



A Public Entity

Inland Empire Health Plan



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.



PROVIDER NETWORK on Provider Portal 2.0

The 'Provider Network' feature is available in the Left Navigator as shown below.

IEHP Provider Portal
Inland Empire Health Plan

Welcome PrimeCare Medical Network Inc

My Account

3 Actions

Sign Out

Home

Eligibility

› Rosters

› Global Quality P4P

› **Provider Network**

› Authorizations

Census Reports

› Health Education

Welcome to Inland Empire Health Plan's Secure Provider Portal

IEHP's secure Provider Portal will allow you to review your IEHP Members' Health Records, for eligible Providers submit preventive care data through our Pay for Performance (P4P) program, review your claims status and remittance, obtain authorizations for IEHP Direct and much more. Stay up to date on the latest IEHP updates and information right here and thank you for your partnership in caring for IEHP Members.

Provider Alerts

1 Members have accessed the [Nurse Advice Line](#) in the past 5 days.

Provider Network Expansion Fund

To accommodate for the growing Medi-Cal population, IEHP has launched the Provider Network Expansion Fund Program. Additional information is available [here](#).

Department of Public Health

Public Health Advisory regarding Influenza and other Respiratory Viruses
[October 25, 2016 - Influenza and other Respiratory Viruses](#)

Updates

Looking for a form? All IEHP forms can be found by [clicking here](#).

[Provider Portal 2.0 Training Guide](#)

[Access Clinics Program Application](#)

REMINDER: Please submit your 2016 Provider Manual Acknowledgement of Receipt (AOR) on or before January 4, 2016. You may access the 2016 AOR by [clicking here](#).

Events and Training

December 12, 2016 - Board Meeting (San Bernardino)

December 23, 2016 - IEHP Holiday (Christmas Eve/Half Day - Closed at 1:00PM)

December 25, 2016 - IEHP Holiday (Christmas Day)

December 26, 2016 - IEHP Holiday



PROVIDER NETWORK on Provider Portal 2.0

- 1) Click 'Provider Network', would bring the user to the first menu item where the Provider Network Landing page resides.

The screenshot shows the IEHP Provider Portal 2.0 interface. The top navigation bar includes the IEHP logo, the text "Provider Portal", and user information: "Welcome PrimeCare Medical Network Inc". There are also icons for "My Account", "Actions", and "Sign Out".


The left sidebar menu is expanded to show "Provider Network" in orange. Below it, "Provider Verification" is highlighted in blue. Other menu items include Home, Eligibility, Rosters, Global Quality P4P, Mandatory Specialties, Extenders, Ancillaries, Mandatory Ancillaries, Authorizations, Census Reports, and Health Education.







The main content area is titled "Provider Network" and contains a heading: "Welcome to IEHP's new Provider Network Verification process". Below this heading is a dropdown menu labeled "SELECT THE IPA :". The dropdown is open, showing a list of IPAs: 02S, 03S, 04S, 05S, 06S, 07S, 08S, 09S, 10S, 11S, 12S, 13S, and 14S. The text below the dropdown reads: "To better streamline the verification of our IPAs' network process to replace the electronic spreadsheets and fax verification online is required to be completed by the IPAs in our Provider Directory and Specialty Network policies. review of all primary care and specialists, contracted h... Please verify all data under the three categories in the Mandatory Specialties and Extenders – within the time period has concluded, the records will not be able to b... submitted information. If you have any questions about this new process, please contact the IEHP Provider Team at (909) 890-2054."

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.



 **Provider Portal**

 Welcome PrimeCare Medical Network Inc  **A**  **A**  My Account  Actions  Sign Out

- Home
- Eligibility
- > Rosters
- > Global Quality P4P
- > **Provider Network**
- Provider Network**
- Provider Verification
- Mandatory Specialties
- Extenders
- Ancillaries
- Mandatory Ancillaries
- > Authorizations
- Census Reports
- > Health Education

Provider Network

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.



PROVIDER NETWORK on Provider Portal 2.0

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'.

The screenshot shows the IEHP Provider Portal interface. The top navigation bar includes the IEHP logo, 'Provider Portal', and user information: 'Welcome PrimeCare Medical Network Inc', 'My Account', 'Actions', and 'Sign Out'. A left sidebar menu is open, showing 'Provider Network' expanded with sub-items: 'Provider Network', 'Provider Verification', 'Mandatory Specialties', 'Extenders', 'Ancillaries' (highlighted in orange), 'Mandatory Ancillaries', 'Authorizations', 'Census Reports', and 'Health Education'. The main content area is titled 'Ancillaries' and contains two sections:

Ancillary Network Verification for PrimeCare of San Bernardino

****Click The Provider Link To Verify Or Update Information**

| Provider | Specialty | Hospital | Complete |
|---------------------------------------|-------------|----------|--------------------------|
| Urgent Family Care | Urgent Care | N/A | <input type="checkbox"/> |
| Mountain View Urgent Care Group Inc | Urgent Care | N/A | <input type="checkbox"/> |
| West Point Medical Center Urgent Care | Urgent Care | N/A | <input type="checkbox"/> |

New Ancillary Additions for PrimeCare of San Bernardino

****Click The Provider Link To Verify Or Update Information**

| Provider | Specialty | Hospital | Complete |
|---------------------------------------|-----------|----------|----------|
| **No Specialty Network for 07S | | | |

[New Ancillary Additions](#)

Clicking the 'Provider' List item, would lead to the Detail page where the provider could make updates.



IEHP Provider Portal | Welcome PrimeCare Medical Network Inc | My Account | Actions | Sign Out

- Home
- Eligibility
- > Rosters
- > Global Quality P4P
- ▼ Provider Network
 - Provider Network
 - Provider Verification
 - Mandatory Specialties
 - Extenders
 - Ancillaries**
 - Mandatory Ancillaries
- > Authorizations
- Census Reports
- > Health Education

Ancillaries

Ancillary Verification For PrimeCare Of San Bernardino

| | | | | |
|-----------------------|--|-----------------------|---|---|
| Ancillary Name | <input type="text"/> | Effective Date | <input type="text"/> | |
| Address | <input type="text"/> | City | <input type="text" value="San Bernardino"/> | |
| Specialty 1 | <input type="text" value="Urgent Care"/> | Zip | <input type="text" value="92408"/> | |
| Updates | <input type="text"/> | | | |
| | Phone | <input type="text"/> | Fax | <input type="text" value="0000000000"/> |
| | Clinic Name | | | <input type="text"/> |

Submitting this form would mark the entry as complete in the 'Ancillaries' landing page.



PROVIDER NETWORK on Provider Portal 2.0

To add new ancillaries, click the 'Ancillaries' sub item and then click the 'New Ancillary Additions' button.

The screenshot shows the IEHP Provider Portal interface. The top navigation bar includes the IEHP logo, 'Provider Portal', and user information: 'Welcome PrimeCare Medical Network Inc', font size controls, 'My Account', 'Actions', and 'Sign Out'. A left sidebar menu lists various options, with 'Ancillaries' highlighted in orange. The main content area is titled 'Ancillaries' and contains a form titled 'Ancillary Verification For PrimeCare Of San Bernardino'. The form includes the following fields:

- Ancillary Name**: A single-line text input field.
- Effective Date**: A date selection field.
- Address**: A single-line text input field.
- City**: A single-line text input field.
- Zip**: A single-line text input field.
- Phone**: A single-line text input field.
- Fax**: A single-line text input field.
- Specialty 1**: A single-line text input field.
- Clinic Name**: A single-line text input field.
- Updates**: A large multi-line text area for additional information.

A 'Submit' button is located at the bottom center of the form.

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'.