



To: IPAs and All IEHP Providers
From: IEHP – Provider Relations
Date: May 30, 2019
Subject: **State Eligibility File Delay: Effect on Member Eligibility Status**

The DHCS monthly Eligibility files received today on May 30th, provided a short timeframe for IEHP to process the June 2019 monthly eligibility files. IEHP is currently processing the files, however, this lateness will impact the availability of the June 2019 data via IEHP web portal as well as the outbound eligibility files.

IEHP's web portal will reflect June eligibility updates as the State eligibility files are being processed. The Eligibility files normally sent on the last day of the month will be delayed and send on or before June 2, 2019.

To avoid delay in Members' access to care, please check the State's Automated Eligibility Verification System (AEVS) to confirm if Member is active and eligible with IEHP prior to rendering services. IEHP will honor claims submitted on behalf of services rendered during this time as long as the eligibility confirmation number is retained and reported by the Provider.

Thank you for your understanding and for taking care of our Members. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.