



**To:** Medi-Cal Primary Care Providers (PCPs) and Specialists  
**From:** IEHP – Provider Relations  
**Date:** September 3, 2020  
**Subject:** **Private Duty Nursing Case Management Services for Members Age 21 and Under**

---

---

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> This includes but is not limited to Private Duty Nursing 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>

As outlined in Medi-Cal Provider Policy 12D, “Early and Periodic Screening, Diagnostic and Treatment,” IEHP requires its contracted Primary Care Providers (PCPs) to provide initial and periodic health assessments in accordance with the Recommendations for Preventive Pediatric Health Care that is based on the consensus statement from the American Academy of Pediatrics (AAP) and Bright Futures.<sup>3</sup>

#### **How does this communication impact Medi-Cal PCPs and Specialists?**

1. Regardless of the Member’s IPA assignment, please submit authorization requests for Private Duty Nursing along with supporting documentation to IEHP Utilization Management through the following:
  - a. Secure IEHP Provider web portal (if requesting Provider is affiliated with IEHP-Direct); or
  - b. Via fax at 909-890-5751 (if requesting Provider is not affiliated with IEHP-Direct).
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 these approved services. Should the Member seek such case management services, please direct the Member to call the IEHP Member Services Department at 1-800-440-IEHP (4347) / 1-800-718-IEHP (4347) TTY.

---

<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”

<sup>3</sup> 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

### **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 12A1, “Care Management Requirements – PCP Role” for more information on how to identify and refer Members, who may require care management services. To access these policies, please follow this path below:

[www.iehp.org](http://www.iehp.org) > For Providers > Provider Resources > Manuals > Medi-Cal

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.