



Inland Empire Health Plan



To: IEHP Providers, Specialists & IPAs
From: IEHP Provider Relations
Date: December 2, 2021
Subject: **New ID Cards for ALL IEHP Members due to Medi-Cal Rx**

Inland Empire Health Plan (IEHP) will be sending new ID cards to ALL Members, in preparation for the DHCS Medi-Cal Rx effective January 1, 2022. These cards will provide Members with the appropriate numbers to call regarding the Medi-Cal Rx.

These changes will not affect Member benefits or services nor change your office process for confirming eligibility.

Sample:

IEHP
A Public Entity

Name: Test Seven
ID#: 20191200019567
Doctor: PCP NameEleven **PCP Eff Date:** 11/1/2019
Doctor Phone: (760)555-5555 **10001226**
Medical Group: Alpha Care Medical Group
Hospital: COMMUNITY HOSPITAL
Plan Website: www.iehp.org

Copays: Rx: \$0 MD: \$0 RxBin: 022659
ER: \$0 HOSP: \$0 RxPCN: 6334225

In case of an Emergency, call "911" or go to the nearest Hospital Emergency Room (ER).

Member Services:
1-800-440-IEHP (4347) or TTY 1-800-718-4347
8am-5pm PST, Monday-Friday.

24-Hour Nurse Advice Line:
1-888-244-IEHP (4347) or TTY 711.

Medi-Cal Rx Call Center Line:
1-800-977-2273

Reminder: What should Providers do right now to get ready for Medi-Cal Rx?

IEHP and DHCS strongly encourage our Providers to visit the new Medi-Cal Rx website as soon as possible:

<https://medi-calrx.dhcs.ca.gov/provider>

- **Register for the Magellan Medi-Cal Rx Provider Portal today!**
- Review schedule of trainings available on the new Medi-Cal Rx Portal
- Review general information about the Medi-Cal Rx transition

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at: (909) 890-2054 or (866) 223-4347.