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## 26. QUICK REFERENCE

### A. Quick Reference Guide

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#### IEHP Quick Reference Guide

Main Number: (909) 890-2000  
Main Fax Number: (909) 890-2002  
Provider Relations Support Team: (909) 890-2054  
Provider Relations Fax: (909) 890-2968

Eligibility:

IEHP's Secure Provider Portal: [www.iehp.org](http://www.iehp.org)

Member Services:

IEHP Member Services Support: (877) 273-IEHP (4347)  
Enrollment Assistance: (866) 294-IEHP (4347)  
TTY Member Services: (800) 718-IEHP (4347) or (909) 890-0731  
TTY Enrollment Assistance: (800) 720-IEHP (4347) or (909) 890-1623  
After Hours Nurse Advice Line: (888) 244-IEHP (4347)

Hours of Operation: Monday – Friday 8:00 a.m. - 5:00 p.m.

IEHP's UM Staff and Physicians: Monday – Friday 8:00 a.m. - 5:00 p.m.  
(Provider inquires regarding authorization request, status and clinical decision and process)

IEHP Web Site: [www.iehp.org](http://www.iehp.org)

Provider Relations Team Email: [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

Closed For:	New Years Day	Thanksgiving Day
	Martin Luther King, Jr. Day	Day After Thanksgiving
	Presidents' Day	Christmas Eve
	Memorial Day	Christmas Day
	Day Before Independence Day	New Years' Eve*
	Labor Day	

*\*IEHP will designate an "alternative holiday" each year.*

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## 26. QUICK REFERENCE

### B. Glossary

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<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>AAP</b>	American Academy of Pediatrics; national entity that issues guidelines on preventive services and other care guidelines for children; DHCS contract mandates that the preventive guidelines be followed by IEHP network PCPs.
<b>ABMS</b>	American Board of Medical Specialties; delineates board certification standards; used for credentialing purposes.
<b>ABPS</b>	American Board of Podiatric Specialties; issues board certification to qualifying practitioners; used for credentialing purposes.
<b>Abuse</b>	Abuse applies to practices that are inconsistent with sound fiscal, business, medical or recipient practices and result in unnecessary cost to a health care program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care.
<b>ACIP</b>	Advisory Committee on Immunization Practice; national entity that issues guidelines on immunizations; DHCS contract mandates that these guidelines be followed by IEHP network PCPs.
<b>ADAAG</b>	Americans with Disabilities Act Access Guidelines; establishes design requirements for the construction and alteration of facilities in the private and public sectors.
<b>ADL</b>	Activities of Daily Living
<b>ADHC</b>	Adult Day Health Care Center; see CBAS (Community Based Adult Services).
<b>Advance Directive</b>	A written legal document that details treatment preferences for any health care decisions when a Member is unable to speak for themselves. Examples of advance directives include (but not limited to): a living will, a Durable Power of Attorney form, a health care proxy, a Physician Orders of Life Sustaining Treatment (POLST), Five Wishes and surrogate decision maker. This document must comply with State and Federal law.
<b>AEVS</b>	Automated Eligibility and Verification System; DHCS phone system to verify eligibility for Medi-Cal recipients.
<b>Agreement</b>	Same as contract; signed document between IEHP and Providers outlining responsibilities of both parties, may be capitated or per diem.
<b>AMA</b>	American Medical Association; Largest association of Physicians, including MDs, DOs, and Medical Students in the United States.
<b>AOA</b>	American Osteopathic Association; an organization that licenses osteopathic physicians; it also accredits hospitals; used for credentialing and oversight purposes.

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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>AOR</b>	Provider Acknowledgment of Receipt (AOR); Provider and all appropriate staff attest that they have received and/or been trained on the information contained in the Policy and Procedure Manual, Electronic Data Interchange (EDI) Manual (if applicable), IEHP Code of Business Conduct and Ethics, Guidelines for Care Management Training, General Compliance Training and Culture and Linguistic (C&L) Training.
<b>AOR</b>	Appointment of Representative per Policy 16A2
<b>Appointment Waiting Time</b>	Means the time from the initial request for health care services by an enrollee or the enrollee's treating Provider to the earliest date offered for the appointment for services inclusive of time for obtaining authorization from the plan or completing any other condition or requirement of the plan or its contracting Providers.
<b>ASC</b>	Ambulatory Surgical Centers; also known as free-standing surgi-centers or outpatient surgery centers; a facility not under the license of a hospital; devoted primarily to the provision of surgical treatment to patients not requiring hospitalization; these facilities generally do not provide accommodation of treatment of patients for periods of 24 hours or longer.
<b>BAE</b>	Best Available Evidence
<b>Bed Day</b>	Same as Hospital Day; any period up to 24 hours, commencing at 12:00AM during which a Member receives inpatient hospital services.
<b>Behavioral Health</b>	Includes all mental health (psychiatric, psychological and behavioral disorders) and substance abuse disorders.
<b>Benefit Year</b>	The benefit year for IEHP DualChoice Members is January 1st through December 31st annually.
<b>Bi-annual</b>	As used by IEHP; means twice yearly; synonymous with semi-annual.
<b>BIC Card</b>	Benefit Identification Card; issued to Medi-Cal recipients by DHCS; used to identify beneficiaries as Medi-Cal Members; does not guarantee eligibility.
<b>CAHPS</b>	Consumer Assessments of Healthcare Providers and Systems
<b>CAP</b>	Corrective Action Plan; written plan by a Provider to remedy deficiencies.
<b>Capitation</b>	Monthly payment to Providers for pre-defined services; usually associated with HMOs and is paid regardless of services actually rendered; IEHP's capitation is a flat rate per member per month, based on the Aid code of the Member.
<b>Care Coordination</b>	Services which are included in Case Management, Complex Case Management, Comprehensive Medical Case Management Services, Person Centered Planning and Discharge Planning, and are included as part of a functioning Medical Home.

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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>Case Management</b>	A collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs. Services are provided by the Primary Care Physician (PCP) or by a PCP-supervised Physician Assistant (PA), Nurse Practitioner (NP), or Certified Nurse Midwife, as the Medical Home, Coordination of carved out and linked services are considered basic case management services.
<b>CBAS</b>	Community Based Adult Services; a DHCS licensed community-based day care program providing a variety of health, therapeutic and social services to those at risk of being placed in a nursing home. This program replaced the ADHC benefit as of October 1, 2012.
<b>CBO</b>	Community Based Organization; an entity providing resources and information on various programs, e.g., Catholic Services.
<b>CD</b>	Coverage Determination
<b>CDC</b>	Centers for Disease Control Prevention
<b>CDS</b>	Controlled Dangerous Substance; similar to DEA certification; an authorization issued to physicians writing prescriptions for controlled substances; used for credentialing purposes.
<b>CHDP Program</b>	Child Health and Disability Prevention Program; State program which issues guidelines on pediatric preventive services; IEHP uses guidelines for its Well Child Program per State requirements.
<b>CIN</b>	Client Index Number; a nine digit alphanumeric number assigned to Medi-Cal Members by DHCS for Member identification.
<b>CM</b>	Case Management; a process whereby covered persons with specific health care needs are identified and a plan which efficiently utilizes health care resources is formulated and implemented to achieve the optimum patient outcome in the most cost-effective manner.
<b>CMS</b>	Centers for Medicare and Medicaid Services; federal regulatory body overseeing Medicare and Medicaid programs, of which California's Medi-Cal program is part; one of the regulatory bodies overseeing IEHP's operations.
<b>CMS-1500 Claim Form</b>	A federally approved claim form that meets the Centers for Medicare and Medicaid Services health insurance information collection requirements.
<b>Clean Claim</b>	A claim that can be processed without obtaining additional information from the provider of services or from a third party.
<b>COB</b>	Coordination of Benefits; a process followed when a Member has duplicate coverage whereby the total cost of care for the Member either paid or reimbursed does not exceed 100%.
<b>Cold-Call Marketing</b>	Any unsolicited personal contact by the Contractor with a potential Member for the purpose of marketing (as identified within the definition of Marketing).

