



To: All IEHP Pharmacy Providers
From: IEHP Pharmaceutical Services
Date: June 05, 2024
Subject: DualChoice (HMO D-SNP): Known billing issue

Dear IEHP Pharmacy Providers,

There is a known issue for some IEHP DualChoice Members. Some pharmacies received an error message of “claim not processed” on May 29th, 2024. Please reprocess these claims. If assistance is needed, please use the contact information below:

IEHP Member	Please Contact	Phone Number
Medicare	MedImpact Pharmacy Help Desk	1- 888-495-3147 Available 24 hours a day, 7 days a week, 365 days a year

Sincerely,

IEHP Pharmaceutical Services