-Cal Enrollment Process
C. Eligible Members
D. IEHP Service Area
E. Primary Care Provider Assignment
F. Member Identification Cards
G. Post Enrollment Kit
H. Primary Care Provider Auto-Assignment Process

Attachments

4. **ELIGIBILITY AND VERIFICATION**

A. Eligibility Verification
B. Eligibility Verification Methods
   (1) Eligibility Files
   (2) Eligibility Verification Options
C. Member Co-Payments
   Attachments

5. **CREDENTIALING AND RECRE CREDENTIALING**

A. Credentialing Standards
   (1) Credentialing Policies
   (2) Credentialing Committee
   (3) Credentialing Verification
   (4) Recredentialing Cycle Length
   (5) Ongoing Monitoring and Interventions
   (6) Notification to Authorities and Practitioner Appeal Rights
   (7) Assessment of Organizational Providers
   (8) Delegation of Credentialing
   (9) Identification of HIV/AIDS Specialists
B. Hospital Privileges
   Attachments

6. **FACILITY SITE REVIEW**

A. Facility Site Review and Medical Records Review Survey Requirements and Monitoring
B. Physical Accessibility Review Survey
C. PCP Sites Denied Participation or Removed from the IEHP Network
D. Residency Teaching Clinics
E. Rural Health Clinics
F. Non-Physician Practitioner Requirements
G. Urgent Care Center Evaluation
H. Interim FSR Monitoring for Primary Care Physicians

Attachments

7. MEDICAL RECORDS REQUIREMENTS
   A. Provider and IPA Medical Records Requirements
   B. Information Disclosure and Confidentiality of Medical Records
   C. Informed Consent
   D. Advance Health Care Directive
      Attachments

8. INFECTION CONTROL
   A. Infection Control

9. ACCESS STANDARDS
   A. Access Standards
   B. Missed Appointments
   C. Non-Emergency Medical and Non-Medical Transportation Services
   D. Access to Care for People with Disabilities
      (1) Members who are Deaf or Hard-of-Hearing
   E. Access to Services with Special Arrangements
   F. Open Access to Obstetrical or Gynecological Services
   G. Cancer Screening and Treatment Services
   H. Cultural and Linguistic Services
      (1) Foreign Language Capabilities
      (2) Spanish Language Competency Audits
      (3) Non-Discrimination
   I. Access to Care During a Federal, State or Public Health Emergency
      Attachments

10. MEDICAL CARE STANDARDS
    A. Initial Health Assessment
    B. Adult Preventive Services
    C. Pediatric Preventive Services
       (1) Well Child Visits
Table of Contents

(2) Immunization Services
D. Obstetrical Services - PCP Role in Care of Pregnant Members
   (1) Guidelines for Obstetrical Services
   (2) Obstetric Care by Certified Nurse Midwives
   (3) Multi-Disciplinary Perinatal Services
   (4) PCP Provision of Obstetric Care
E. Referrals to the Supplemental Food Program for Women, Infants, and Children
F. Sterilization Services
G. Family Planning Services
H. Sexually Transmitted Infection Services
I. HIV Testing and Counseling
J. Tuberculosis Services
K. Reporting Communicable Diseases to Public Health Authorities
L. Vision Examination Level Standards
M. Mandatory Elder or Dependent Adult Abuse Reporting
N. Mandatory Child Abuse and Neglect Reporting
O. Mandatory Domestic Violence Reporting
P. Total Fracture Care
Q. Maternal Mental Health Services
Attachments

11. PHARMACY (Entire Section has been retired)

12. COORDINATION OF CARE
   A. Care Management Requirements
      (1) PCP Role
      (2) Continuity of Care
   B. California Children’s Services
   C. Early Start Services and Referrals
   D. Early and Periodic Screening, Diagnosis and Treatment
   E. Genetically Handicapped Persons Program
   F. In-Home Supportive Services
   G. Organ Transplant
   H. Community Based Adult Services
      (1) Unbundled Services
   I. Home and Community Based Services for the Developmentally Disabled
   J. Dental Services
   K. Behavioral Health
      (1) Behavioral Health Services
(2) Substance Use Treatment Services
(3) Behavioral Health Treatment

L. Vision Services
   (1) Vision Exception Request
   (2) Vision Provider Referrals

M. Developmental Disabilities

N. Multipurpose Senior Services Program

O. Open Access (Foster Care) Program

P. Home and Community Based Alternatives Waiver Program

Q. AIDS Medi-Cal Waiver Program

R. Complex Care Management
   Attachments

13. QUALITY MANAGEMENT

A. Quality Studies Medical Records Access
B. QM Program Overview for Members and Providers
C. Chaperone Guidance
D. Reporting Requirements Related to Provider Preventable Conditions
   Attachments

