



January 2023 Provider Policy & Procedure Manuals Annual Update Delegate Acknowledgment of Receipt (AOR)

By signing this AOR, I acknowledge that:

- (1) I have read and reviewed electronic copies of the following Manuals and Trainings:
- Provider Policy and Procedure Manual Medi-Cal and IEHP DualChoice (redline and approved)**
 - Benefit Manuals are available to view on State and Federal links provided below:**
 - **Medi-Cal** - https://files.medi-cal.ca.gov/pubsdoco/Manuals_menu.aspx
 - **IEHP DualChoice** - <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>
 - Electronic Data Interchange (EDI) Manual**
 - Summary of Effected Changes**
 - IPA Delegation Agreement**
 - D-SNP Model of Care Training (available in Quarter 4 2022)**
 - Cultural and Linguistics (C & L) Training**
 - IEHP Code of Business Conduct and Ethics**
 - Compliance Program Training (Fraud, Waste and Abuse, HIPAA Privacy and Security)**

I hereby attest that, to the extent required, all appropriate staff and downstream entities/subcontractors, have received and reviewed the information contained in the documents listed above. I further attest that a plan/timeline is in place to train staff within ninety (90) calendar days of the January 1, 2023 effective date.

IMPORTANT: IEHP requires a signed attestation from management level staff or above from each of the functional areas listed below. **Please note that AORs without all required signatures will not be accepted.**

Delegate Name:		Date:	
Department/Position:	Title:	Name (Please Print):	Signature (Required):
Administration			
Behavioral Health & Care Management			
Claims			
Community Health			
Compliance Officer			
Electronic Data Integration (EDI)			
Eligibility			

Grievance & Appeals			
Medical Directors			
Member Services			
Pharmacy			
HIPAA Privacy Officer			
Quality			
Utilization Management (UM)			

Please return your signed AOR on or before **January 16, 2023**. Fax the completed form to (909) 296-3550 or email the completed form to providerservices@iehp.org. For questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.