

IEHP Member Portal Guide

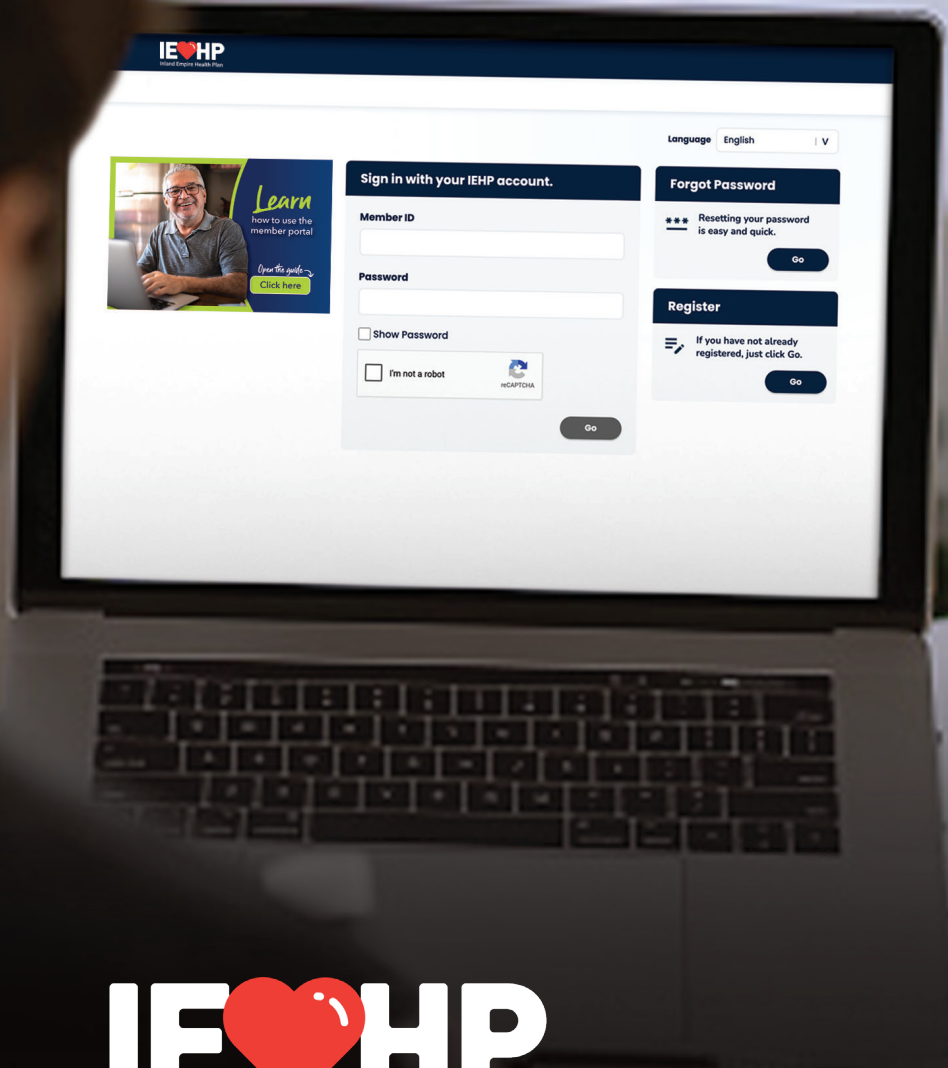


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Why Start a Member Account?

Take control of your health care with the self-service features offered through the member portal. You can change your doctor, view health records and more!