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## 26. QUICK REFERENCE

### B. Glossary

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<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>Compliance Committee</b>	Compliance Committee; IEHP's administrative committee that oversees all activities of its Fraud, Waste and Abuse Program.
<b>Contractor</b>	Includes all contracted Providers and suppliers, First Tier Entities, Downstream Entities and any other entities involved in the delivery of payment for or monitoring of benefits.
<b>Covered Services</b>	Vision care services and materials that are described as benefits in the Member's Handbook and EOC.
<b>CPO</b>	Care Plan Options; Optional services that are not covered benefits but are available to IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) Members. These are provided at the health plan's discretion and are the financial responsibility of the health plan.
<b>CPSP</b>	Comprehensive Perinatal Services Program; a Medi-Cal program that provides a model of enhanced obstetric services for eligible low-income, pregnant and postpartum women.
<b>Credentialing</b>	The process of ensuring Providers meet minimum standards including, but not limited to, clear and current licensing, board certification, malpractice coverage, adverse history including malpractice and disciplinary actions and equipment/instrumentation.
<b>Credentialing Subcommittee</b>	One of seven committees established by IEHP that reviews and approves practitioner's qualifications and credentials to participate in IEHP's network. It is a subcommittee of the QM Committee.
<b>CSR</b>	Certified Site Reviewer; A Physician or Registered Nurse trained and certified to conducted DHCS required Facility Site Review (FSR) and Medical Record Review (MRR) Surveys at Primary Care Provider (PCP) sites. Certified Site Reviewers can be designated as DHCS Certified Master Trainer (DHCS-CMT), DHCS Designated Plan Trainer (DHCS-DPT), or DHCS Certified Site Reviewer (DHCS-CSR).
<b>CVO</b>	Credentialing Verification Organization; an entity that performs pre-determined credentialing processes, such as primary source verifications.
<b>Days</b>	Unless otherwise stated, days always means calendar days; usually shown in lower case.
<b>DDS</b>	Department of Developmental Services; administers and oversees various State waiver programs which provide in-home and community-based care. Such programs are provided in lieu of institutionalization to Members with developmental disabilities, the aged, or those Members who are physically disabled or have AIDS.
<b>DEA</b>	Drug Enforcement Agency; federal agency that oversees the distribution and use of controlled substances; issues certificates to prescribing physicians allowing dispensing of controlled substances; used for credentialing purposes.
<b>DENC</b>	Detailed Explanation of Non-Coverage

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## 26. QUICK REFERENCE

### B. Glossary

---

<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>DHCS</b>	Department of Health Care Services formerly DHS; State agency responsible for oversight of the Two-Plan Model Managed Care Program and IEHP's operations.
<b>DHHS</b>	United States Department of Health and Human Services protects the health of all Americans and fulfill that mission by providing for effective health and human services and fostering advances in medicine, public health, and social services. DHHS or HHS provides guidance and information related to regulations concerning HIPAA.
<b>Discharge Planning</b>	Planning that begins at the time of admission to a hospital or institution to ensure that necessary care, services and supports are in place in the community before individuals leave the hospital or institution in order to reduce readmission rates, improve Member and family preparation, enhance Member satisfaction, assure post-discharge follow-up, increase medication safety, and support safe transitions.
<b>Disease Management</b>	IEHP's Disease Management program, which is based on evidence-based clinical practice guidelines, is designed to identify Members with specific chronic diseases relevant to IEHP's membership and facilitate access to providers, health education activities, and other specific services to improve Member health outcomes.
<b>DMHC</b>	Department of Managed Health Care; effective 7/1/00, formerly the Department of Corporations (DOC); one of the State regulatory bodies which oversees IEHP operations; regulates Knox-Keene Health Care Service Plans, which allows IEHP to operate as an HMO.
<b>DMR</b>	Direct Member Reimbursement
<b>DOA</b>	Delegation Oversight Audit; An onsite review of a Delegated IPA's performance of delegated plan responsibilities.
<b>Downstream Entity</b>	Any party that enters into an acceptable written agreement below the level of the arrangement between an organization (and contract applicant) and a First Tier Entity. These written arrangements continue down to the level of the ultimate provider of health and/or administrative services.
<b>DPSS</b>	Department of Public Social Services; State agency responsible for the administration of health and welfare benefits, including eligibility for Medi-Cal.
<b>ECRS</b>	Expense and Cost Recovery System
<b>ED</b>	Emergency Department.
<b>EFT</b>	Electronic Funds Transfer; the mechanism by which capitation payments are made electronically to Providers by IEHP.
<b>EIOD</b>	Expedited Initial Organization Determination
<b>Encounter</b>	Each visit a Member makes to a practitioner or Provider.

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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>Encounter Data</b>	Mandatory encounter data reported to IEHP by its Providers; includes detailed information on services provided to each Member in each month.
<b>EOC</b>	Evidence of Coverage; The agreement between IEHP and the Member which describes Covered Services and which sets forth the terms and conditions of coverage and enrollment with IEHP.
<b>EPSDT</b>	Early and Periodic Screening, Diagnosis and Treatment Supplemental Services; medically necessary services that may or may not be covered by Medi-Cal; available to Members 21 years of age or younger.
<b>FAME</b>	Fiscal Intermediary Access to Medical Eligibility; a monthly and daily electronic transmission from DHCS, which contains eligibility and demographic data on IEHP Medi-Cal Members.
<b>FDA</b>	Food and Drug Administration
<b>FDR</b>	First tier, downstream, and related entities
<b>FEMA</b>	Federal Emergency Management Agency
<b>FFS</b>	Fee-For-Service; a method of claims payment whereby the amount of reimbursement is determined by the type of service rendered by the provider of service; the amount of reimbursement is based on a set fee schedule that varies according to the type of services rendered.
<b>First Tier Entity</b>	Any party that enters into a written arrangement with an organization or contract applicant to provide administrative or health care services for an eligible individual.
<b>FTP</b>	File Transfer Protocol; method used to obtain and transmit Member eligibility and encounter data from/to IEHP.
<b>Formulary</b>	A list of medications approved by the Plan.
<b>FPC</b>	Fraud Prevention Committee; IEHP's administrative committee that oversees all activities of its FPP.
<b>FPP</b>	Fraud Prevention Program; Developed to train IEHP staff and Providers to identify, deter, prevent and report suspected fraudulent activities.
<b>Fraud</b>	Fraud is intentional or knowing misrepresentation made by a person with the intent or knowledge that could result in some unauthorized benefit to him/herself or another person. It includes any portion that constitutes fraud under applicable Federal or State law.
<b>Fraud, Waste and Abuse Program</b>	Fraud, Waste and Abuse Program; Developed to train IEHP staff and Providers to identify, deter, prevent and report suspected fraudulent activities.
<b>FSR</b>	Facility Site Review; An assessment of a Primary Care Provider's (PCP) site, performed by a Certified Site Reviewer using site audit tools, prior to the Provider site participating in IEHP's Provider network and upon relocation.