14. UTILIZATION MANAGEMENT

A. Review Procedures
   (1) Primary Care Provider Referrals
   (2) Standing Referral/Extended Access to Specialty Care
   (3) Other Health Coverage
B. Second Opinions
C. Emergency Services
D. Pre-Service Referral Authorization Process
E. Referral Procedures for Custom Wheelchairs and Powered Mobility Devices
F. Long Term Care
   (1) Custodial Level
   (2) Skilled Level
G. Acute Admission and Concurrent Review
H. Hospice Services
I. My Path Palliative Care Program
   Attachments

15. HEALTH EDUCATION
A. Health Education  
B. Weight Management  
C. IEHP Family Asthma Program  
D. IEHP Diabetes Self-Management Program  
E. Perinatal Program  
F. Individual Health Education Behavioral Assessment (IHEBA) and Staying Healthy Assessment (SHA)  
G. Pediatric Health and Wellness  
H. Diabetes Prevention Program  

Attachments

16. GRIEVANCE AND APPEAL RESOLUTION SYSTEM  
A. Member Grievance Resolution Process  
   (1) Member Rights and Options  
   (2) Member Urgent Medical Grievances  
B. Dispute and Appeal Resolution Process for Providers  
   (1) Initial  
   (2) Health Plan  
   (3) UM Decisions  
C. IPA, Hospital, and Practitioner Grievance and Appeal Resolution Process  
   Attachments

17. MEMBER TRANSFERS AND DISENROLLMENT  
A. Primary Care Providers Transfers  
   (1) Voluntary  
   (2) Involuntary  
B. Disenrollment from IEHP  
   (1) Voluntary  
   (2) Involuntary Member Status Changes  
C. Loss of Medi-Cal Eligibility - PCP Responsibilities  
D. Episode of Care – Inpatient

18. PROVIDER NETWORK  
A. Primary Care Provider  
   (1) IPA and Hospital Affiliation  
   (2) Enrollment Capacity  
B. Provider Directory  
C. PCP, Vision and Behavioral Health Provider Network Changes
D. IPA Reported Provider Changes  
   (1) PCP Termination  
   (2) Specialty Provider Termination  
E. Management Services Organization Changes  
F. Specialty Network Requirements  
G. Provider Resources  
H. Hospital Affiliations  
I. Leave of Absence  
J. IEHP Termination of PCPs, Specialists, Vision, and Behavioral Health Providers  
K. Hospital Network Participation Standards  
L. Providers Charging Members  
M. Outsourcing Standards and Requirements  
N. IPA Medical Director Responsibilities  
O. Provider Disruptive Behavior  
P. Virtual Care  
   (1) eConsult Services  
   Attachments

19. **FINANCE AND REIMBURSEMENT**

   A. Financial Viability  
      (1) IPA  
      (2) Hospital  
   B. Medi-Cal Capitation - IPA  
   C. Pay For Performance Program  
   D. Third-Party Liability  
   E. IPA Financial Supervision  
      Attachments

20. **CLAIMS PROCESSING**

   A. Claims Processing  
      (1) Provider Dispute Resolution Process – Initial Claims Disputes  
      (2) Health Plan Claims Appeals  
   B. Billing of IEHP Members  
   C. Claims Deduction from Capitation - 7-Day Letter  
   D. Claims and Compliance Audits  
   E. Disputes Between Contracted Relationships
F. Coordination of Benefits
G. Claims and Provider Dispute Reporting

Attachments

21. ENCOUNTER DATA REPORTING

A. Encounter Data Submission Requirements
B. Encounter Data Submission Requirements for Directly Contracted Capitated Providers

Attachments

22. RIGHTS AND RESPONSIBILITIES

A. Members’ Rights and Responsibilities
B. Providers’ Rights and Responsibilities

23. COMPLIANCE

A. Non-Monetary Member Incentive – The California Department of Health Care Services
B. HIPAA Privacy and Security
C. Health Care Professional Advice to Members

Attachments

24. PROGRAM DESCRIPTIONS

A. Disability Program Description
B. Cultural & Linguistic Services Program Description
C. Quality Management and Quality Improvement Program Description
D. Fraud, Waste and Abuse Program Description
E. Compliance Program Description
F. Health Homes Program Description

25. DELEGATION AND OVERSIGHT

A. Delegation Oversight
   (1) Delegated Activities
   (2) Audit
   (3) Delegated IPA Performance Evaluation
   (4) Corrective Action Plan Requirements
B. Credentialing Standards
   (1) Credentialing Policies
   (2) Credentialing Committee
   (3) Credentialing Verification
   (4) Recredentialing Cycle Length
   (5) Ongoing Monitoring and Interventions
Table of Contents

