To: IPA Administrators

From: IEHP Compliance Policy & Regulatory Operations

Date: November 9, 2023

Subject: **IPA Monthly Interim Provider and EDI Manual Changes**

Inland Empire Health Plan (IEHP) has made the following interim changes to the 2023 Provider Policy and Procedure Manuals.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. All interim changes have also been posted here:

Provider Portal at www.iehp.org > Providers at https://www.providerservices.iehp.org/ > Provider Manuals & Trainings > 2023 Manuals and Regulatory Trainings

These interim changes have also been incorporated into the 2024 Provider Manuals, which are found here:

Provider Portal at www.iehp.org > Providers at https://www.providerservices.iehp.org/ > Provider Manuals & Trainings > 2024 Manuals and Regulatory Trainings

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,

Lourdes Nery, MPA
Senior Director, Compliance

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
Medi-Cal	12K3	**Behavioral Health - Behavioral Health Treatment**	Updated with requirements stipulated in APL 23-010 Responsibilities for Behavioral Health Treatment Coverage for Members under the age of 21	**SUBSTANTIAL**	**5/4/2023**
IEHP DualChoice (HMO D-SNP)	Att 14	**UM Timeliness Standards - IEHP DualChoice**	Added "concurrent" to timeliness Standard Initial Organization Determination. Added "concurrent" to timeliness Standard Expedited Organization Determination Added timeliness standard for post-service request.	**REPLACEMENT**	**10/16/2023**
Medi-Cal & IEHP DualChoice (HMO D-SNP)	16A	**Member Grievance Resolution Process**	Removing 180-day limitation for discrimination allegations. Added language for Civil Rights Coordinator.	**MODERATE**	**1/1/2023**
IEHP DualChoice (HMO D-SNP)	16B1	**Member Appeal Resolution Process - Part C (Reconsideration)**	Removing language re: extended timeframes per 2023 CalAIM D-SNP Policy Guide	**MINOR**	**1/1/2023**
Medi-Cal & IEHP DualChoice (HMO D-SNP)	25A2	**Delegation Oversight - Audit**	The IEHP auditors have been updated to be replaced with the IEHP Review Team.	**MINOR**	**1/1/2024**
IEHP DualChoice (HMO D-SNP)	25C1	**Care Management - Delegation and Monitoring**	Medicare IPAs monthly auditing size will increase from 10 to 15.	**MODERATE**	**1/1/2024**

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	REVISION STATUS*	REVISION EFFECTIVE DATE
EDI	15B	**Included ASC X12 Implementation Guides - 005010X220A1 Benefit Enrollment and Maintenance (834)**	Added National Committee for Quality Assurance (NCQA) Reporting tables.	**SUBSTANTIAL**	**11/1/2023**

Enclosures:

MC_12K3 - Behavioral Health - Behavioral Health Treatment (approved & redline)
MA; Att 14 - UM Timeliness Standards - IEHP DualChoice (approved & redline)
MC;MA_16A - Member Grievance Resolution Process (approved & redline)
MA_16B1 - Member Appeal Resolution Process - Part C (Reconsideration) (approved & redline)
MC;MA_25A2 - Delegation Oversight – Audit (approved & redline)
MA_25C1 - Care Management - Delegation and Monitoring (approved & redline)
EDI; 15B - Included ASC X12 Implementation Guides - 005010X220A1 Benefit Enrollment and Maintenance (834) (approved & redline)

cc:

IPA Medical Director
IPA Compliance Manager
IPA Care Management Manager
IPA Utilization Management Manager

***Revision Status:**

MIN = minor grammatical/punctuation corrections are mostly grammatical in nature, or involve changes in terminology for consistency throughout the manual

MOD = involve mostly procedural and/or operational clarifications of existing processes

SUBST = are those that involve major revisions or a complete rewrite of a policy, or reflect changes that affect the Provider or PCP operationally, such as a change to a reporting timeframe or standards

REPLACEMENT = replacing a new copy of attachment