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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>Grievance</b>	An oral or written expression of dissatisfaction regarding IEHP staff, policies or processes, our contracted providers' staff, processes or actions, or any other aspect of health care delivery through IEHP, including quality of care concerns.
<b>HCAC</b>	Health Care-Acquired Conditions
<b>HCBS</b>	Home and Community Based Services Waiver Program; DDS program providing in-home care to Members with developmental disabilities.
<b>HEDIS</b>	Healthcare Effectiveness Data and Information Set; a tool used by health plans to measure performance on important dimensions of care and service.
<b>HCO</b>	Health Care Options, a unit of DHCS; handles both enrollment and disenrollment of Medi-Cal recipients; sometimes used interchangeably with Maximus.
<b>HHA</b>	Home Health Agency; entities that provide a wide range of health and social services delivered at home to persons recovering from an illness or injury, or persons with disabilities or chronic illness.
<b>HMO</b>	Health Maintenance Organization; provides health care services to enrolled Members for a fixed sum of money, paid in advance for a specified period of time; usually associated with managed care.
<b>Hospital Day</b>	Same as bed day.
<b>HRA</b>	Health Risk Assessment (HRA); A survey tool that is based on regulatory standards, stakeholder and consumer's input that assesses the medical, cognitive, functional needs and psychosocial status of the Members.
<b>ICD-10-CM</b>	International Statistical Classification of Diseases and Related Health Problems, 10th Revision, Clinical Modification. IEHP is in the 10 <sup>th</sup> Clinical Modification. This is the system used by physicians and other healthcare providers to classify and code all diagnoses, symptoms and procedures recorded in conjunction with hospital care in the United States.
<b>ICP</b>	Individualized Care Plan; treatment and intervention program for pregnant Members developed by OB; required by IEHP.
<b>ICT</b>	Interdisciplinary Care Team; A team comprised of the Primary Care Physician (PCP) and Nurse Care Manager, and other Providers at the direction of the Member, that works with the Member to develop, implement and maintain their individualized care plan (ICP).
<b>IDN</b>	Integrated Denial Notice
<b>IEHP Identification Card</b>	Issued by IEHP to Members; identifies PCP and Hospital affiliations; used for identifying beneficiaries as IEHP Members; does not guarantee eligibility.



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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>IEHP Vision Provider</b>	An Optometrist, Ophthalmologist or Optician who has signed a contract to participate in IEHP's Vision Program.
<b>IHA</b>	Initial Health Assessment; Consists of a history and physical examination and an Individual Health Education Behavioral Assessment (IHEBA) that enables the PCP to comprehensively assess the Member's current acute, chronic and preventive health needs.
<b>IHEBA</b>	Individual Health Education Behavioral Assessment; a tool used to assess Member's behavioral health awareness and educational needs as part of PCP's health assessment for Members.
<b>IHSS</b>	In-Home Supportive Services; a statewide mandated program that provides those with limited income who are disabled, blind or over the age of 65 with in-home care services.
<b>IM</b>	Important Message from Medicare
<b>IMR</b>	Independent Medical Review; a process run by DMHC, which provides an avenue for Members to request that doctors and other healthcare professionals outside IEHP, make an independent decision about the Member's healthcare; when a Member has been denied healthcare services on the basis that the services are not medically necessary and IEHP has concurred with the decision after the Member has completed the IEHP's grievance process. DMHC is the final arbiter regarding coverage decisions review through the IMR process.
<b>Incentive Pool</b>	IEHP program designed to help appropriately control inpatient length of stays; funded for Mandatory Medi-Cal Members only.
<b>IPA</b>	Independent Physician Association; network of licensed Providers practicing in their own offices, participating in managed care plan; type of Providers under IEHP's program.
<b>IRC</b>	Inland Regional Center; agency responsible for providing intervention services through the Early Start Program for children at risk or identified as having developmental disabilities.
<b>The Joint Commission</b>	The Joint Commission formerly Joint Commission for the Accreditation of Healthcare Organization (JCAHO); a not-for-profit organization that accredits hospitals, outpatient facilities and other institutions.
<b>JOMs</b>	Joint Operation Meetings; periodic meetings between IEHP and IPAs/Hospitals to address issues, delivery of care and general administration of plan.
<b>JPA Governing Board</b>	Joint Powers Agency Governing Board, also known as IEHP Governing Board; IEHP's oversight board consisting of appointed members from San Bernardino and Riverside Counties' Board of Supervisors and other appointed members that directs and approves all phases of IEHP operations.

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## 26. QUICK REFERENCE

### B. Glossary

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<b><i>TERM</i></b>	<b><i>DEFINITION</i></b>
<b>LEA</b>	Local Education Agency; school district agencies that provide certain services for Medi-Cal Members.
<b>LEIE</b>	List of Excluded Individuals and Entities
<b>LHD</b>	Local Health Department (Riverside/San Bernardino Counties); provides specific preventive and public health services, including immunizations, which Members can access directly.
<b>LI Plan</b>	Local Initiative Plan; Public/Private partnership plan of California's Two-Plan Model Managed Care Program designed to provide a publicly and privately funded managed care health plan to Medi-Cal recipients; in San Bernardino/Riverside Counties this plan is IEHP.
<b>LIS</b>	Low-income subsidy
<b>LOA</b>	Letter of Agreement
<b>LOS</b>	Length of Stay
<b>LTAC</b>	Long Term Acute Care
<b>LTC</b>	Long Term Care; a term used for day-in, day-out assistance required for a serious illness or disability that lasts a long time and in which a person is unable to care for him/herself; it frequently refers to custodial or nursing home care.
<b>LTSS</b>	Long-Term Services and Supports; in state Medicaid programs are a means to provide medical and non-medical services to seniors and people with disabilities in need of sustained assistance.
<b>MA</b>	Medicare Advantage
<b>Mainstream Plan</b>	Commercial line of California's Two-Plan Model Managed Care Program designed to provide a prepaid managed care health plan to Medi-Cal recipients; in San Bernardino/Riverside Counties, this plan is Molina.
<b>Managed Care</b>	A coordinated approach to providing quality health care at a lower cost; usually associated with HMOs.
<b>MBI</b>	Medicare Beneficiary Identifier is a new randomly generated Medicare number that will replace the SSN-based Health Insurance Claim Number (HICN) on new Medicare cards for transactions like billing, eligibility status and claim status.
<b>MBOC</b>	Medical Board of California; the State agency that issues licenses to practitioners, including MDs and PAs.
<b>MCO</b>	Managed Care Organization; a term used in the industry, particularly by NCQA, for health plans that participate in managed care; also known as an HMO.
<b>Medi-Cal</b>	No-cost health care coverage for low-income adults, families with children, seniors, persons with disabilities, pregnant women, children in foster care and former foster youth up to age 26.