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(6)</td>
<td>Notification to Authorities and Practitioner Appeal Rights</td>
</tr>
<tr>
<td>(7)</td>
<td>Assessment of Organization Providers</td>
</tr>
<tr>
<td>(8)</td>
<td>Delegation of Credentialing</td>
</tr>
<tr>
<td>(9)</td>
<td>Identification of HIV/AIDS Specialists</td>
</tr>
<tr>
<td>(10)</td>
<td>Credentialing Quality Oversight of Delegates</td>
</tr>
</tbody>
</table>

C. Care Management
   (1) IEHP Monitoring and Oversight
   (2) IPA Responsibilities
   (3) Reporting Requirements

D. Quality Management
   (1) Quality Management Reporting Requirements
   (2) IPA Quality Management Program Structure

E. Utilization Management
   (1) Delegation and Monitoring
   (2) Reporting Requirements
   (3) Referral and Denial Audits

26. **QUICK REFERENCE**

A. Quick Reference Guide
B. Glossary
C. Index
INTRODUCTION

A. Manual Overview

The Inland Empire Health Plan (IEHP) Provider Policy and Procedure Manual is designed to help IEHP’s Contracted Entities (Providers) understand how IEHP functions and understand the rules and regulations IEHP must comply with, as governed by the California Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC), the Centers for Medicare and Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA). The provisions of this Manual must be adhered to by all IEHP’s Providers.

This Manual is intended to incorporate the statutory, regulatory and contractual requirements imposed by DHCS, DMHC, CMS, NCQA and other agencies such as medical professional licensing boards. It is not intended to replace or exclude any statutory, regulatory or contractual requirement not stated herein.

In addition to the Provider Policy and Procedure Manual, a State link to the Benefit Manual is included in the annual mailing and electronic mailing to IEHP’s Contracted Entities. The State Benefit Manual is offered as a guideline to determine benefit eligibility and is not intended to be construed as or to serve as a standard of medical care, or as a contractual agreement for payment.

The Delegate or Provider has the responsibility of ensuring the appropriate people in their organization review and understand the information contained in this Manual. Additionally, periodic updates are sent to keep the Manual current and our Providers informed of any policy changes.

IEHP holds training sessions for its Providers to assist in learning IEHP policies and procedures as outlined in this Manual.

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<td>Chief Title: Chief Operating Officer</td>
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IEHP Provider Policy and Procedure Manual 01/21  MC_00A
Medi-Cal Page 1 of 1
INTRODUCTION

B. IEHP Overview

Inland Empire Health Plan (IEHP) is a not for profit public entity that is a Health Maintenance Organization (HMO) serving Medi-Cal, and IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) beneficiaries residing in Riverside and San Bernardino Counties.

IEHP is a Knox-Keene licensed Health Plan and is regulated by the California Department of Managed Health Care (DMHC), the California Department of Health Care Services (DHCS), and the federal government’s Centers for Medicare and Medicaid Services (CMS).

IEHP was formed on July 26, 1994 as a Joint Powers Agency (JPA) created by the two (2) counties to administer the Two-Plan Model as the Local Initiative Medi-Cal Managed Health Care Plan. IEHP commenced operations on September 1, 1996.

Mission, Vision and Values

A. Mission: We heal and inspire the human spirit.

B. Vision: We will not rest until our communities enjoy optimal care and vibrant health.

C. Values: We do the right thing by:
   1. Placing our Members at the center of our universe.
   2. Unleashing our creativity and courage to improve health & well-being.
   3. Bringing focus and accountability to our work.
   4. Never wavering in our commitment to our Members, Providers, Partners, and each other.

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</tbody>
</table>

IEHP Provider Policy and Procedure Manual 01/21 MC_00B
Medi-Cal Page 1 of 1
INTRODUCTION

C. Manual Updates

The Inland Empire Health Plan (IEHP) Provider Policy and Procedure Manual (Provider Manual) is reviewed and updated in its entirety at least once a year. IEHP maintains manuals that are available and can be accessed at www.iehp.org to contracting entities in accordance with contractual and regulatory requirements.

The Provider Manual annual update includes the following:

A. Policy and Procedure Manual
   1. Medi-Cal
   2. IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan)
B. EDI Manual (Delegates only)
D. Summary of Effected Changes
E. IEHP Code of Business Conduct and Ethics
F. IEHP Guidelines for Care Management
G. General Compliance, Fraud, Waste and Abuse (FWA) and Health Insurance Portability and Accountability Act (HIPPA) Privacy and Security Training
H. Cultural and Linguistic (C&L) Training
I. Distribution Letter
J. Acknowledgment of Receipt (AOR)