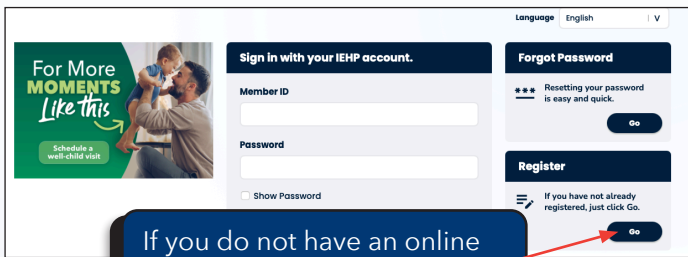
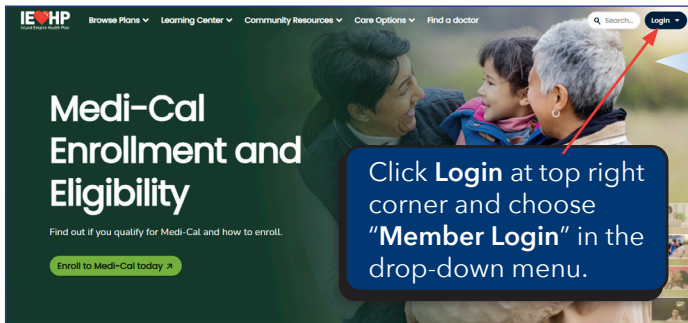
BACKGROUND: If you're new to IEHP, we suggest that you set up an online account for quick, secure and easy access 24/7.

If you're already an IEHP member, you'll find out how simple it is to set up an online account on our secure portal. Your information will be at your fingertips - day or night.

Users: All members like you who use our portal have a Manage My Account page where they can handle things themselves like changing their password, updating the email address and more.

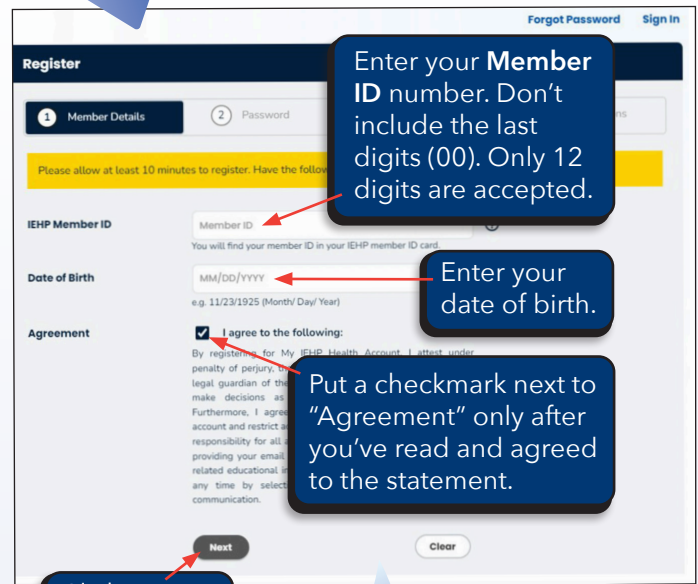
How to Register for an Account

1 Find the member portal at iehp.org.



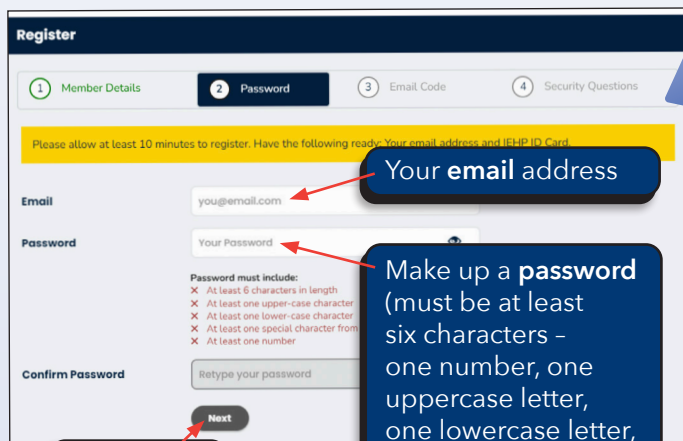
NOTE: Each member will need their own email address to create an account.

2 Fill out member details:



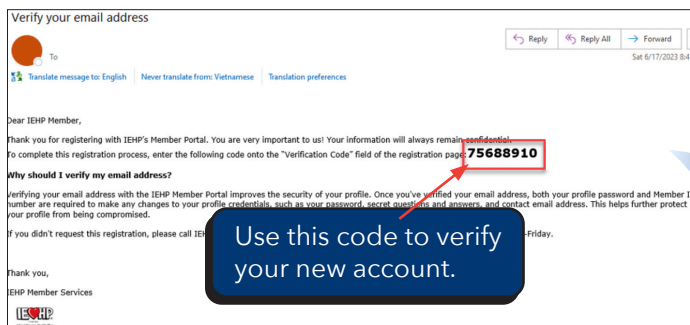
Click **Next** to continue.

