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**To:** All IEHP Pharmacy Providers  
**From:** IEHP Pharmaceutical Services  
**Date:** March 30, 2023  
**Subject:** DualChoice (HMO D-SNP): Known billing issue

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Dear IEHP Pharmacy Providers,

There is a known issue for some IEHP DualChoice Members. Some pharmacies are unable to perform Coordination of Benefits (also known as split billing) for Medicare Part B benefits (such as test strips). **Do not charge IEHP DualChoice Members the coinsurance.**

Please call IEHP Medicare Member Services at 1-877-273-4347 and ask to speak to a pharmacy team member. They will help resolve the issue.

Sincerely,

IEHP Pharmaceutical Services