



To: All IEHP Providers & IPAs
From: IEHP – Policy & Regulatory Operations
Date: June 22, 2022
Subject: **Billing of IEHP Members – Important Guidance**

Inland Empire Health Plan (IEHP) has made substantial updates to Provider Policy & Procedure MA_20B and MC_20B – Billing of IEHP Members to clarify the health plan’s policy against billing of IEHP Members.

This communication serves as a reminder that Providers under the Medi-Cal and IEHP DualChoice programs, **must not submit claims to or demand or otherwise collect reimbursement from a Medi-Cal or IEHP DualChoice beneficiary, or from other persons on behalf of the beneficiary, for any service included in the program’s scope of benefits in addition to a claim submitted to the program for that service.**

Providers who continue to inappropriately bill may be reported to IEHP’s Compliance Special Investigation Unit (SIU) for further investigation and may be reported to the Centers for Medicare and Medicaid Services (CMS) and the Department of Health Services (DHCS), as deemed appropriate.

It is important that you, your staff, and third-party billers familiarize yourselves with these requirements, as these may impact your current business processes.

All interim changes have also been posted here:
www.iehp.org > For Providers > Provider Manuals > 2022 Manuals

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

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