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## 26. QUICK REFERENCE

### B. Glossary

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<b>TERM</b>	<b>DEFINITION</b>
<b>Medically Necessary</b>	Determined through professional peer review to be necessary and appropriate for vision care according to generally accepted standards of practice within the professional community. The fact that a Provider may prescribe, order recommendation or approve a service or material does not, in itself, deem it Medically Necessary or make the charge a Covered Service.
<b>Medicare Advantage Prescription Drug Plan HMO Special Needs Plan (SNP)</b>	Health Plan coverage that includes a specific set of health benefits offered at a uniform premium and uniform level of cost sharing to all Medicare beneficiaries residing in the service area (or segment of the service area) of the MA plan. An MA plan that provides qualified prescription drug coverage under Part D of the Social Security Act.  Beneficiaries are eligible to join if they are entitled to Medicare Part A and enrolled in Medicare Part B and are enrolled in Medi-Cal.
<b>Member(s)</b>	Any recipient enrolled in IEHP's plan.
<b>MLTSS</b>	Managed Long-Term Services and Supports
<b>MMA</b>	Medicare Modernization Act
<b>MRR</b>	Medical Record Review; Assessment of medical records that is performed at the time of Facility Site Review or if medical records are available.
<b>MSE</b>	Medical Screening Exam; to determine whether a patient has an emergency medical condition.
<b>MSO</b>	Management Services Organization; provides practice management services to IPAs and/or Hospitals.
<b>MSR</b>	Member Services Representative; IEHP employee responsible for handling Member calls.
<b>MSSP</b>	Multipurpose Senior Services Waiver Program; a State program providing in-home care to Members as an alternative to institutionalization.
<b>MTM</b>	Medication Therapy Management
<b>NCD</b>	National Coverage Determination
<b>NCPDP</b>	National Council for Prescription Drug Programs
<b>NCQA</b>	National Committee for Quality Assurance; a private, not-for-profit organization that assesses and reports on the quality of managed care plans. NCQA provides information that enables purchasers and consumers of managed health care to distinguish among plans based on quality, thereby allowing them to make more informed health care purchasing decisions.
<b>NF</b>	Nursing Facility
<b>NOMNC</b>	Notice of Medicare Non-Coverage

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## 26. QUICK REFERENCE

### B. Glossary

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<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>Non-Emergency Medical Transportation</b>	Ambulance, litter van and wheelchair van medical transportation services when the Member's medical and physical condition is such that transport by ordinary means of public or private conveyance is medically contraindicated, and transportation is required for the purpose of obtaining needed medical care, per Title 22 CCR Sections 51323, 51231.1, and 51231.2, rendered by licensed providers.
<b>Non-Physician Practitioner</b>	Licensed providers of service that render limited medical services within their scope of license. Includes nurse practitioners (NP); physician assistants (PAs) and certified nurse midwives (CNMs).
<b>Non-State Program</b>	Any program where IEHP contracts with an employer group to render medical services for its employees.
<b>NPDB</b>	National Practitioner Data Bank; Department of Health and Human Services (DHHS) agency that collects and disseminates information on adverse licensure actions, clinical privilege actions and professional membership actions taken against physicians and dentists; used for credentialing purposes.
<b>Nurse Advice Line</b>	A twenty-four (24) hour triage service provided to Members to help them with decisions regarding appropriate levels of medical care.
<b>Nx Transactions</b>	A set of transactions developed by the National Council for Prescription Drug Programs (NCPDP), that provides record of payment by a plan supplemental to Part D, to a Part D Plan.
<b>ODAG</b>	Organization Determinations, Appeals and Grievances
<b>OIG</b>	Office of Inspector General
<b>Organizational Provider</b>	Any facility or entity providing inpatient, outpatient or home care services to Members; includes at a minimum, hospitals, ASCS, SNFs, HHAs, family planning clinics.
<b>P3</b>	Pre-Existing Pregnancy Program; formally known as Third Trimester Pregnancy Program (TTPP); an IEHP Program that compensates Providers for the financial impact of providing services to a pregnant Member assigned to a Provider late in the pregnancy.
<b>PBM</b>	Pharmacy Benefit Manager
<b>P&amp;T Subcommittee</b>	Pharmacy and Therapeutic Subcommittee; one of seven committees established by IEHP to oversee the quality of care provided to Members; P&T Subcommittee is a subcommittee of the QM Committee and is responsible for the overall formulary, related prescribing and usage patterns and activities.
<b>PAC</b>	Provider Advisory Council; one of seven committees developed by IEHP to oversee the quality of care provided to Members; the PAC addresses issues concerning the IEHP network.

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## 26. QUICK REFERENCE

### B. Glossary

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<b><i>TERM</i></b>	<b><i>DEFINITION</i></b>
<b>PARS</b>	Physical Accessibility Review Survey; a facility site review assessment that is required of all PCPs, high volume specialists and designated high volume ancillary sites by the California Department of Health Care Services and Medi-Cal Managed Care Division.
<b>PCP</b>	Primary Care Physician; provides coordinated treatment of assigned Members; generally serves as the Member’s “gatekeeper” for managed care plans. The term PCP includes both PCPs and PCP - OB/GYNs. In rural areas, where PCP coverage is limited, Members may be assigned to a Nurse Practitioner at the discretion of IEHP.
<b>Peer Review Subcommittee</b>	Peer Review Subcommittee; one of seven committees established by IEHP to provide peer review and other quality related review of practitioners; Peer Review Subcommittee is a subcommittee of the QM Committee and addresses Member or Provider grievances, appeals and practitioner-related quality issues.
<b>PER</b>	Pharmacy Exception Request forms; used to request authorization for use of non-formulary drugs.
<b>Per Diem</b>	Payment to Hospitals contracting with IEHP under a “Per Diem Agreement”; a rate paid per day for services rendered regardless of actual charges.
<b>PET</b>	Performance Evaluation Tool; a tool used by IEHP during contract renewal to evaluate the overall performance and compliance of IPAs against IEHP requirements; outcome determines contract renewal period, type of contract, or non-renewal, if applicable.
<b>PIA</b>	Prison Industry Authority; a system of employment for inmates in California’s prisons; used by the State and IEHP for making prescription lenses.
<b>P4P</b>	Pay For Performance formerly Physician Incentive Program (PIP); an incentive program introduced in 2000 that provides PCPs with additional compensation directly from IEHP for specific services rendered to Members. Replaces former Immunization Program.
<b>PMPM</b>	Per Member Per Month; refers to a method of calculation reimbursement or expense, such as stop loss, based on each Member for one month.
<b>PPC</b>	Provider Preventable Conditions, which include both “Health Care Acquired Conditions (HCACs)” and “Other Provider Preventable Conditions (OPPCs), which are defined as conditions that: 1) are identified by the State Plan; 2) are reasonable preventable through the application of procedures supported by evidence-based guidelines; 3) have negative consequence for the beneficiary, 4) are auditable; and 5) include, at minimum, wrong surgical or other invasive procedure performed on a patient, performed on the wrong body part, or performed on the wrong patient.

