



To: IEHP Pharmacy Provider Network
From: IEHP Pharmaceutical Services
Date: December 19, 2022
Subject: Claims Rejected in Error

Dear IEHP Pharmacy Provider,

IEHP and our PBM experienced issues with processing some claims for DualChoice Cal MediConnect lines of business beginning December 18th, 2022 which resulted in claims rejecting for Error Code 65 (NCPDP 71) - PRESCRIBER NOT ELIGIBLE ON DATE FILLED and Error Code 397 (NCPDP 42) - PRESCRIBER ID NOT ACTIVE ON DATE FILLED. Resolution of this issue is still pending. IEHP and our PBM are working diligently and will provide notification once it has been resolved.

For claims rejected beginning December 18th, 2022 for the above reason, IEHP allows pharmacies to dispense a 72-hour supply in situations such as these. Please ensure IEHP Members receive the medication based on your professional judgement.

If you have any additional questions, please feel free to contact us at (909) 890-2049 between 8:00 AM - 5:00 PM Monday through Friday. Thank you for your attention to this matter.

Sincerely,
IEHP Pharmaceutical Services