3 Create a Password:



Click **Next** to continue.

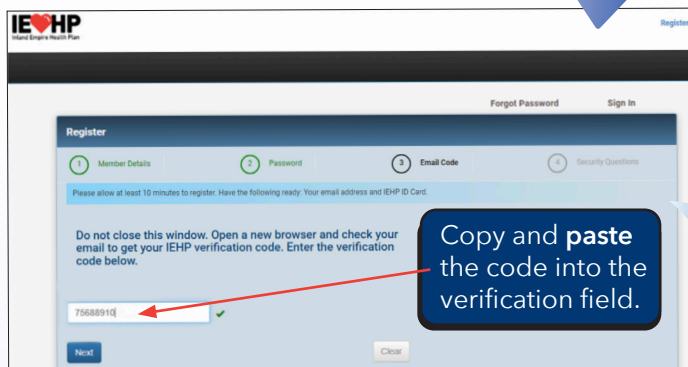
Confirm Your Account Has Been Created



1

Look for an email from **portaladmin@iehp.org** with a code.

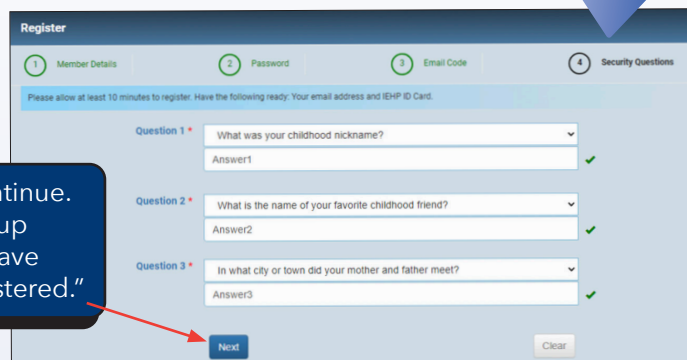
Use this code to verify your new account.



2

Enter Code

Copy and paste the code into the verification field.



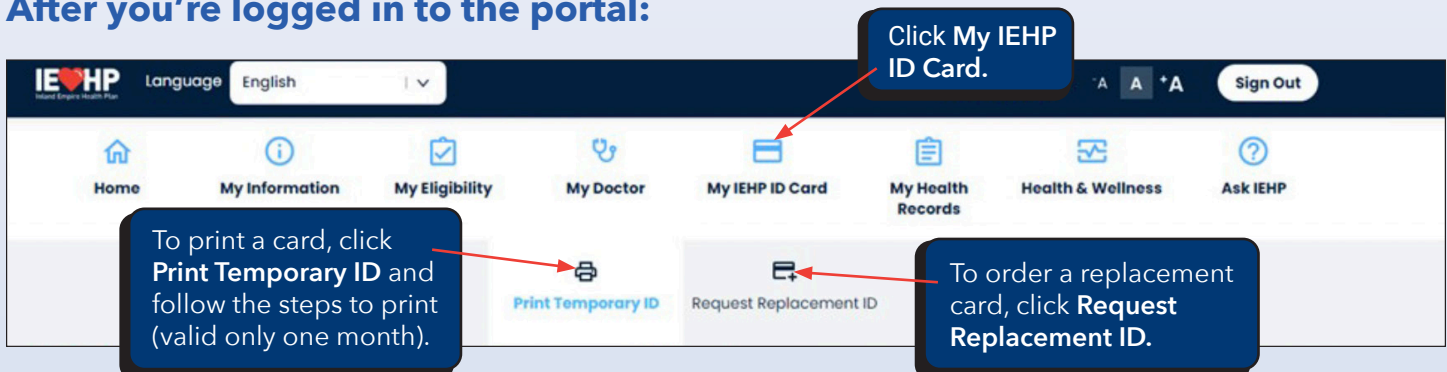
3

Answer 3 questions to keep your account secure.

