



A Public Entity

Inland Empire Health Plan



To: IEHP Network Providers, IPAs, Contracted Hospitals, and Ambulatory Surgical Centers
From: IEHP – Provider Relations
Date: August 26, 2021
Subject: **Provider Preventable Conditions (PPC) – Reporting Requirements**

On May 23, 2017, the Department of Healthcare Services (DHCS) released All Plan Letter (APL) 17-009¹ which superseded APL 16-011 on reporting Provider Preventable Conditions (PPC). In conjunction, DHCS released Dual Plan Letter (DPL) 17-002² related to PPCs. The PPC form and instructions for reporting can be found on DHCS website at https://www.dhcs.ca.gov/individuals/Pages/PPC_Form_Instructions.aspx.

PPCs are defined as Other Provider Preventable Conditions (OPPCs) and Health Care Acquired Conditions (HCACs). The Health Plan, Network Providers, Delegates, contracted Hospitals, and Ambulatory Surgical Centers must follow the instructions below found on DHCS website for both Cal MediConnect and Medi-Cal lines of business:

- Providers are **REQUIRED** to send a copy of the completed PPC submission from the DHCS secure online portal to IEHP's Quality Management Department by fax at (909) 890-5545 within five (5) business days of reporting to DHCS;
- IEHP must retain copies of all completed and submitted PPC for later reconciliation of allowable payments;
- IEHP or the IPA does not pay Provider claims nor reimburse a Provider for a PPC, in accordance with 42 CFR Section 438.3(g) and IEHP's three-way Cal MediConnect contract.

The APL, DPL, and additional information can be accessed via IEHP Provider Portal at: www.iehp.org > For Providers > Provider Resources > Forms > Provider Preventable Conditions (PPC)

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

Please distribute this communication to your Quality Management and Risk Department(s) in your facility where applicable.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

cc: Quality Management
Risk Management

¹ APL 17-009 <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-009.pdf>

² DPL 17-002 <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/DPL2017/DPL17-002.pdf>