To:	IEHP IPAs
From:	IEHP – EDI Team and Provider Delegation
Date:	January 18, 2022
Subject:	**Please Respond: IEHP Claim Misdirect Notification Enhancement**

ACTION REQUIRED!

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). The goal of this change is to improve claim payment efficiency and prevent unnecessary labor-intensive delays and administrative costs for Provider claim reimbursement.

IEHP will be implementing an EDI output process where 837 claim files can be forwarded directly to IPAs as opposed to mailing. This added feature will add multiple benefits aimed at: reducing claim scanning and processing costs, accelerating the time to forward and receive a misdirected claim, and improve data integrity/quality by eliminating scanning OCR errors.

IEHP is requesting your feedback to a brief survey regarding your ability to receive IEHP's X12 837i or 837p format claims. Please respond Juan Ortega at Ortega-j2@iehp.org or Jessica Gonzalez at Gonzalez-j6@iehp.org by **January 25, 2022.**

Question 1:

Does your IPA currently receive an 837 claim file from a source other than IEHP? (Yes / No)

Question 2:

Can your IPA receive claim data in an 837i or 837p format? (Yes / No)

If you answered No,
Can you provide a timeframe for when your IPA will have the ability to receive claim data in an 837i or 837p format?

Question 3:

In what format are your claim payment explanations generated (i.e.: RA, Paper EOB, Portal)?

We are committed to providing quality service and appreciate your partnership and cooperation with this upcoming change.

If you have any questions, please do not hesitate to contact the IEHP EDI Team at edispecialist@iehp.org or Juan Ortega (Ortega-j2@iehp.org) and Jessica Gonzalez (Gonzalez-j2@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