Click **Next** to continue. You'll see a pop-up message: "You have successfully registered."

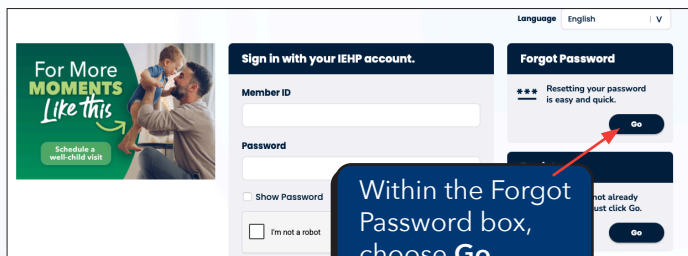
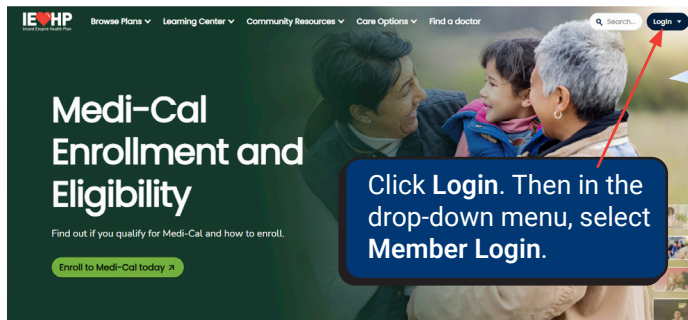
Request a Member Card

After you're logged in to the portal:



Reset Your Password

1 Once you're on the ieh.org main page,



2 Enter this information:

The screenshot shows the 'Password Reset' form with four callout boxes: "Your email address" pointing to the Email field, "Member ID number - only 12 digits; do not include the last two digits of the ID (00)." pointing to the IEHP Member ID field, "Your Date of Birth" pointing to the Date of Birth field, and "Click Next." pointing to the Next button.

You will receive an email with a verification code.
Copy and paste that code into the Code field.
Click Next. If the answer given is correct, you'll see a green check mark.

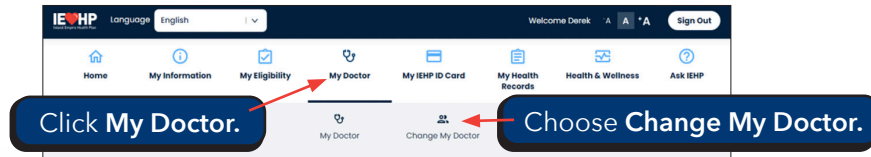
3 Create and confirm a new password.

The screenshot shows the 'New Password' form. A blue callout box with white text lists the requirements for the new password: "The new password must contain the following: - At least six characters in length - One number - One uppercase character - One lowercase character - One special character (for example: !@#\$\$%&*)".

A message will appear that says, "You have successfully reset your password. Please sign in."

Change Your PCP

1 After you're logged in to the portal,



Use the filters to find a doctor near you and narrow down your preference.

2

A screenshot of the 'Doctor Search' filter form. It includes a location input field with '9655 9TH AVE HESPERIA, CA 92345', a distance slider set to 5 mi (with 1 mi and 20 mi markers), and several dropdown menus for 'Doctor's Speciality', 'Doctor's Gender', 'Doctor's Language', and 'Affiliated IPA'. A 'Search' button is at the bottom.

After you pick your filters, click **Search** and a list of providers will appear below the map.

