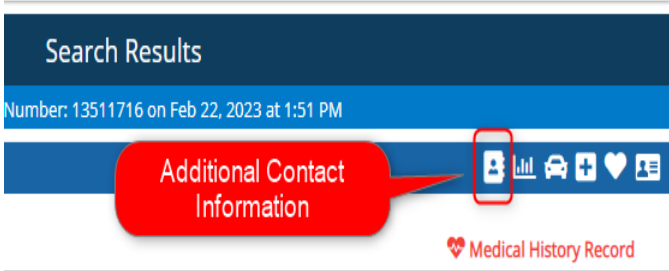




We heal and inspire the human spirit.

To: All PCPs
From: IEHP – Provider Relations
Date: February 23, 2023
Subject: **Alternate Contact Information for Members Now Available!**

To make contacting and scheduling appointments with Members easier, Inland Empire Health Plan (IEHP) has added alternate contact information to Provider Portal’s Eligibility page. This alternate contact information was derived from multiple sources and can be accessed by clicking the address book icon, pictured below:



Additional Contact Information [X]

Alternate Phone Numbers

Phone Number	Type	Source	Date Received
[REDACTED]	Home	Member Reported	07/21/2022
[REDACTED]	N/A	HIE-Manifest Medex	06/01/2021

Alternate Addresses

Address	Source	Date Received
[REDACTED]	PBM-SS&C	08/16/2022
[REDACTED]	HIE-Manifest Medex	06/01/2021
[REDACTED]	Meditrac	05/17/2021
[REDACTED]	CMS	04/21/2019

[CLOSE]

Public Health Emergency Ending Soon!

With the PHE ending soon, Members will begin the Medi-Cal redetermination process that was suspended in March 2020. **To avoid gaps in care and possible loss of Members assigned to your panel**, urge Members to keep their contact information up-to-date in order to receive their Medi-Cal renewal application.

Members can update their contact info by:

- Calling their County:
 - o Riverside: (877) 410-8827
 - o San Bernardino: (877) 410-8829
- Visiting [BenefitsCal.com](https://www.benefitscal.com)
- Calling IEHP Member Services: 1-866-294-4347

When a Member receives their renewal packet, please direct them to call IEHP Eligibility (1-866-294-4347) for assistance with completion.

All communications sent by IEHP can also be found on our website at: www.iehp.org > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org