



IEHP

A Public Entity
Inland Empire Health Plan

GLOBAL
QUALITY
P4P



To: IEHP Primary Care Providers (PCPs)

From: IEHP – Provider Relations

Date: June 11, 2019

Subject: FYI -Memo Sent to Clearinghouses

Inland Empire Health Plan (IEHP) has been receiving several questions and inquiries on how to submit corrected claims and encounters. To provide guidance on submitting complete and accurate data that impacts P4P reporting in addition to overall encounter quality, IEHP sent a memo to Clearinghouses with instructions for the 2 scenarios outlined below. Please work with your Clearinghouses to ensure corrections are submitted based on these guidelines.

- 1) **Correcting Original Claim or Encounter Rejected by IEHP:**
 - If initial claim is rejected by IEHP, send corrected claim as an Original submission.

- 2) **Submitting additional service lines not captured in Original claim accepted by IEHP:**
 - If original claim is accepted but missing services lines, send a new claim (paper or electronic) containing **only** the additional service lines (excluding service lines previously accepted).

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/plan-updates>.

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