3

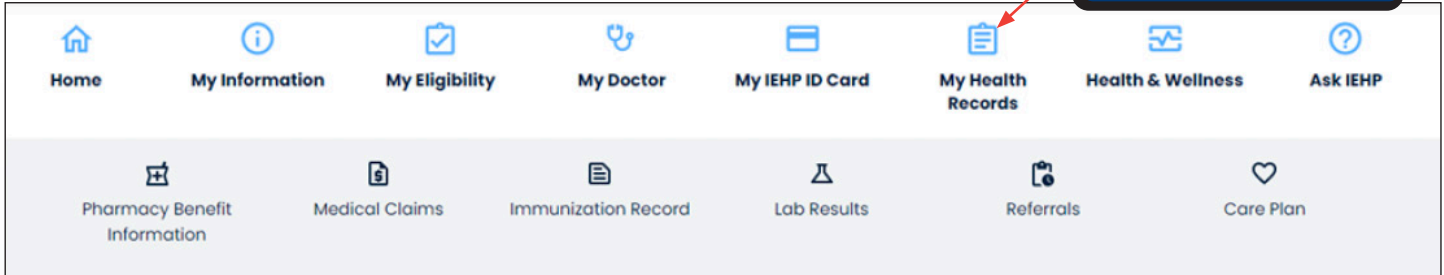
A screenshot of a doctor's profile page for 'Gevorkian, Artin'. It shows provider details, specialties (Internal Medicine, Family Practice), board certification, spoken languages (English, Armenian), gender (Male), doctor NPI (1578530291), and license (A94838). It also lists location, address (17095 Main St, Hesperia, CA 92345), phone (760) 241-6666, and fax (760) 948-4616. At the bottom, there is a 'Change to this Doctor' button.

You can also choose your desired IPA or hospital, then click Change to this Doctor at the bottom of the page.

View Health Records

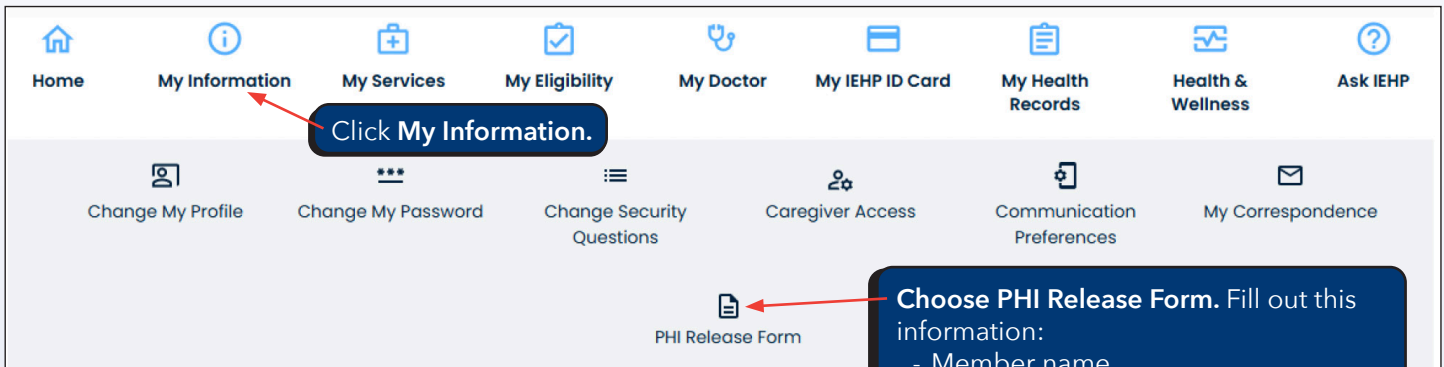
You can view information like pharmacy benefit details, medical claims, shot records, lab results and referral authorizations (for IEHP Direct members).

After you're logged into the portal, simply click **My Health Records** and a category beneath it.



Request PHI Form

Once logged in to the portal:



Click My Information.

