To: All IEHP Providers & IPAs
From: IEHP – Provider Relations
Date: March 11, 2022
Subject: Coordination of Benefits with Other Health Coverage (OHC) – Medi-Medi Coverage Added to Provider Portal

Inland Empire Health Plan (IEHP) would like to alert you to an update on the Provider Portal regarding Other Health Coverage (OHC) for Medi-Medi Members.

Medi-Medi Members are Members who have their Medi-Cal benefit through IEHP but their Medicare coverage through another entity. **An OHC tab has been added to provide primary OHC for Medicare Parts A, B, C, and/or D for applicable Members.**

**How does this impact my practice?**

**Beginning March 14, 2022,** IEHP’s Provider Portal will display Medicare Part A, B, C and/or D coverage for Medi-Medi Members: Medi-Cal members who have primary Medicare coverage not through IEHP. Below are screen shots of how Medicare benefits will display specific to a Member’s coverage. A Frequently Asked Questions (FAQs) document is NOW available on the eligibility verification page of the Provider Portal.

**Eligibility Verification:**

Medicare Part A - Facility
Medicare Part B - Physicians
Medicare Part C - Medicare Advantage Plan
Medicare Part D - Drugs
As a reminder it is the Providers’ responsibility to review the information available through the OHC indicator to determine the responsible payer.

- **If primary OHC is present**, please contact the primary payer for any pre-service requirements (authorization, referral, etc.).
- **If the primary OHC issues a denial for the requested service**, obtain a copy of the denial and contact IEHP or delegated IPA to whom the Member is assigned for authorization.

State law requires Medi-Cal to be the payer of last resort for services in which there is a responsible third party, including Medicare. Medi-Cal Members with OHC must utilized their OHC for covered services prior to accessing Medi-Cal benefits.

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**

For questions, please contact your Provider Service Representative by calling the Provider Call Center at (909) 890-2054 or (866) 223-4347.