
IEHP POLICY AND PROCEDURE MANUAL
IEHP DUALCHOICE CAL MEDICCONNECT PLAN
(MEDICARE-MEDICAID PLAN)
TABLE OF CONTENTS

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. General 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 – IEHP DualChoice (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. Pharmacy and Therapeutic Subcommittee
- F. Credentialing Subcommittee
- G. Utilization Management Subcommittee
- H. Persons with Disabilities Workgroup
- I. Coordinated Care Initiative Stakeholder Advisory Committee
 - Attachment

3. ENROLLMENT AND ASSIGNMENT

- A. IEHP Service Area
- B. Primary Care Physician Assignment
- C. Member Identification Cards
- D. Eligible Members
- E. Post Enrollment Kit
- F. Enrollment and Eligibility 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 RECREDENTIALING

- A. IEHP Practitioner Guidelines
- B. Practitioner Credentialing Requirements
- C. IEHP Quality Oversight of Participating Practitioners
- D. Hospital Privileges
- E. Health Care Delivery Organization Providers
- F. Credentialing Appeals Process 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. Primary Care Physician Referral Audits
- H. Interim FSR Monitoring for Primary Care Physicians

- I. Urgent Care Center Evaluation
Attachments

7. MEDICAL RECORDS REQUIREMENTS

- A. PCP 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
Attachments

9. ACCESS STANDARDS

- A. Access Standards
- B. Missed Appointments
- C. Access to Care for People with Disabilities
 - (1) Members who are Deaf or Hard-of-Hearing
- D. Access to Sensitive Services
- E. Open Access to Obstetrical or Gynecological Services
- F. Cancer Screening and Treatment Services
- G. Non-Emergency Medical and Non-Medical Transportation Services
- H. Cultural and Linguistic Services
 - (1) Foreign Language Capabilities
 - (2) Spanish Language Competency Audits
 - (3) Non-DiscriminationAttachments

10. MEDICAL CARE STANDARDS

- A. Initial Preventive Physical Exam
- B. Adult Preventive Services
- C. Pediatric Preventive Services
 - (1) Well Child Visits
 - (2) Immunization Services
- D. Obstetrical Services - PCP Role in Care of Pregnant Members
 - (1) Guidelines for Obstetrical Services

Table of Contents

- (2) Obstetric Care by Certified Nurse Midwives
 - (3) PCP Provision of Obstetric Care
 - E. Referrals to the Supplemental Food Program for Women, Infants, and Children
 - F. Sterilization Services
 - G. Sexually Transmitted Infection Services
 - H. HIV Testing and Counseling
 - I. Tuberculosis Services
 - J. Reporting Communicable Diseases to Public Health Authorities
 - K. Family Planning Services
 - L. Mandatory Elder or Dependent Adult Abuse Reporting
 - M. Mandatory Child Abuse and Neglect Reporting
 - N. Mandatory Domestic Violence Reporting
 - O. Vision Examination Level Standards
 - P. Initial Health Assessment
- Attachments

11. PHARMACY

- A. Formulary Management
 - B. Exception Requests for Formulary and Non-Formulary Drug
 - C. Medication Handling Requirements at PCP Sites
 - D. Claims for Drugs Prescribed or Dispensed by Excluded Providers
 - E. Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration
 - F. Coverage Determination - Part B vs D Determination
 - G. Coverage Determination
 - H. Co-Payment Requirement
 - I. Coordination of Benefits
 - J. Pharmacy Access Standards
 - K. Medication Therapy Management Program
 - L. Transition Process
 - M. Insulin Administration Devices and Diabetic Testing Supplies
 - N. IEHP DualChoice Vaccine Coverage
 - O. Best Available Evidence
 - P. Member Request for Pharmacy Reimbursement
 - Q. Pharmacy Disease Therapy Management Program
 - R. Pharmacy Credentialing and Re-Credentialing
- Attachments

12. COORDINATION OF CARE

Table of Contents

- A. Care Management Requirements
 - (1) IEHP Monitoring and Oversight
 - (2) IPA Responsibilities
 - (3) Reporting Requirements
 - (4) PCP Role
 - (5) Continuity of Care
 - (6) Transition of Care
 - (7) Health Risk Assessment
 - (8) Guidelines for Care Management– Training
 - (9) Interdisciplinary Care Team
 - (10) Individual Care Plan
 - B. Multipurpose Senior Services Program
 - C. Organ Transplant
 - D. Behavioral Health
 - (1) Behavioral Health Services
 - (2) Alcohol and Drug Treatment Services
 - (3) Admission and Concurrent Review – Global and Shared Risk IPAs
 - E. Care Plan Option Services
 - F. Developmental Disabilities
 - G. Vision Services
 - (1) Vision Exception Requests
 - (2) Vision Provider Referrals
 - H. In-Home supportive Services
 - I. Community Based Adult Services
 - (1) Unbundled Services
- Attachments