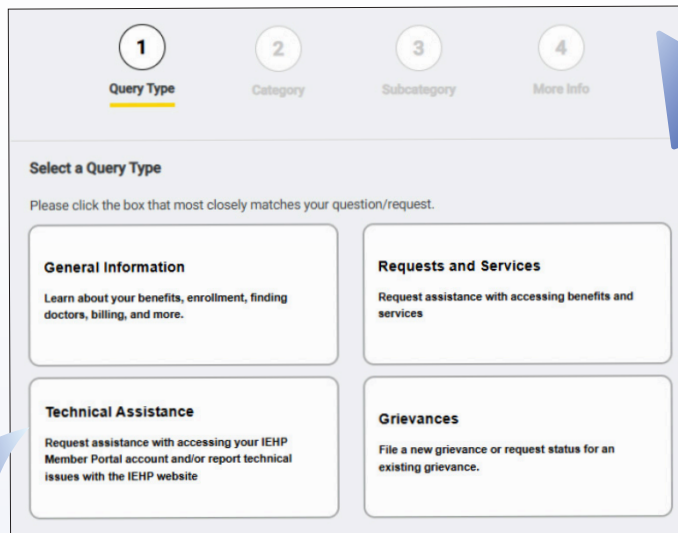
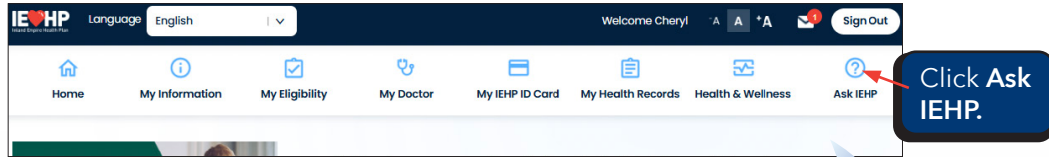
Choose PHI Release Form. Fill out this information:

- Member name
- Member ID number or last four digits of Social Security number (SSN)

NOTE: The PHI form is not available in the IEHP Smart Care app.

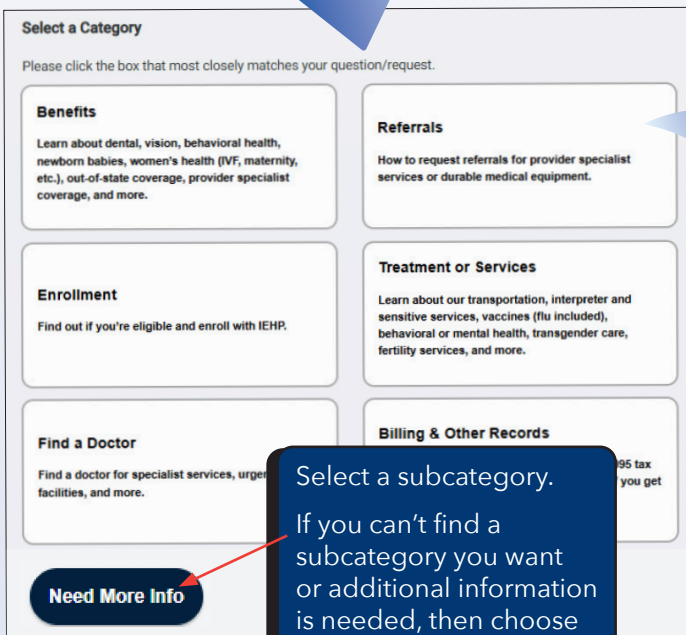
Message Us

1 If you have questions, send them through the Ask IEHP option in the member portal. Follow these simple steps:



2 Choose your query type.

3 Select a category.



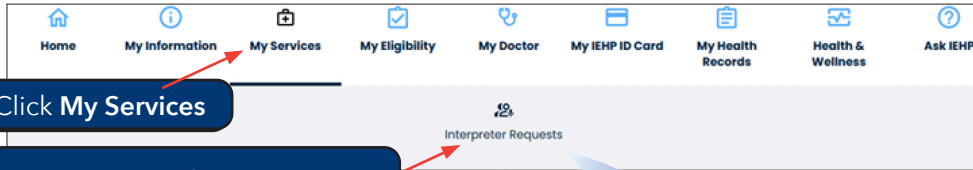
Select a subcategory.
If you can't find a subcategory you want or additional information is needed, then choose **Need More Info**.

4 Complete the following:



Request Interpreter Services

1 Make a request:



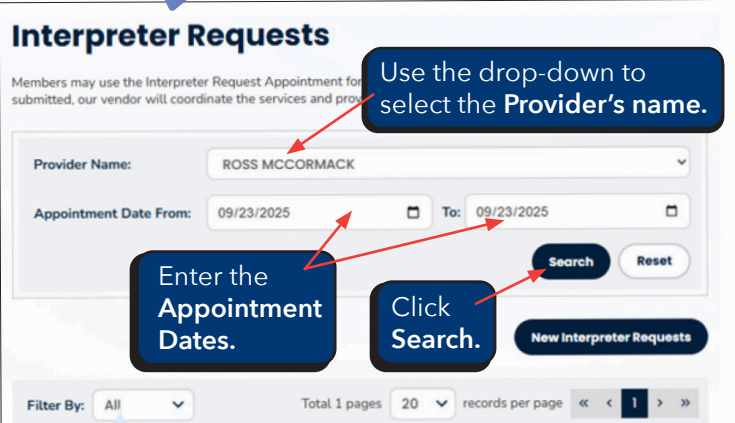
Click **My Services**

Choose **Interpreter Requests**. Once you're logged into the portal, you can use it to:

