



*We heal and inspire the human spirit.*

**To:** All IEHP PCPs  
**From:** IEHP – Provider Relations  
**Date:** November 10, 2022  
**Subject: REMINDER: Help Your Members Update Their Contact Information!**

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Inland Empire Health Plan (IEHP) understands it can be challenging to obtain the most up-to-date contact information for Members.

As the Public Health Emergency (PHE) is planned to end in January 2023, Members will begin to receive Medi-Cal renewal applications. **We need your help to tell your patients, our Members, to update their contact information to avoid any gaps in care and coverage.**

**Remind Members to keep their contact information up to date with their county Medi-Cal office now to ensure they receive their Medi-Cal renewal application.**

- Call the County:
  - San Bernardino County – 1-877-410-8829
  - Riverside County – 1-877-410-8827
- Visit [BenefitsCal.com](https://www.benefitscal.com)
- Call IEHP Member Services - 1-888-860-1296

When Members receive a Medi-Cal renewal packet, direct them to call IEHP Eligibility (1-866-294-4347). We can assist with completion!

IEHP will also be outreaching to Members who are up for renewal to assist.

**We will place an alert on IEHP’s secure Provider Portal eligibility verification to help you remind Members to submit their Medi-Cal renewal application.** If Members are disenrolled, they will have 90 days from disenrollment to reverse 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](mailto:ProviderServices@iehp.org)

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