



**To:** All IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** April 02, 2018  
**Subject:** **NEW Medi-Cal IEHP Member ID Cards**

As previously communicated, Inland Empire Health Plan (IEHP) is transitioning to a new Claims Processing and Customer Relationship Management System beginning **April 01, 2018**. As part of the changes, IEHP will start mailing new IEHP Member ID cards. IEHP Members will receive their new Medi-Cal Member ID cards within the first two weeks of April 2018.

**Expected changes from the Old to New IEHP Member ID Card:**

1. IPA Name (Medical Group) will be added to the ID cards
2. PCP Effective Date will be added to the ID cards
3. Member's Date of Birth (DOB) has been removed to not display any PHI in compliance with current regulations
4. Nurse Advice Line phone number has been moved to the back of ID card
5. The last two numbers of the Member ID number will change to "00"

Providers may access and print a temporary Member ID Card by visiting the IEHP Provider Portal when checking Member's Eligibility. The old IEHP Member ID cards are still acceptable; however, please encourage Members to use the New IEHP Member ID card.

**Please see an example of new ID card below:**

**NEW IEHP MEMBER ID CARD (FRONT AND BACK)**

**IEHP**  
A Public Entity

Name/Nombre: IEHP Member  
ID#: 20180112345600  
Doctor: IEHP Doctor  
Doctor Phone: 909-555-5555  
Medical Group: IEHP Medical Group  
Hospital: IEHP Hospital  
Plan Website: www.iehp.org

PCP Eff Date: 01/01/2018  
10015677

Copays: Rx: \$0 MD: \$0 RxBin: 600428  
ER: \$0 HOSP: \$0 RxPCN: 02550000

In case of an Emergency, call "911" or go to the nearest Hospital Emergency Room (ER).

Member Services: 1-800-440-IEHP (4347)  
or TTY 1-800-718-4347, 8am-5pm PST, Monday-Friday.

24-Hour Nurse Advice Line: 1-888-244-IEHP (4347)  
or TTY 1-866-577-8355.

En caso de emergencia, llame al "911" o acuda a la Sala de Emergencias más cercana.

Servicios para Miembro: 1-800-440-IEHP (4347)  
o TTY 1-800-718-4347, 8am-5pm PST, lunes-viernes.

Línea de Consejos de Enfermería las 24 Horas:  
1-888-244-IEHP (4347) or TTY 1-866-577-8355.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.