- Search for an existing interpreter request.
- Submit new requests.
- View the status of a request.
- Cancel or reschedule.

All interpreter requests need to be made at **least five days in advance!**

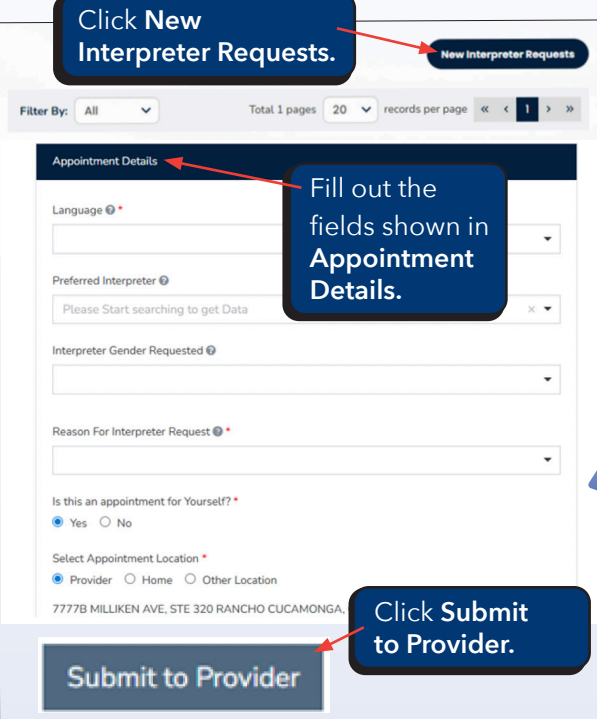
2 To search for an existing request:



Use the drop-down to select the **Provider's name**.

Enter the **Appointment Dates**.

Click **Search**.



Click **New Interpreter Requests**.

Fill out the fields shown in **Appointment Details**.

Click **Submit to Provider**.

3 To submit a NEW interpreter request:

Why Your Account Can't Be Deleted

Accounts will be inactive once a member is no longer eligible for coverage.

Member accounts cannot be deleted due to regulatory and audit reasons.

Frequently Asked Questions (FAQs)

Q How do I find an in-network doctor or specialist?

A Go to iehp.org and click "Find a doctor" on the menu next to our IEHP logo.

Q Is there any restricted information for members to be aware of when using the portal?

A To protect member privacy, Open Access members will not be able to register. Additionally, all sensitive information including laboratory results and referral history will be concealed.

Q When can members access the portal?

A Members can access the portal 24/7, but changes will only occur on business days.

Q If members make a change on the portal, such as editing their email address, when will the change take effect?

A Changes take effect by the next business day at 11 a.m. Only the most recent change will take effect.

Q How far back will members be able to view the RX information, lab results and immunizations?

- A**
- Lab results - full history prior to the past two weeks.
 - Prescriptions (for Medi-Cal members) and authorizations - past one year.
 - Immunizations - most recent shot records.

Q How often is the immunization record updated?

A Nightly

Q Can a family link their account together or will they have to open an account for each family member?

A An account must be created for each IEHP member - even if they are family members.

Q Can members view all their authorizations and referrals?

A Only members who are assigned to IEHP Direct can view their authorizations/referrals.

Q Can members order member materials through the portal?

A Members are still required to contact Member Services for member material orders, excluding Member Cards.

Have more questions? Please contact IEHP Member Services at 1-800-440-IEHP (4347), Monday-Friday, 7 a.m.-7 p.m., and Saturday-Sunday, 8 a.m.-5 p.m. TTY users should call 1-800-718-4347.

