



To: Direct Providers
From: IEHP – Provider Communication
Date: August 12, 2022
Subject: **Member Grievance Updates: Medical Record Requests**

Inland Empire Health Plan (IEHP) has updated the Grievance Summary Forms (GSF) process in alignment with our values of process improvement and reducing administrative burdens. While IEHP is required by our regulators to file a grievance when member dissatisfaction is detected, IEHP strives to resolve grievances at the plan level when possible and contact providers for responses only when necessary.

We have updated IEHP Policy 16.A., Grievance and Appeals Resolution System, Member Grievance Resolution, to reflect **GSFs will include a due date, ensuring timely response expectations are clear for providers and the plan.** This change supports timely resolution of member grievances and compliance with regulatory requirements.

Additionally, IEHP identified an opportunity to investigate more grievances internally and reduce the number of GSF requests of providers. **IEHP will request medical records instead of a GSF when medical records and IEHP’s internal systems are sufficient to address a member’s grievance.**

We appreciate your prompt response to medical record requests and hope these changes reduce the time and resources required for a GSF response. IEHP will contact your office to provide policy education if a grievance is substantiated.

You can view the updated policy here: www.iehp.org > Providers > Provider Manuals > 2022 Manuals > Provider Manual – Medi-Cal > 16-Grievance and Appeals Resolution System (PDF)

Thank you for your partnership with IEHP to provide optimal care to our members and community. We appreciate you and our mutual commitment to addressing member grievances in a timely, thorough manner.

If you have questions, please reach out to your Provider Service Representative or the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

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