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## 26. QUICK REFERENCE

### B. Glossary

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<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>PPPC</b>	Public Policy Participation Committee; one of seven committees developed by IEHP to oversee the quality of care provided to Members; PPPC is a Member based Committee responsible for addressing IEHP structural or operational issues that can potentially impact delivery of care.
<b>PQI</b>	Potential Quality Incident
<b>Practitioner</b>	Any Medical Physician practicing medicine (i.e. PCPs/Specialists) or non-physician practicing medicine (i.e. Physician Extenders, Nurse Practitioners, Certified Nurse Midwives, Occupational Therapist, Speech Therapist, or Physical Therapist.
<b>Practitioner Profile</b>	A form required by IEHP for submitting credentialed practitioners to IEHP for inclusion in the IEHP network; includes key practitioner demographic information and qualifications.
<b>Provider</b>	Any Health Care Provider (i.e. PCP, Specialists, OB/GYN, Behavioral Health, Vision, or Ancillary Providers).
<b>Provider Team</b>	Provider Team; triage unit established by IEHP to resolve Provider and Member issues concerning delivery of care to Members and to address Provider's questions.
<b>PSR</b>	Provider Services Representative; IEHP employee responsible for resolving Provider issues.
<b>QIO</b>	Quality Improvement Organization
<b>QM</b>	Quality Management; the continuous monitoring of all aspects of health care being administered to IEHP Members.
<b>QM Committee</b>	Quality Management Committee; one of seven committees developed by IEHP to oversee the quality of care provided to Members; the QM Committee monitors and addresses all aspects of health care provided to Members.
<b>QPN</b>	Quality Program Nurse; IEHP employee responsible for monitoring quality management at PCP offices, IPAs and Hospitals.
<b>RA</b>	Remittance Advice: A statement that describes the service payments and adjustments that is included in IEHP Provider reimbursements.
<b>Residency Clinic</b>	Clinics that operate full-time (Monday to Friday, approximately 8:00am to 5:00pm) as sites for the training of residents in a primary care discipline from an accredited residency training program.
<b>Semi-Annually</b>	Twice yearly; used interchangeably with bi-annual.
<b>SFTP</b>	Secure File Transfer Protocol
<b>SNF</b>	Skilled Nursing Facility; a facility, either freestanding or part of a hospital, that accepts patients in need of rehabilitation and medical care that is of lesser intensity than that received in a hospital.
<b>SRAE</b>	Serious Reportable Adverse Events
<b>SSA</b>	Social Security Administration

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## 26. QUICK REFERENCE

### B. Glossary

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<i>TERM</i>	<i>DEFINITION</i>
<b>SSI</b>	Supplemental Security Income
<b>Standing Referral</b>	A referral by a Primary Care Physician to a specialist for more than one visit to the specialist, as indicated in the treatment plan, if any, without the primary care physician having to provide a specific referral for each visit.
<b>State Program</b>	Any program administered and/or funded by any federal, state or local county agency that does not involve an employer group; specifically, Medi-Cal or Open Access Program Members.
<b>Stop-Loss</b>	Insurance coverage provided by a third party that pays in event of unexpected financial loss.
<b>Terminally Ill</b>	This means that an individual has a medical prognosis that his or her life expectancy is six (6) months or less if the illness runs its normal course.
<b>TTY</b>	Teletypewriter Device for the Hearing Impaired; formally known as Telephone Teletypewriter (TTY); an interpretive tool used to allow hearing impaired Members to access services or care by telephone.
<b>TPA</b>	Third Party Administrator; an administrative organization other than the health plan; Provider or provider of service that collects premiums, pays claims and/or provides administrative services.
<b>TPL</b>	Third Party Liability; another party that has the obligation to cover all or any portion of the medical expense incurred by a Member at the time such services was delivered; usually involving tort liability of another insurance-based entity such as workers' compensation or automobile insurance.
<b>TOC</b>	Transition of Care; A system of coordinating the delivery of care across all healthcare settings, Providers and services to ensure that all Members moving from one level of care to the next level receive appropriate coordination of care.
<b>TRHCA</b>	Tax Relief and Health Care Act of 2006
<b>Triage or Screening</b>	Means the assessment of an enrollee's health concerns and symptoms via communication, with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage an enrollee who may need care, for the purpose of determining the urgency of the enrollee's need for care.
<b>Triage or Screening Waiting Time</b>	Means the time waiting to speak by telephone with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage an enrollee who may need care.
<b>TrOOP</b>	True Out-of-Pocket
<b>Two-Plan Model Managed Care Program</b>	Developed by DHCS to transfer delivery of Medi-Cal medical care to capitated managed care programs; thirteen counties participate in the program, which consists of a commercial (mainstream) plan and a county public/private partnership (local initiative) plan.

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## 26. QUICK REFERENCE

### B. Glossary

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<i><b>TERM</b></i>	<i><b>DEFINITION</b></i>
<b>UM</b>	Utilization Management; delegated to IPA; performs oversight of authorization processes and review of Member usage of services for continuous quality improvement.
<b>UM Subcommittee</b>	Utilization Management Subcommittee; One of seven committees established by IEHP to oversee the quality of care provided to Member; it is a subcommittee of the QM Committee and continuously monitors all aspects of UM administered to IEHP Members, including medical criteria used in the evaluation of appropriate health care services provided to Members.
<b>Urgent Care</b>	Means health care for a condition which requires prompt attention, consistent with subsection (h)(2) of Section 1367.01 of the Act.
<b>USPSTF</b>	United States Preventive Services Task Force
<b>Utilization</b>	The frequency with which a service is used.
<b>VFC</b>	Vaccines for Children Program; a federally funded state program providing PCPs with free vaccines for administration to eligible children.
<b>Waste</b>	Waste includes overuse of services, or other practices that, directly or indirectly, results in unnecessary cost. Waste is generally not considered to be caused by criminally negligent actions but rather the misuse of resources (i.e., extravagant careless or needless expenditure of healthcare benefits/services).
<b>WIC</b>	Supplemental Food Program for Women, Infants and Children; a state program for eligible Members which provides nutrition assessments, education, counseling, coupons for food supplements and links to community resources.



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## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Access Standards .....	Section 9
Access to Care for People with Disabilities .....	Section 9
Access to Sensitive Services for Minors and Adults .....	Section 9
Access to Specialty Care, Extended.....	Section 14
Access, Medical Records – Quality Studies .....	Section 13
Access, OB/GYN Services – Open.....	Section 9
Adult Preventive Services .....	Section 10
Advance Health Care Directive .....	Section 7
AEVS, Eligibility Verification Method .....	Section 4
AIDS and ARC Waiver Program.....	Section 12
Alcohol and Drug Treatment Services - Medicare Members .....	Section 12
Appeal and Grievance Resolution Process, Physician.....	Section 16
Appeal and Grievance Resolution Process, Provider (IPA and Hospital).....	Section 16
Appeals, Claims .....	Section 20
Appeals, Credentialing – Practitioners Denied Participation with IEHP .....	Section 5
Appointments, Missed .....	Section 9
Assignment, PCP .....	Section 3
Audits, Claims.....	Section 20
Audits, Focused Referral and Denial .....	Section 25
Audits, Language Competency .....	Section 9
Behavioral Health .....	Section 12
Behavioral Health Services - Medicare Members .....	Section 12
Billing of IEHP Members .....	Section 20
Cancer Screening and Treatment Services .....	Section 9
Capitation .....	Section 19
Capitation, Claims Deduction.....	Section 20
Care, Continuity of.....	Section 12
Care, Coordination of.....	Section 12
Care, Long Term.....	Section 14
Care, Medical Standards .....	Section 10
Care, Obstetric Certified Nurse Midwives.....	Section 10
Care, Pregnant Member – PCP Role.....	Section 10
Care Management Requirements - IEHP Monitoring and Oversight .....	Section 25
Care Management Requirements - IPA Responsibilities .....	Section 25
Care Management Requirements - PCP Role .....	Section 12
Care Management Requirements - Reporting Requirements .....	Section 25

