



*We heal and inspire the human spirit.*

**To:** All Medicare IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** October 21, 2022  
**Subject:** **NEW! D-SNP Letter Templates (Effective January 2, 2023)**

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Inland Empire Health Plan (IEHP) has recently posted the following new D-SNP Letter Templates that are to be used effective January 2, 2023.

All letter templates are available in IEHP's threshold languages – English, Spanish, Chinese and Vietnamese:

- AOR Dismissal Letter
- AOR Request Letter
- Continuity of Care - Notice of Authorization
- Continuity of Care - Notice of Termination
- Detailed Explanation of Non-Coverage
- Detailed Notice of Discharge
- Expedited Criteria Not Met
- Extension Needed for Additional Information
- Informational Letter to Beneficiary and PCP
- Notice of Authorization of Services
- Notice of Dismissal of Coverage Request
- Notice of Medicare Non-Coverage

**Please continue using the current Medicare DualChoice letter templates currently posted on the IEHP website for the remainder of 2022.**

IEHP requires that the new D-SNP letter templates be incorporated into your workflows for the D-SNP transition on **January 2, 2023.** IEHP will begin auditing implementation of the updated templates for letters dated as of **January 2, 2023.**

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at [Ortega-J2@iehp.org](mailto:Ortega-J2@iehp.org)

Updated D-SNP letter templates can be found at IEHP website: [www.iehp.org](http://www.iehp.org) > Providers > Provider Resources > Forms > NEW D-SNP Letter Templates or click [here](#)

## NEW D-SNP Letter Templates

**NEW!** These templates should not be used until the effective date of [January 2, 2023](#). Please continue using the current Medicare DualChoice letter templates currently seen on this webpage for the remainder of 2022.

A complete template includes all documents listed under each template in the order specified listed. Changes can only be made to highlighted areas, [any changes made outside of the highlighted areas are strictly prohibited by CMS](#).

Click on the title to expand the menu and download desired document.

### 1. AOR Dismissal Letter

[English](#)

Last Updated: 09/26/2022



[Spanish](#)

Last Updated: 09/26/2022



[Chinese](#)

Last Updated: 09/26/2022



[Vietnamese](#)

Last Updated: 09/26/2022



[Multi-Language Insert](#)- [All Languages] Updated July 26, 2022

[Nondiscrimination Notice & Taglines](#)- [English] [Spanish] [Chinese] [Vietnamese] Updated September 07, 2022

New D-SNP letter templates include:

- 1) Word and PDF letter documents in all threshold languages
- 2) Multi-Language Insert
- 3) Nondiscrimination Notice and Taglines in all threshold languages

As a reminder, all communications sent by IEHP can also be found on our website at: [www.iehp.org](http://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](mailto:ProviderServices@iehp.org)