



We heal and inspire the human spirit.

To: Select DualChoice PCPs
From: IEHP – Provider Relations
Date: November 23, 2022
Subject: **Dual Choice ID Cards Reissued due to PCP Assignment Error**

Inland Empire Health Plan (IEHP) would like to notify you of an error that occurred during the printing of Member ID cards in preparation for the Cal MediConnect to D-SNP transition effective January 1, 2023.

IEHP's system generated new ID cards with incorrect assigned PCP information for a small number of your Members.

IEHP immediately reissued corrected ID cards to the impacted Members. Members' eligibility and assignment to your practice was not impacted and reflects accurately on IEHP's secure Provider Portal.

We apologize for the error and inconvenience. If a Member has any concerns about this matter, please direct them to contact IEHP Member Services at (877) 273-4347.

Thank you for your continued partnership in providing optimal care so our Members can enjoy vibrant health.

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

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