IE♥HP

We heal and inspire the human spirit.

To:	All IEHP PCPs
From:	IEHP – Provider Relations
Date:	October 19, 2022
Subject:	**Public Health Emergency (PHE) Ending Soon – Help Your Members Reenroll!**

With the **Public Health Emergency (PHE)** currently forecast to end January 11, 2023, Inland Empire Health Plan (IEHP) is requesting Provider assistance in encouraging Members to keep their contact information up to date and submit their Medi-Cal renewal applications timely.

Here are a few simple steps to ensure our Members stay with IEHP and continue to receive optimal care:

> - **Remind Members to keep their contact information up to date with their county Medi-Cal office now to ensure they receive their renewal application**. They can do this by:
>   - o Calling their County:
>   - San Bernardino County – 1-877-410-8829
>   - Riverside County – 1-877-410-8827
>   - o Visiting BenefitsCal.com
>   - o Calling IEHP Eligibility Renewal Support Team - 1-888-860-1296
>
> - When Member receives renewal packet, direct them to call IEHP Eligibility (1-866-294-4347) for assistance with completing it.
>
>   IEHP will also be doing outreach to applicable Members to assist.

We will place an alert on the Provider Portal when checking eligibility to help you remind Members to submit their Medi-Cal renewal application.

If Members are disenrolled, they will have 90 days from disenrollment to cure this and have their coverage retro activated.

If you have questions, please reach out to your Provider Service Representative or the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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