



To: Behavioral Health Providers
From: IEHP – Provider Relations
Date: April 9, 2020
Subject: **Claims Processing Timeframes**

IEHP appreciates your partnership in continuing to care for our Members, especially in these challenging times.

Due to a technical glitch, we experienced an issue with the processing of Behavioral Health claims submitted through IEHP’s portal with a POS 02 (the claims mistakenly entered the system with a POS - 2) but we are happy to report that the concern is being addressed and claims submitted through the portal after March 12th, 2020 will be processed for payment by next week.

IEHP is in the process of updating our rates for POS 02 to ensure that the rate paid is in line with the rate paid for “in-person” services. We do not have this configuration complete yet but this will be done shortly and all impacted claims will be reprocessed to ensure the “in-person” rate is paid.

Thank you for your patience and again, the services you are providing via telehealth to our Members.

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 **or** www.iehp.org > For Providers > Plan Updates > Correspondence > Coronavirus (COVID-19) Advisory.

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