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Care Management Requirements – Continuity of Care .....	Section 12
Care Management Requirements – Transition of Care (TOC) .....	Section 12
Care Management Requirements – Health Risk Assessment .....	Section 12
Care Management Requirements –Guidelines for Care Management .....	Section 12
Care Management Requirements – Interdisciplinary Care Team .....	Section 12
Care Plan Options .....	Section 12
Care Plan, Individualized.....	Section 12
Certified Nurse Midwives, Obstetric Care.....	Section 10
Child Abuse/Neglect.....	Section 10
Child Safety Programs .....	Section 15
Chaperone Guidance .....	Section 13
Claims Appeals .....	Section 20
Claims Audits .....	Section 20
Claims Deduction from Capitation .....	Section 20
Claims Processing .....	Section 20
Clinics, Residency Teaching.....	Section 6
Clinics, Rural .....	Section 6
Committee, Coordinated Care Initiative (CCI) Stakeholder Advisory .....	Section 2
Committee Overview .....	Section 2
Committee, Persons with Disabilities Workgroup (PDW) .....	Section 2
Committee, Provider Advisory (PAC).....	Section 2
Committee, Public Policy Participation (PPPC).....	Section 2
Committee, Quality Management.....	Section 2
Committees, IEHP .....	Section 1, 2
Communicable Diseases, Reporting to Public Health Authorities .....	Section 10
Community Based Adult Services (CBAS) .....	Section 12
Compliance .....	Section 23
Concurrent Review (Utilization Management).....	Section 14
Confidentiality of Medical Records.....	Section 7
Consent, Informed.....	Section 7
Continuity of Care.....	Section 12
Coordination of Benefits .....	Section 20
Coordination of Care .....	Section 12
Co-Payment Requirements, Medication .....	Section 11
Co-Payments, Member .....	Section 4
Corrective Action Plans (CAPs) .....	Section 25
CPSP Program (Direct Reimbursement for Obstetric Support Services).....	Section 19

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Credentialing and Recredentialing .....	Section 5
Credentialing Appeals Process for Practitioners Denied Participation with IEHP .....	Section 5
Credentialing Requirements for Delegated IPAs, Practitioner .....	Section 5
Credentialing Requirements for Non-Delegated IPAs, Practitioner .....	Section 5
Credentialing Subcommittee .....	Section 2
Cultural and Linguistic Services .....	Section 9
Delegated Activities .....	Section 25
Delegation Agreement .....	Section 25
Delegation and Monitoring, Utilization Management .....	Section 25
Denial Audits, and Referral – Focused .....	Section 25
Denials, Referrals and Modifications (Utilization Management) .....	Section 14
Denied Participation with IEHP, Credentialing Appeals Process for Practitioners .....	Section 5
Dental Services .....	Section 12
Department of Developmental Services (DDS) .....	Section 12
Department of Health Care Services (DHCS) .....	Section 12
Developmental Services, Department of (DDS) .....	Section 12
Diabetes Self-Management Program, IEHP .....	Section 15
Diabetes Prevention Program .....	Section 15
Disabilities, Access to Care for People with .....	Section 9
Disease Management Program .....	Section 12
Discharge Medication Requirements, Hospital Inpatient .....	Section 11
Discharge Medications Requirement, Emergency Department .....	Section 11
Disclosure and Confidentiality of Medical Records .....	Section 7
Disenrollment from IEHP - Medicare Members .....	Section 17
Disenrollment from IEHP - Involuntary - Member Behavior .....	Section 17
Disenrollment from IEHP - Involuntary - Member Status Changes .....	Section 17
Disenrollment from IEHP - Voluntary .....	Section 17
Disenrollment, Member Transfers .....	Section 17
Disputes between Capitated Relationships .....	Section 20
Domestic Violence .....	Section 10
Durable Power of Attorney for Healthcare .....	Section 7
Early Start Services and Referrals .....	Section 12
Elder Abuse/Neglect .....	Section 10
Eligible Members .....	Section 3
Eligibility File .....	Section 4
Eligibility Verification .....	Section 4

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Eligibility Verification Methods - Eligibility Files .....	Section 4
Eligibility Verification Methods – Eligibility Verification Options.....	Section 4
Eligibility, Medicare, Loss of PCP Responsibilities.....	Section 17
Eligible Members .....	Section 3
Emergency Department Discharge Medications Requirement .....	Section 11
Emergency Services.....	Section 14
Encounter Data Reporting .....	Section 21
Enrollment and Assignment .....	Section 3
Enrollment and Eligibility .....	Section 3
Enrollment Limits, PCP .....	Section 18
Enrollment Process, Medicare .....	Section 3
Episode of Care – Inpatient .....	Section 17
EPSDT Services .....	Section 12
Extended Access to Specialty Care/Standing Referral .....	Section 14
Facility Site Review and Medical Records Review Requirements and Monitoring .....	Section 6
Facility Site Review .....	Section 6
Family Planning Services .....	Section 10
Finance and Reimbursement .....	Section 19
Financial Viability - Hospital .....	Section 19
Financial Viability - IPA .....	Section 19
Focused Referral and Denial Audits .....	Section 25
Formulary Management .....	Section 11
Fraud Prevention Program .....	Section 23
General .....	Section 1
Genetically Handicapped Persons Program (GHPP) .....	Section 12
Glossary .....	Section 26
Grievance and Appeal Resolution Process, Physician.....	Section 16
Grievance and Appeal Resolution Process, Provider (IPA and Hospital).....	Section 16
Grievance Resolution Process, Member .....	Section 16
Grievance Resolution System .....	Section 16
Grievances, Urgent Medical – Member.....	Section 16
Guidelines for Obstetrical Services .....	Section 10
Guidelines, IEHP Practitioner.....	Section 5
Health Education .....	Section 15
Health Care Services, Department of (DHCS) .....	Section 12
Health Risk Assessment (HRA) .....	Section 12
HIV Testing and Counseling .....	Section 10
High Risk Weight Management Program.....	Section 15

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Home & Community Based Services (HCBS) Waiver Program .....	Section 12
Hospice Services .....	Section 14
Hospital Affiliations .....	Section 18
Hospital and IPA Affiliation, Identifying .....	Section 3
Hospital Grievance and Appeal Resolution Process.....	Section 16
Hospital Inpatient and Discharge Medication Requirements .....	Section 11
Hospital Inpatient Medication Requirements .....	Section 11
Hospital Limits, PCP .....	Section 18
Hospital Network Participation Standards .....	Section 18
Hospital Privileges .....	Section 5
Hospital, Financial Viability.....	Section 19
Identification Cards, Member .....	Section 3
Identifying and Reporting Potential IEHP Member Abuse .....	Section 12
Identifying IPA and Hospital Affiliation .....	Section 3
IEHP Committees .....	Section 1, 2
IEHP Monitoring and Oversight, Case Management Requirements .....	Section 25
IEHP Network, PCP Sites Denied Participation or Removed From .....	Section 6
IEHP Overview .....	Section 1
IEHP Practitioner Guidelines .....	Section 5
IEHP Quality Oversight of Participating Practitioners .....	Section 5
IEHP Service Area .....	Section 3
IEHP Terminations of PCPs and Specialists .....	Section 18
Immunization Services .....	Section 10
In-Home Supportive Services (IHSS).....	Section 12
Index .....	Section 24
Individual Health Education Behavioral Assessments (IHEBAs) .....	Section 15
Infection Control .....	Section 8
Information Disclosure and Confidentiality of Medical Records .....	Section 7
Informed Consent .....	Section 7
Initial Health Assessment .....	Section 10
Interactive Voice Response (IVR) .....	Section 4
Involuntary Disenrollment from IEHP – Member Behavior .....	Section 17
Involuntary Disenrollment from IEHP – Member Status Changes .....	Section 17
Involuntary Transfers – PCPs .....	Section 17
Insulin Administration Devices and Diabetic Testing Supplies .....	Section 11
IPA and Hospital Affiliation, Identifying .....	Section 3

