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# **I. GENERAL INFORMATION**

## **A. Introduction**

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Inland Empire Health Plan (IEHP) is a public non-profit HMO licensed to provide services to Medi-Cal, Healthy Families, Healthy Kids, and Medicare DualChoice (HMO SNP) beneficiaries in Riverside and San Bernardino counties. The Managed Risk Medical Insurance Board (MRMIB), California Department of Health Services (DHCS), California Department of Managed Health Care (DMHC) and the Centers for Medicare & Medicaid Services (CMS) oversee IEHP and its delegated Provider (IPAs and Hospitals) activities.

This manual documents the procedures, protocols and formats for electronic data exchange between IEHP and its contracted Providers related to Member eligibility, encounter data, capitation reports and electronic claims submissions.

The following sections document the processing schedules, file formats, procedures and narrative information that is necessary for Providers to understand and conduct electronic data exchange that is HIPPA compliant which is required under the IEHP Agreement.

Comments or questions about this manual, or procedures identified within, should be directed to the IEHP Healthcare Analytics and Reporting department at (909) 890-5649. For technical support, please contact the IEHP IT Help Desk at (909) 890-2025 or by e-mail at [HELPDESK@iehp.org](mailto:HELPDESK@iehp.org).