



**To:** Medi-Cal IPAs  
**From:** IEHP – Provider Relations  
**Date:** March 20, 2020  
**Subject:** **Modified IPA Oversight Auditing due to COVID-19**

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Due to the impact of the COVID-19 on IEHP and its delegated partners, IEHP is implementing a temporary modification to the delegation oversight auditing and monitoring activity of our IPAs. Listed below are the modifications to be put in place effective immediately.

**Regulatory Reporting:**

IPA regulatory reporting will continue unchanged however, we will reduce the timeliness tracking to make sure we accommodate IPA's needs. IEHP will not issue any CAPs for report submission timeliness for the next 60 to 90 days. IEHP will monitor all regulatory TATs for referral and claim processing to see if there are any concerns of non-compliance.

**IPA Auditing:**

Utilization Management (UM): We will work with those IPAs who are experiencing difficulties in submitting audit files or having difficulty in staffing for WebEx audits. UM audits will move from 30 files per month to a review of 15 files per month.

Care Management (CM): File audits include only 5 files per month; therefore, no adjustments will be made.

Grievance and Appeals (GA): We will not issue any CAPs for Grievance Response Timeliness and Appeal Overturn Rate for the next 30 days. IEHP will reassess on a monthly basis.

Claims Audits: IEHP will be flexible with rescheduling claims audits for the time being if the IPA requests additional time.

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

If you have any questions, please do not hesitate to contact Juan Ortega at (951) 335-3770.