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To: All PCPs, Specialists & IPAs

From: IEHP – Provider Experience

Date: October 1, 2024

Subject: **Instructions for Member PCP or IPA Assignment Change Request**

Members are expressing concern to IEHP about being advised by Providers of an “issue with their eligibility” when the Members’ eligibility is active.

In a root cause analysis, IEHP found that when Providers are telling Members there is an eligibility issue, in most cases the intent is to direct the Member to change PCPs or IPA assignment so the Member can be seen for services.

If a Member contacts your office seeking services and there are concerns regarding their PCP or Medical Group/IPA assignment, please direct them to IEHP’s Member Services Department to request a PCP change instead of stating there is an eligibility issue. You can assist further by calling IEHP Member Services from your office while the Member is present to request a PCP/IPA change if needed.

By providing clear guidance and directing Members to the health plan for assistance in changing their PCP or Medical Group/IPA, you reduce confusion for the Member and enhance Member experience.

For your reference, please consider using the following sample language when guiding Members:

1. Your eligibility shows you are not assigned to our office. To request to change your Primary Care Physician (PCP) to our office, please contact IEHP Member Services.
2. To change your PCP within our IPA [Medical Group Name], please contact IEHP Member Services.

Our IEHP Member Services team is available by contacting the line of business affiliated with the Member’s eligibility: Medi-Cal (800) 440-4347; Medicare (800) 633-4227; IEHP Covered (855) 438-4347 or email MemberServices@iehp.org.

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 > News and Updates > Notices.