



We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs

From: IEHP – Provider Relations

Date: March 27, 2023

Subject: **The PHE is ending - How Will this Affect your IEHP Members?**

For three years, Medi-Cal eligibility redetermination has been on hold and Members haven't needed to complete the annual eligibility renewal process to keep their IEHP benefits.

The Federal COVID-19 Public Health Emergency ends on May 11, 2023, and the annual Medi-Cal eligibility renewal process begins again.

In April 2023, San Bernardino and Riverside counties begin mailing Medi-Cal Annual Redetermination forms to Members whose renewal is due June 30, 2023. **And this means many of your IEHP Members could lose their eligibility.**

Let's partner to reduce the number of Members who are at risk of losing their IEHP Medi-Cal benefits. We want Members to stay assigned to your practice without interruption!

What Can Your Office Do To Retain Your Members?

- Urge Members to update their contact information with IEHP or their county office.
 - San Bernardino County –1-877-410-8829
 - Riverside County – 1-877-410-8827
- Refer Members to IEHP for assistance with redetermination applications. We have a team to help!
 - IEHP Eligibility - 1-888-860-1296
- Remind Members if they missed their redetermination due date, they have 90 days after the date to submit their forms and renew eligibility.
- Use Eligibility Alerts and Annual Eligibility Redetermination Rosters on IEHP's secure Provider Portal – **coming by May 2023!** These tools will help you proactively advise Members to submit their redetermination forms on time. We'll alert you when the tools are online.

IEHP is working proactively with our counties and community partners to help members keep their eligibility. We will provide updates on our strategies and work in the coming months.

Thank you for your partnership. Together we can help IEHP Members keep their benefits and assignment to your practice!

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.