



**To:** Medi-Cal IPAs  
**From:** IEHP – Provider Relations  
**Date:** September 3, 2020  
**Subject:** **Private Duty Nursing Case Management Services for Members Age 21 and Under**

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Inland Empire Health Plan (IEHP) and its Medi-Cal IPAs provide and cover all medically necessary Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services for Members under 21 years of age, when services are determined to be medically necessary to correct or ameliorate defects and physical and mental illnesses or conditions.<sup>1</sup>

As outlined in the Division of Financial Responsibilities (DOFR) grid, IEHP is responsible for authorizing and covering Home Health services, which includes Private Duty Nursing (PDN) services for Members under 21 years of age. These are nursing services provided in the Member’s home by a registered nurse or a licensed vocational nurse, under the direction of the Member’s Physician, to a Member who requires more individual and continuous care that is available from a visiting nurse.<sup>2</sup>

#### **How does this communication impact Medi-Cal IPAs?**

1. If an IPA receives a request for these services, the IPA must forward this request immediately to IEHP Utilization Management via fax at (909) 890-5751.
2. Regardless of whether Private Duty Nursing services were approved by IEHP or another entity such as the California Children’s Services (CCS), the Member or their representative may request case management for approved Private Duty Nursing services. Should the IPA receive such a request, please direct the Member to call the IEHP Member Services Department at 1-800-440-IEHP (4347) / 1-800-718-IEHP (4347) TTY.

#### **Provider Manual Updates**

Medi-Cal Provider Policy 12D, “Early and Periodic Screening, Diagnostic and Treatment” has been updated to provide more information on case management requirements for Private Duty Nursing services as well as other services covered under the EPSDT benefit.

Please continue to refer to Medi-Cal Provider Policy 25C2, “Care Management Requirements – IPA Responsibilities” for more information on the identification and referral of Members to the IEHP Complex Case Management Program.

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 the IEHP Provider Relations Team at (909) 890-2054.

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<sup>1</sup> Department of Health Care Services (DHCS)-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 10, Provision 5, Services for Members under Twenty-One (21) Years of Age

<sup>2</sup> DHCS All Plan Letter (APL) 20-012, “Private Duty Nursing Case Management Responsibilities For Medi-Cal Eligible Members Under the Age of 21”