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
IPA and PCP Medical Records Requirements.....	Section 7
IPA Grievance and Appeal Resolution Process.....	Section 16
IPA Limits, PCP.....	Section 18
IPA Performance Evaluation .....	Section 23
IPA Pharmacy Reports .....	Section 11
IPA Quality Management Program Structure Requirements .....	Section 13
IPA Reported PCP Changes - PCP Termination .....	Section 18
IPA Reported PCP Changes - Specialty Practitioner Termination .....	Section 18
IPA Responsibilities, Case Management Requirements.....	Section 12
IPA, Financial Viability.....	Section 19
IPAs, Delegated – Practitioner Credentialing Requirements.....	Section 5
IPAs, Non-Delegated – Practitioner Credentialing Requirements .....	Section 5
Joint Powers Agency (JPA) Governing Board .....	Section 1
Language and Capabilities .....	Section 9
Language Competency Audits .....	Section 9
Leave of Absence .....	Section 18
Long Term Care (LTC) .....	Section 14
Loss of Medicare Eligibility - PCP Responsibilities .....	Section 17
Mandatory Reporting of Child Abuse or Neglect.....	Section 10
Mandatory Reporting of Elder or Dependent Adult Abuse or Neglect .....	Section 10
Mandatory Reporting of Domestic Violence .....	Section 10
Management Services Organization (MSO) Changes .....	Section 18
Manual Overview .....	Section 1
Medical Care Standards .....	Section 10
Medicare Eligibility, Loss of PCP Responsibilities.....	Section 17
Medicare Enrollment Process .....	Section 3
Medical Grievances, Urgent – Member.....	Section 16
Medical Management Audits, IPA Oversight.....	Section 13
Medicare Members, Alcohol and Drug Treatment Services .....	Section 12
Medicare Members, Behavioral Health Services.....	Section 12
Medicare Members, Disenrollment from IEHP – Involuntary .....	Section 17
Medicare Members, Disenrollment from IEHP – Voluntary.....	Section 17
Medicare Vaccine Coverage.....	Section 11
Medical Records Access, Quality Studies .....	Section 13
Medical Records Requirements .....	Section 7
Medical Records Requirements, PCP and IPA.....	Section 7

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Medical Records Review Requirements and Monitoring .....	Section 6
Medical Records, Information Disclosure and Confidentiality .....	Section 7
Medication Co-Payment Requirements .....	Section 11
Medication Handling Requirements at PCP Sites .....	Section 11
Medications, Discharge – Emergency Department .....	Section 11
Medications, Hospital Inpatient and Discharge .....	Section 11
Medications, Non-Formulary – Prior Authorization .....	Section 11
Member Behavior – Involuntary Disenrollment from IEHP .....	Section 17
Member Billing .....	Section 20
Member Co-Payments .....	Section 4
Member Eligibility Verification .....	Section 4
Member Enrollment .....	Section 3
Member Grievance Resolution Process .....	Section 16
Member Identification Cards .....	Section 3
Member Rights and Options .....	Section 16
Member Status Changes – Involuntary Disenrollment from IEHP .....	Section 17
Member Transfers and Disenrollment .....	Section 17
Member Urgent Medical Grievances.....	Section 16
Member, Eligibility.....	Section 4
Members’ Rights and Responsibilities .....	Section 22
Missed Appointments .....	Section 9
Model Waiver Program .....	Section 12
Multi-Disciplinary Perinatal Services .....	Section 10
Multipurpose Senior Services Program (MSSP) .....	Section 12
Network Changes, PCP.....	Section 18
Non-Discrimination .....	Section 9
Non-Emergency Medical Transportation Services.....	Section 9
Non-Medical Transportation Services .....	Section 9
Non-Physician Practitioner Requirements .....	Section 6
Nursing Facility (NF) Waiver Program .....	Section 12
OB/GYN Services, Open Access.....	Section 9
Obstetric Care by Certified Nurse Midwives .....	Section 10
Obstetric Care, PCP Provision.....	Section 10
Obstetric Services, Guidelines .....	Section 10
Obstetrical Services - PCP Role in Care of Pregnant Members .....	Section 10
Open Access to OB/GYN Services .....	Section 9

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Online Eligibility Verification System .....	Section 4
Online Eligibility Verification System Training Manual .....	Section 4
Organ Transplant .....	Section 12
Organizational Providers, Subcontracted.....	Section 5
Organizational Structure .....	Section 1
Oversight – Medical Management Audits, IPA.....	Section 13
Overview, Committee .....	Section 2
Overview, IEHP .....	Section 1
Overview, Manual.....	Section 1
Participating Practitioners, IEHP Quality Oversight .....	Section 5
Participation Denied with IEHP, Credentialing Appeals Process for Practitioners.....	Section 5
Participation Denied, PCP Sites.....	Section 6
Pay for Performance (P4P) .....	Section 19
PCP and IPA Medical Records Requirements .....	Section 7
PCP Changes, IPA Reported – Specialty Practitioner Termination .....	Section 18
PCP Changes, IPA Reported PCP Termination.....	Section 18
PCP Network Changes .....	Section 18
PCP Provision of OB Care .....	Section 10
PCP Referral Tracking Log .....	Section 14
PCP Responsibilities, Loss of Medicare Eligibility.....	Section 17
PCP Role in Care of Pregnant Member – Obstetric Services.....	Section 10
PCP Role, Case Management Requirements .....	Section 12
PCP Site Reviews (Site Review and Medical Records Review) .....	Section 6
PCP Sites Denied Participation or Removed From the IEHP Network .....	Section 6
PCP Sites, Medication Handling Requirements .....	Section 11
PCP Termination .....	Section 18
PCP Termination, IPA Reported and PCP Changes.....	Section 18
PCP Terminations, IEHP .....	Section 18
PCP/Patient Relationship Database .....	Section 3
Peer Review Subcommittee .....	Section 2
Performance Evaluation, IPA .....	Section 23
Persons with Disabilities Workgroup (PDW).....	Section 2
Perinatal Services, Multi-Disciplinary.....	Section 10
Pharmacy .....	Section 11
Pharmacy and Therapeutic (P&T) Subcommittee .....	Section 2
Pharmacy Reports, IPA.....	Section 11



