



**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

The screenshot displays the 'Eligibility Verification' page in the IEHP Provider Portal. At the top, it shows the search bar with 'IEHPID' and the date 'DOS: 02/04/2022'. The member information section includes fields for Member, CIN, Aid Code, Medicare ID, IEHP ID, Gender, County (San Bernardino), and Co-Pay (\$0.00). The Medicare status is shown as 'Status: ELIGIBLE on 02/04/2022' with a 'DOB' field and 'Plan: Medi-Medi'. A red circle highlights the 'OHC Yes (Details)' button, with a red arrow pointing to it. Below this, the 'Medi-Cal Eff. Date' is 02/01/2017 and the 'Directory ID' is N/A. The 'Other Health Coverage' section is expanded, showing 'Medicare Part A (Facility)' with a red circle around it and a black arrow pointing to it. Below this, fields for Payer (Medicare), Effective (Not Available), Expiration (Not Available), Policy Number, Group Number, Phone (Not Available), and Address (Not Available) are visible.

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 utilize 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](http://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.