

JANUARY 2023
IEHP PROVIDER POLICY AND PROCEDURE MANUAL
IEHP DualChoice
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 (NCQA)	MOD
0.B	IEHP Overview	MIN
0.C	Manual Updates	MIN
1.A	General	MIN
1.B	Joint Powers Agency Governing Board	MIN
1.C	IEHP Committees	MOD
Attachment 1	IEHP Committee Structure Chart	REPLACEMENT
2.A	02.A. Public Policy Participation Committee	MIN
2.B	02.B. Provider Advisory Committee (PAC)	MIN
2.C	02.C. Quality Management Committee	MOD
2.D	02.D. Peer Review Subcommittee	MIN
2.E	02.E. Pharmacy and Therapeutics (P&T)	MOD
2.F	02.F. Credentialing Subcommittee	MIN
2.G	02.G. Utilization Management (UM) Subcommittee	MIN
2.H	02.H. Persons with Disabilities Workgroup (PDW)	MIN
2.I	02.I. Coordinated Care Initiative (CCI) Stakeholder Advisory Committee	MIN

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Attachment 2	Persons with Disabilities Workgroup Application	MIN
3.A	IEHP Service Area	MIN
3.B	Primary Care Provider Assignment	MOD
3.C	Member Identification Cards	MIN
3.D	Eligible Members	MIN
3.E	Post Enrollment Kit	MOD
3.F	Enrollment Process	RETIRED
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Attachment 03	IEHP ID Card - IEHP DualChoice	MIN
4.B.1	Eligibility Verification Methods - Eligibility Files	MOD
4.B.2	Eligibility Verification Methods - Eligibility Verification Options	MOD
4.C	Member Co-Payments	MIN
Attachment 04	AEVS Alpha Codes	REPLACEMENT
5.A.1	Credentialing Standards – Credentialing Policies	SUBST
5.A.2	Credentialing Standards – Credentialing Committee	MIN
5.A.3	Credentialing Standards – Credentialing Verification	SUB
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	MIN
5.A.7	Credentialing Standards – Assessment of Organizational Providers	MOD
5.A.8	Credentialing Standards – Delegation of Credentialing	SUBST
5.A.9	Credentialing Standards - Identification of HIV/AIDS Specialists	MIN
5.B	Hospital Privileges (NCQA)	MIN
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Attachment 5	Death Master File Identity Attestation	SUBST

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Attachment 5	Hospital Admitting Arrangement Attestation - Admitter	MOD
Attachment 5	Hospital Admitting Arrangement Attestation - Hospitalist	MIN
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6.B	Physician Accessibility Review Survey (PARS)	MOD
6.C	PCP sites Denied Participation or Removed from the IEHP Network	MOD
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6.E	Rural Health Clinics	MIN
6.F	Advanced Practice Practitioner Requirements	MIN
6.G	Urgent Care Center Evaluation	MOD
6.H	Interim FSR Monitoring for Primary Care Providers	MIN
6.I	Behavioral health Hospital Survey	MIN
Attachment 6	Corrective Action Plan Notification Tool	REPLACEMENT
Attachment 06	DHCS MMCD Facility Site Review (FSR) Standards	REPLACEMENT
Attachment 06	DHCS MMCD Facility Site Review Standards	RETIRED
Attachment 06	DHCS MMCD Facility Site Review Tool	RETIRED
Attachment 6	DHCS MMCD Facility Site Review (FSR) Tool	RETIRED
Attachment 6	DHCS MMCD Medical Record Review (MRR) Standards	RETIRED
Attachment 6	DHCS MMCD Medical Record Review Standards	RETIRED
Attachment 06	DHCS MMCD Medical Record Review Tool	RETIRED
Attachment 06	DHCS MMCD Medical Record Review (MRR) Tool	REPLACEMENT
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07.B	Information Disclosure and Confidentiality of Medical Records	MIN
07.C	Informed Consent	MIN
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08.A	Infection Control	MIN

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
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9.C.1	Access to Care for People with Disabilities - Members who are Deaf or Hard-of-Hearing	RETIRED
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9.H.2	Cultural and Linguistic Services - Language Competency Study	SUBST
9.H.3	Cultural and Linguistic Services - Non-Discrimination	MIN
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10.D.2	Obstetrical Services - Obstetric Care by Certified Nurse Midwives, LM and Alternative Birthing Centers	MIN
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10.J	Reporting Communicable Diseases to Public Health Authorities	MIN

POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
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10.M	Mandatory Domestic Violence Reporting	MIN
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11.G.	Coordination of Benefits	MIN
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Attachment 11	Appointment of Representative - CMS Form 1696 - Vietnamese	NEW
Attachment 11	Coverage Determination Form - Provider and Member - Chinese	NEW
Attachment 11	Coverage Determination Form - Provider and Member - Vietnamese	NEW
Attachment 11	Member Request for Pharmacy Reimbursement-IEHP DualChoice - English	RETIRED
Attachment 11	Member Request for Pharmacy Reimbursement-IEHP DualChoice - Spanish	RETIRED
Attachment 11	Notice of Case Status - Chinese	RETIRED
Attachment 11	Notice of Case Status - English	RETIRED
Attachment 11	Notice of Case Status - Spanish	RETIRED
Attachment 11	Notice of Case Status - Vietnamese	RETIRED
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Attachment 11	Notice of Denial of Prescription Drug Coverage - English	RETIRED
Attachment 11	Notice of Denial of Prescription Drug Coverage - Spanish	RETIRED
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Attachment 11	Notice of Formulary Change - English	RETIRED
Attachment 11	Notice of Formulary Change - Spanish	RETIRED
Attachment 11	Notice of Redetermination - Chinese	NEW
Attachment 11	Notice of Redetermination - Vietnamese	NEW
Attachment 11	Notice of Right to an Expedited Grievance - Pharmacy - English	RETIRED
Attachment 11	Notice of Right to an Expedited Grievance - Pharmacy - Spanish	RETIRED

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12.A.4	Care Management Requirements – Interdisciplinary Care Team	MOD
12.A.5	Care Management Requirements - Continuity of Care	MOD
12.A.6	Care Management Requirements Model of Care Training	SUBST
12.A.7	Care Management Requirements - Transition of Care	NEW
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12.C	Organ Transplant	MOD
12.D.1	Behavioral Health – Behavioral Health Services	MIN
12.D.2	Behavioral Health – Substance Use Treatment Services	MIN
12.D.3	Behavioral Health – Admission and Concurrent Review – Global and Shared Risk Delegated IPAs	RETIRED
12.E	Care Plan Option Services	RETIRED
12.E	In-Home Supportive Services	MIN
12.G	Vision Services	MIN
12.G.1	Vision Services - Vision Exception Requests	MIN
12.G.2	Vision Services – Vision Provider Referral	MIN
12.F	Community Based Adult Services	MIN
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14.A.2	Review Procedures – Standing Referral/Extended Access to Specialty Care	MIN
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14.D	Pre-Service Referral Authorization Process	MOD
14.E	Referral Procedures for Custom Wheelchairs and Powered Mobility Devices	MOD
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POLICY/ ATTACHMENT	POLICY TITLE	REVISION/ UPDATE REASON
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Attachment 16	Member Appeal and Grievance Form - IEHP DualChoice - Vietnamese	NEW
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18.L	Provider Charging Members	MIN
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25.B.3	Credentialing Standards - Credentialing Verification	MOD
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
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25.E.1	Utilization Management - Delegation and Monitoring	MOD
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