---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Physician Grievance and Appeal Resolution Process .....	Section 16
Pay for Performance (P4P) .....	Section 19
Physician Profiling Program .....	Section 11
PM 160-Information Only Reporting .....	Section 10
POS, Eligibility Verification Method .....	Section 4
Post Enrollment Kit .....	Section 3
Practitioner Credentialing Requirements for Delegated IPAs .....	Section 5
Practitioner Credentialing Requirements for Non-Delegated IPAs .....	Section 5
Practitioner Guidelines, IEHP.....	Section 5
Practitioner Requirements, Non-Physician.....	Section 6
Practitioners' Rights and Responsibilities .....	Section 22
Preventive Services, Adult.....	Section 10
Primary Care Physician (PCP) Assignment .....	Section 3
Primary Care Physician (PCP) Limits - Enrollment .....	Section 18
Primary Care Physician (PCP) Limits - Hospital .....	Section 18
Primary Care Physician (PCP) Limits - IPA .....	Section 18
Primary Care Physician (PCP) Referrals .....	Section 14
Primary Care Physician (PCP) Transfers - Involuntary .....	Section 17
Primary Care Physician (PCP) Transfers - Voluntary .....	Section 17
Prior Authorization (Utilization Management).....	Section 14
Prior Authorization For Non-Formulary Medications .....	Section 11
Program, Diabetes Self Management .....	Section 15
Program, Diabetes Prevention Program.....	Section 15
Program, Family Asthma.....	Section 15
Program, Hospital Incentive .....	Section 19
Program, Pay for Performance (P4P).....	Section 19
Program, Physician Profiling.....	Section 11
Program, Pre-Existing Pregnancy.....	Section 19
Program, Stop Smoking.....	Section 15
Program, Weight Loss .....	Section 15
Program, WIC.....	Section 10
Provider (IPA, Hospital, and Practitioner) Grievance and Appeal Resolution Process ..	Section 16
Provider Advisory Committee (PAC) .....	Section 2
Provider Directory .....	Section 18
Provider Network .....	Section 18
Provider Preventable Conditions.....	Section 13

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Provider Resources .....	Section 18
Public Policy Participation Committee (PPPC) .....	Section 2
Quality Management .....	Section 13
Quality Management (QM) Committee .....	Section 2
Quality Management Program Structure Requirements, IPA.....	Section 25
Quality Management Reporting Requirements .....	Section 25
Quality Oversight of Participating Practitioners, IEHP .....	Section 5
Quality Studies Medical Records Access .....	Section 13
Quick Reference Guide .....	Section 24
Recredentialing and Credentialing.....	Section 5
Referral and Denial Audits, Focused.....	Section 25
Referral Tracking Log, PCP .....	Section 14
Referral, Standing .....	Section 14
Referrals to the Supplemental Food Program for Women, Infants, and Children (WIC)	Section 10
Referrals, Denials and Modifications (Utilization Management).....	Section 14
Referrals, Early Start.....	Section 12
Referrals, PCP.....	Section 14
Reimbursement and Finance.....	Section 19
Reimbursement, AIDS.....	Section 19
Removal From IEHP Network, PCP Sites.....	Section 6
Reported PCP Changes – PCP Termination, IPA.....	Section 18
Reported PCP Changes – Specialty Practitioner Termination, IPA .....	Section 18
Reporting Communicable Diseases to Public Health Authorities .....	Section 10
Reporting Requirements, Case Management Requirements .....	Section 25
Reporting Requirements, Quality Management .....	Section 25
Reporting Requirements Related to Provider Preventable Conditions (PPC).....	Section 13
Reporting Requirements, Utilization Management .....	Section 25
Reporting, Encounter Data.....	Section 21
Requirement, Emergency Department Discharge of Medications .....	Section 11
Requirement, Hospital Inpatient and Discharge Medication.....	Section 11
Requirements and Monitoring, Site and Medical Records Review.....	Section 6
Requirements and Monitoring, Medical Records and Site Review .....	Section 6
Requirements, Case Management – PCP Role .....	Section 12
Requirements, Encounter Data Submission.....	Section 21
Requirements, IPA Quality Management Program Structure.....	Section 25
Requirements, Medical Records .....	Section 7

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Requirements, Medical Records, PCP and IPA.....	Section 7
Requirements, Medication Co-Payment.....	Section 11
Requirements, Medication Handling at PCP Site.....	Section 11
Requirements, Non-Physician Practitioners.....	Section 6
Requirements, Practitioner Credentialing – Delegated IPAs.....	Section 5
Requirements, Practitioner Credentialing – Non-Delegated IPAs.....	Section 5
Requirements, Quality Management Reporting.....	Section 25
Requirements, Case Management Reporting.....	Section 25
Requirements, Submission (Encounter Data).....	Section 21
Requirements, Utilization Management Reporting.....	Section 25
Residency Teaching Clinics.....	Section 6
Review Procedures, UM.....	Section 14
Review, Site.....	Section 6
Review, Medical Records.....	Section 6, 7
Rights and Options, Member.....	Section 16
Rights and Responsibilities, Member.....	Section 22
Rural Clinics.....	Section 6
Second Opinions.....	Section 14
Sensitive Services for Minors and Adults, Access.....	Section 9
Service Area, IEHP.....	Section 3
Services, Adult Preventive.....	Section 10
Services, Cultural and Linguistic.....	Section 9
Services, Dental.....	Section 12
Services, EPSDT.....	Section 12
Services, Excluded.....	Section 12
Services, Family Planning.....	Section 10
Services, Immunization.....	Section 10
Services, Multi-Disciplinary Perinatal.....	Section 10
Services, Non-Emergency Medical Transportation.....	Section 9
Services, Non-Medical Transportation.....	Section 9
Services, Sensitive – Access for Minors and Adults.....	Section 9
Services, Tuberculosis.....	Section 10
Services, Vision.....	Section 12
Sexually Transmitted Infection (STI) Services.....	Section 10
Sites Denied Participation or Removed From the IEHP Network, PCP.....	Section 6
Specialist Terminations, IEHP.....	Section 18

---

## 26. QUICK REFERENCE

### C. Index

---

<u>Title</u>	<u>Section</u>
Specialty Care, Standing Referral/Extended Access .....	Section 14
Specialty Panel .....	Section 18
Specialty Practitioner Termination, IPA Reported PCP Changes .....	Section 18
Standards Subcommittee .....	Section 2
Standards, Hospital Network Participation.....	Section 18
Standards, Medical Care .....	Section 10
Standing Referral/Extended Access to Specialty Care .....	Section 14
Sterilization .....	Section 10
Subcommittee, Credentialing.....	Section 2
Subcommittee, Peer Review .....	Section 2
Subcommittee, Pharmacy and Therapeutic (P&T).....	Section 2
Subcommittee, Standards.....	Section 2
Subcommittee, Utilization Management .....	Section 2
Subcontracted Organizational Providers .....	Section 5
Submission Requirements – Encounter Data.....	Section 21
Submission Requirements .....	Section 21
Supplemental Food Program for Women, Infants and Children (WIC), References .....	Section 10
Termination, PCP.....	Section 18
Terminations of PCPs and Specialists, IEHP .....	Section 18
Third Party Liability .....	Section 20
Total Fracture Care .....	Section 10
Transfers and Disenrollment, Member .....	Section 17
Transfers, Involuntary – PCPs .....	Section 17
Transfers, Members .....	Section 17
Transfers, Voluntary, PCPs.....	Section 17
Transplant, Organ .....	Section 12
Transportation Services .....	Section 9
Tuberculosis Services .....	Section 10
UM Review Procedures .....	Section 14
Urgent Medical Grievances, Member.....	Section 16
Utilization Management (UM) .....	Section 14
Utilization Management (UM) Subcommittee .....	Section 2
Utilization Management Delegation and Monitoring .....	Section 25
Utilization Management Reporting Requirements .....	Section 25
Vision Services .....	Section 12
Voluntary Disenrollment from IEHP.....	Section 17

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## 26. QUICK REFERENCE

### C. Index

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<u>Title</u>	<u>Section</u>
Voluntary Transfers – PCPs.....	Section 17
Wheelchair Purchase Referral Procedure .....	Section 14