



Inland Empire Health Plan



To: IEHP Trading Partners
From: IEHP – EDI Team
Date: November 11, 2021
Subject: **Response Requested: Survey - IEHP Claim Misdirect Notification Enhancement**

Inland Empire Health Plan (IEHP) is amending its provider response to misdirected claim submissions (where the IPA is the responsible payor for a specific claim.) Our goal is to improve claim payment efficiency and prevent delays in Provider claim adjudication.

This enhancement should reduce claim scanning and processing costs, expedite the misdirecting of claims appropriately and improve data integrity/quality by eliminating scanning OCR errors.

Before implementation, we are requesting your feedback on your organization’s capacity to receive IEHP’s X12 837i or 837p format claims.

Survey Questions:

Question 1:	Do you currently receive any 837-Claim files from a source other than IEHP? (Yes / No)
Question 2:	Can you receive Claims data in an 837i or 837p format? (Yes / No) - If no , will you have the ability in the future to receive Claims data in an 837i or 837p format? (Yes / No) - If yes , can you provide a timeframe for the installation of your 837 Claims intake process?
Question 3:	In what format are your Claim payment explanations generated (i.e., RA, Paper EOB, Portal, 835 files)?

Responses should be submitted via email to Allende-a@iehp.org no later than 11/24/2021.

If you have any questions, please do not hesitate to contact the IEHP EDI Team at edispecialist@iehp.org or contact Arnold Allende directly at (909) 890-2162 or via email at Allende-a@iehp.org

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