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**IEHP POLICY AND PROCEDURE MANUAL**  
**MEDICARE DUALCHOICE (HMO SNP)**  
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# INTRODUCTION

## A. Manual Overview

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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), California Managed Risk Medical Insurance Board (MRMIB) 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, MRMIB, 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.

The Managed Care Coordinator for each 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		
<b>Chief Approval:</b> <i>Signature on file</i>	<b>Effective date:</b>	January 1, 2007
<b>Chief Title:</b> Chief Executive Officer	<b>Revised date:</b>	

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# INTRODUCTION

## B. IEHP Overview

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Inland Empire Health Plan is a public, non-profit agency that is a Health Maintenance Organization (HMO) serving Medi-Cal, Medicare DualChoice (HMO SNP), Healthy Families, and Healthy Kids 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 State's Managed Risk Medical Insurance Board (MRMIB), as well as 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 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.

INLAND EMPIRE HEALTH PLAN		
<b>Chief Approval:</b> <i>Signature on file</i>	<b>Effective date:</b>	January 1, 2007
<b>Chief Title:</b> Chief Executive Officer	<b>Revised date:</b>	January 1, 2009