[Date]

**MAILED VIA CERTIFIED MAIL #**

«Admin\_Sur\_Name» «Admin\_Name»

«Admin\_Title»

«Entity\_Name»

«Admin\_AdjAddress»

«Admin\_AdjCity», CA «Admin\_AdjZip»

Dear «Admin\_FirstName»:

In accordance with Inland Empire Health Plan (IEHP) Policy 21A “Encounter Data Submission Requirements”, all Providers must meet timeliness, validity, and adequacy requirements for all encounter data submissions to IEHP as follows:

* **Timeliness** Encounter Data must be received within three (3) months after the month in which services were rendered to the Member.
* **Validity** A compilation of the initial monthly submission and any subsequently corrected data for the same month must be at least 95% valid.
* **Adequacy** A compilation of the initial monthly submission and any subsequently corrected data for the same month must meet the following adequacy standards:

Medical (Non-SPD) –IPA: 417 Total Encounters per month per 1000 members.

Medical (SPD) – IPA: 1084 Total Encounters per month per 1000 members.

Hospital – 14 Inpatient encounters per month per 1000 members.

Hospital ER – 19 Emergency encounters per month per 1000 members.

Upon review of «Entity\_Name»’s encounter data submissions due to IEHP «Due\_Date», the data failed to meet IEHP requirements in the area(s) noted below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Standard Not Met** | **IEHP Requirement** | **Reported** | **Months Non-Compliant** |
|  |  |  |  |

Please understand that because the above standards were not met as indicated and, as outlined in the IEHP Capitated Agreement, «Entity\_Name»’s capitation will be reduced by «Penalty%». Therefore, a «Penalty%» penalty will be reflected in your «Cap\_Check\_Date» capitation check.

IEHP's ultimate goal is to receive complete and accurate encounter data in a timely manner. If you have any questions or to avoid future penalties, you may contact the IEHP HelpDesk at (909) 890-2025 for additional support.

Sincerely,

Director of Encounter and EDI

cc: «Encounter\_Name», «Encounter\_Title»

«Claims\_Manager»

«CC\_Encounter»

«PSR\_Name», «PSR\_Title»

IEHP Chief Operating Officer, «File\_Code»

IEHP Vice President, Quality

IEHP Director, Advanced Technology

IEHP Director, Healthcare Informatics