To: Medicare IPAs
From: IEHP – Provider Relations
Date: January 24, 2019
Subject: Provider Network Verification – Add all Urgent Care Facilities Contracted to Serve IEHP CMC Members

As has been communicated to you previously by your Provider Services Representative (PSR), Inland Empire Health Plan’s semi-annual Provider Network Verification and Update process is currently underway. IEHP requires that every IPA review their affiliated network as listed on IEHP’s secure Provider Portal and provide all updates required at this time.

We would like to draw attention to the Ancillary Network Verification portion of the process and request that all Medicare IPAs add all contracted Urgent Cares with your IPA under the Ancillaries tab of the Provider Network section on the IEHP Provider Portal. This is essential for IEHP’s Provider Directory and online Find a Doctor search to accurately display the Urgent Cares affiliated with your IPAs for our Members.

As a reminder, the last day for IPAs to complete the verification is February 22nd, 2019. The instructions are attached for your reference. Once completed, please inform your Provider Services Representative (PSR) so they may confirm and record your completion date.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: https://ww3.iehp.org/en/providers/correspondence/.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.
PROVIDER NETWORK on Provider Portal 2.0
Go to: https://providers.iehp.org/account/login
Enter Login ID & Password.
The ‘Provider Network’ feature is available in the Left Navigator as shown below.
1) Click ‘Provider Network’, would bring the user to the first menu item where the Provider Network Landing page resides.

If the IPA has child IPA's the dropdown will appear as shown above.

If you want the parent IPA, choose the dropdown value as blank or you can choose any child IPA's.
Welcome to IEHP’s new Provider Network Verification process

SELECT THE IPA: 07S

To better streamline the verification of our IPAs’ networks, we have created this new easy to use online process to replace the electronic spreadsheets and faxes that were previously forwarded. This verification online is required to be completed by the IPAs on a semi-annual basis in compliance with our Provider Directory and Specialty Network policies. The Provider Network Review includes a review of all primary care and specialists, contracted hospitalists and physician extenders.

Please verify all data under the three categories in the column at the left – Provider Network, Mandatory Specialties and Extenders – within the timeframe allowed for this process. When that time period has concluded, the records will not be able to be accessed and IEHP will begin its review of the submitted information.

If you have any questions about this new process, please contact the IEHP Provider Team at (909) 890-2054.
Submitting this form would mark the entry as complete in the ‘Extenders’ landing page.

5) Choosing the fifth sub menu item ‘Ancillaries’ under the ‘Provider Network’.

Clicking the ‘Provider’ List item, would lead to the Detail page where the provider could make updates.
Submitting this form would mark the entry as complete in the ‘Ancillaries’ landing page.
To add new ancillaries, click the ‘Ancillaries’ sub item and then click the ‘New Ancillary Additions’ button.

The new entry will show up once you click ‘Submit’ in the ‘Extenders’ landing page and marked as ‘Complete’.

6) Choosing the last sub menu item ‘Mandatory Ancillaries’ under the ‘Provider Network’.