




We heal and inspire the human spirit.

To: Direct PCPs
From: IEHP – Grievance and Appeals
Date: May 13, 2024
Subject: Now Available – Respond to IEHP Direct Grievances via the Provider Portal

We are pleased to announce it is now possible, to **respond to IEHP Direct grievances and review the resolution letter, via the Provider portal.**

The G&A roster offers:

1. “More Options” opens a field that defaults to 3 years (1095 days) or opt to enter a custom date range.
2. There is a quick snapshot of Open and In Progress case counts.
3. Columns are sortable with status alerts indicating New, In Progress, Cancelled (Member has withdrawn their complaint and issue was resolved), Resolved. Overdue cases are denoted as “In Progress” with an .
4. Click the magnifying glass or the [blue](#) Grievance ID to view the case details.

Viewing Grievances

- If the Grievance is Resolved or Cancelled, it will be in “read-only” format.
- Although it is not editable, the Grievance Summary Form (GSF) can be viewed and/or downloaded (scroll down)

Responding to Grievances

Grievances require a Provider response **within 14 days**, unless Expedited, when IEHP’s team contacts the Provider directly to ensure a 72-hour response time.

1. By clicking on the either the Grievance # G000000000000 or clicking the magnifying glass, the case will open.

Grievance ID	Member	LOB	GSF Sent Date	GSF Due Date	Status
01. G2	[Redacted]	Medicare	04/26/2024	05/10/2024	In Progress

Grievance ID: G2
Editable

NOTE: New and In Process Grievances are Editable

2. Providers can view and download the GSF by scrolling or clicking “Expand to View.”

Please note **The Grievance Response Date**

Grievance Summary Form (GSF)

Comments:

Grievance Response Required by:
05/03/2024

Instructions:
(1) Review the Grievance Summary Form (see next page)

Expand to View

3. Providers can type their response to the grievance in the Response box.

Response

Please type your response...

Free Text Box

4. Providers can support their response to the Member’s grievance by attaching any of the following documents, as applicable:

- Progress Notes
- Communication Log/ Call Notes
- Diagnostic Testing
- Referral Log
- Referral
- Front Office Sign In Sheet
- Appointment Log
- Rx History
- Office Policy
- Other documents as relevant

Upload Documents

Note: Up to 8 PDF files, 10 MB per file maximum size. Dragging and dropping files into browser window may navigate away from page.

Your browser does not support this feature

Submit Cancel

5. Once the grievance is resolved, the Resolution letter will be available under Correspondence.



While all correspondence about a Direct Member grievance can now occur in the Provider portal, IEHP will continue to fax and email grievances and accept Provider responses via fax and email.

We hope the ability to respond to grievances via the Portal will make the grievance response process easier and more efficient. We appreciate your partnership and the care you provide to our community.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices