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Inland Empire Health Plan

## FAQs for Provider Electronic Acknowledgement of Receipt (eAOR)

<i>Provider Manual Letter</i>	
<b>What is the Provider Manual Letter?</b>	It is a letter that IEHP sends out annually informing Providers that IEHP has updated the Medi-Cal and IEHP DualChoice Cal MediConnect Policy and Procedures Manual for 2021.
<b>Who does the Provider Manual get sent to?</b>	The following Provider types receive IEHP's Provider Manual: PCPs, Specialists, OB/GYNs, Behavioral Health, Vision, Direct Ancillary, Hospital, and IPAs.
<b>Why does IEHP send out the Provider Manuals?</b>	The policies and procedures incorporated in the manuals comply with National Committee for Quality Assurance (NCQA) standards and IEHP contract requirements from our State and Federal regulators. IEHP is required by State and Federal regulators to maintain an Acknowledgement of Receipt (AOR) file on our Providers in order to comply with this requirement.
<b>When does the 2021 Policy and Procedure Manual take effect?</b>	IEHP's 2021 Policy and Procedure Manuals become effective on <b><u>January 01, 2021.</u></b>
<b>Why is IEHP not sending out CD ROMs of the Provider Manual?</b>	To streamline the distribution process and to provide the Provider with the most updated Policies and Procedures electronically.
<b>Where can I find the 2021 Provider Manuals?</b>	The Provider Manual, Member Benefit Manual, and Regulatory Trainings can be found on the <a href="http://www.iehp.org">www.iehp.org</a> >For Providers> Provider Manuals.



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### *Provider Manual Letter Continued*

<p><b>What information is on the 2021 Provider Manual Tab?</b></p>	<ol style="list-style-type: none"> <li>1. January 2021 Policy and Procedure Manuals (Medi-Cal and IEHP DualChoice)</li> <li>2. Summary of Effected Changes</li> <li>3. IEHP Code of Business Conduct and Ethics</li> <li>4. Guidelines for Care Management Training</li> <li>5. Compliance Program Training (Fraud, Waste and Abuse, HIPAA Privacy and Security)</li> <li>6. Cultural and Linguistic (C&amp;L) Training</li> </ol> <p>Benefit Manuals are available to view on State and Federal links provided below:</p> <ol style="list-style-type: none"> <li>1. Medi-Cal - <a href="http://files.medi-cal.ca.gov/pubsdoco/Manuals_menu.asp">http://files.medi-cal.ca.gov/pubsdoco/Manuals_menu.asp</a></li> <li>2. IEHP DualChoice - <a href="https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html">https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html</a></li> </ol>
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### *Acknowledgement of Receipt (AOR) Form*

<p><b>What is the AOR Form?</b></p>	<p>The AOR form. allows Providers to attest that they acknowledge receipt of the 2021 Policy and Procedure Manuals. The Provider attests that they have read and reviewed electronic copies of the 2021 Policy and Procedure Manuals, Benefits Manuals, and Regulatory Trainings.</p>
<p><b>Who must fill out the electronic AOR Form?</b></p>	<p>Links and Access codes for the AOR Form have been sent via e-mail or mail to Primary Care Providers (PCPS), Specialists, Behavioral Health (BH), Vision, and Ancillary Providers. Please have an Administrator or Office Manager review and submit the AOR Form.</p> <p>Please Note that Hospitals and IPAs are excluded from filling out the AOR electronic. Hospitals and IPAs must fill out the Hospital/IPA AOR Form found here: <a href="http://www.iehp.org">www.iehp.org</a> &gt;For Providers&gt; Provider Manuals&gt;2021 Manuals. IPAs and Hospitals may submit completed AOR via email at <a href="mailto:providerservices@iehp.org">providerservices@iehp.org</a> or fax to (909) 296-3550</p>
<p><b>How often do I have to fill out the AOR Form?</b></p>	<p>The AOR form only needs to be filled out once every year. If a Provider is newly Contracted with IEHP on October 1, 2020 or after he/she must fill out the 2020 AOR and the electronic 2021 AOR.</p>



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## FAQs for Provider Electronic Acknowledgement of Receipt (eAOR)

### *Acknowledgement of Receipt (AOR) Form Continued*

<p><b>I am a Provider who only serves one Line of Business (LOB), do I have to attest for both Medi-Cal and Medicare Provider Manuals?</b></p>	<p>There is only one AOR Form to be filled out and will only apply to the LOB that you are contractually responsible for with IEHP.</p>
<p><b>Where can I access the AOR Form?</b></p>	<p>The AOR form can be found here: <a href="http://www.iehp.org">www.iehp.org</a> &gt;For Providers&gt; Provider Manuals&gt; General Information</p>
<p><b>Which Browsers are recommended to access the AOR Form?</b></p>	<p>The AOR form is best accessed on Google Chrome, Microsoft Edge, and Firefox. Please make sure your browsers are up to date.</p>
<p><b>How do I fill out the electronic AOR Form?</b></p>	<p>Instructions on how to fill out the form can be found here: <a href="http://www.iehp.org">www.iehp.org</a> &gt;For Providers&gt; Provider Manuals&gt; General Information</p>



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## FAQs for Provider Electronic Acknowledgement of Receipt (eAOR)

### *Acknowledgement of Receipt (AOR) Form Continued*

**What happens if I receive an error message?**

There are two error messages that you might come across.

1. “Case not found, please verify your access code.”

- This error message occurs if the user has entered the access code incorrectly. Access codes are case sensitive, please make sure you are entering your access code correctly.
- There is no limit on the number of attempts for entering an access code. However, once the form is accessed and submitted the access code is no longer valid.

Please enter the access code that you received in your email or letter.

Access Code

Submit

Case not found, please verify your access code.

Please contact the Provider Relations Team at (909) 890-2054 or via email at [providerservices@iehp.org](mailto:providerservices@iehp.org).

2. “Access code has already been used.”

- This error message appears when the access code has already been used and the AOR has been submitted. The date and time the AOR was Submitted is provided.

Please enter the access code that you received in your email or letter.

Access Code

Submit

Access code has already been used.

Please contact the Provider Relations Team at (909) 890-2054 or via email at [providerservices@iehp.org](mailto:providerservices@iehp.org) with the following information:  
Access Code:   
Date Submitted: 9/28/2020 10:21:13 AM

**I am uncomfortable submitting the AOR form electronically. Are there other ways to submit the AOR Form?**

Yes, a PDF copy of the AOR form can be found on the Provider Manual page. Please fill out and fax the completed form to (909) 296-3550 or e-mail the completed form to [providerservices@iehp.org](mailto:providerservices@iehp.org).



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## FAQs for Provider Electronic Acknowledgement of Receipt (eAOR)

### *Contact Us*

**Help! My question  
wasn't listed above.**

You can contact IEHP's Provider Relations Team at:

- E-mail address: [providerservices@iehp.org](mailto:providerservices@iehp.org)
- Phone Number: (909) 890-2054