13. QUALITY MANAGEMENT

- A. Quality Studies Medical Records Access
- B. Corrective Action Plan Requirements
- C. Quality Management Reporting Requirements
- D. IPA Quality Management Program Structure Requirements
- E. Quality Management Program Overview for Members, Providers and Practitioners
- F. Delegated Activities
- G. Delegation Oversight Audit
- H. Reporting Requirements Related to Provider Preventable Conditions
- I. Chaperone Guidance
 - Attachments

14. UTILIZATION MANAGEMENT

- A. Utilization Management Delegation and Monitoring
- B. Review Procedures
 - (1) Primary Care Physician Referrals
 - a. Referral Tracking Log
 - (2) Standing Referral/Extended Access to Specialty Care
- C. Second Opinions
- D. Emergency Services
- E. Pre-Service Referral Authorization Process
- F. Wheelchair Purchase Referral Procedure
- G. Expedited Initial Organization Determination
- H. Referral and Denial Audits
- I. Utilization Management Reporting Requirements
- J. Long Term Care – Custodial Level
- K. Long Term Care – Skilled Level
- L. Hospice Services
- M. Acute Admission and Concurrent Review
 - 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. Diabetes Prevention Program

16. GRIEVANCE AND APPEAL RESOLUTION SYSTEM

- A. Grievance and Appeal Resolution Process for Members – (Standard and Expedited)
 - (1) Appeal (Reconsideration or Redetermination) Resolution Process for Part C and Part D Members – Urgent (Expedited) Appeals
 - (2) Grievance and Appeal Resolution Process for Members, Standard, Fast (immediate) and Fast-Track Appeals
- B. Grievance and Appeal Resolution Process for Providers
 - (1) Initial
 - (2) Health Plan
 - (3) UM Decisions
 - (4) IPA, Hospital, and Practitioner
- C. Member Rights and Options

Attachments

17. MEMBER TRANSFERS AND DISENROLLMENT

- A. Primary Care Physician Transfers
 - (1) Voluntary
 - (2) Involuntary
- B. Disenrollment from IEHP
 - (1) Voluntary
 - (2) Involuntary Member Behavior
 - (3) Involuntary Member Status Changes
- C. Episode of Care – Inpatient
 - Attachments

18. PROVIDER NETWORK

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

19. FINANCE AND REIMBURSEMENT

- A. Financial Viability
 - (1) IPA
 - (2) Hospital

- B. Medicare Capitation
 - (1) IPA
 - (2) IEHP Direct Providers
- C. Pay For Performance
- D. IPA Financial Supervision
 - Attachments

20. CLAIMS PROCESSING

- A. Claims Processing
 - (1) Claims Appeals – Denied Claims
 - (2) Provider Payment Dispute Resolution
- B. Billing of IEHP Members
- C. Claims Deduction From Capitation - 7 Days Letter
- D. Claims and Compliance Audits
- E. Coordination of Benefits
- F. Claims and Payment Appeal Reporting
- G. Third Party Liability
 - Attachments

21. ENCOUNTER DATA REPORTING

- A. Encounter Data Submission Requirements
- B. CMS Medicare Part C Reporting Requirements
- C. Medicare Risk Adjustment and Hierarchical Condition Categories
- D. Medicare DualChoice Data Sharing Program
- E. Encounter Data Submission Requirements for Directly Contracted Capitated Providers
- F. Medicare MMP Reporting Requirements – IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan)
 - Attachments

22. RIGHTS AND RESPONSIBILITIES

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

23. COMPLIANCE

- A. Monitoring of First Tier Downstream and Related Entities
- 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

25. 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 works 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), and the Centers for Medicare and Medicaid Services (CMS). The provisions of this Manual must be adhered to by all of IEHP's Providers.

This Manual is intended to incorporate the statutory, regulatory and contractual requirements imposed by DHCS, DMHC, CMS 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 Federal link to the Benefit Manual is included in the annual mailing to IEHP's Contracted Entities. The Federal 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.

INLAND EMPIRE HEALTH PLAN		
Chief Approval: <i>Signature on file</i>	Original Effective Date:	January 1, 2007
Chief Title: Chief Executive Officer	Revision Date:	January 1, 2018

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 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 Statement

To organize and improve the delivery of quality, accessible and wellness based healthcare services for our community.

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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 and issues manuals on CD that are distributed externally 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 (IPA and Delegates only)
- C. Benefit Manual
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS012673.html?DLPage=1&DLEntries=10&DLSort=0&DLSortDir=ascending>
- D. Summary of Effected Changes
- E. IEHP Code of Business Conduct and Ethics
- F. IEHP Guidelines for Care Management
- G. General Compliance and Fraud, Waste and Abuse (FWA) HIPPA Privacy and Security Training
- H. Cultural and Linguistic (C&L) Training
- I. Distribution Letter
- J. Acknowledgment of Receipt (AOR)

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