To: Medi-Cal IPAs and Providers
From: IEHP – Provider Relations
Date: December 21, 2020
Subject: IEHP Remittance Advice Changes

In April 2020, DHCS released APL 20-010 COST AVOIDANCE AND POST-PAYMENT RECOVERY FOR OTHER HEALTH COVERAGE (OHC) that supersedes policy letter 08-011.

To comply with the requirements in the APL, effective January 4, 2021, IEHP will display OHC information in the remittance advice to Providers when a claim is denied due to the presence of OHC. OHC information includes, but is not limited to:

- OHC Carrier Name
- Member ID Number
- Effective Date of Coverage
- Group Number
- OHC Contact and Billing Information

Below is an example of how the information will display on the Remittance Advice.

*Please note that if the primary coverage is Medicare, that will not currently display on the RA. IEHP will be adding primary Medicare coverage to RAs in the near future.

Important Reminder:
- Details of Members’ OHC can be obtained the following ways:
  - Log on to IEHP’s Provider portal at www.iehp.org;
  - Call IEHP’s Provider Relations Team at (909) 890-2054;
  - Log on to DHCS’s Automated Eligibility Verification System (AEVS) at https://www.medi-cal.ca.gov/MCWeb/Login.aspx,
- Claims for Members who have OHC should first be billed to the primary carrier. IEHP should be billed as the secondary carrier once the primary payer has made a payment or denial determination.
• Providers can identify IEHP Medi-Cal Members with primary Fee for Service or Part C Medicare coverage by the issued ID cards which indicate “Medi-Cal / Medicare – Medicare Primary”.

OHC information known to DHCS is provided to all plans on a monthly basis. IEHP has incorporated the OHC information provided by DHCS into its systems for multiple purposes. If you feel the primary OHC information is incorrect, please notify IEHP’s Provider Relations Team at (909) 890-2054 so that the information can be verified.

IEHP’s Frequently Asked Questions (FAQs) regarding OHC is available at: https://iehp.org/en/providers/provider-resources?target=claims

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

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