

**To:** Behavioral Health & Vision Providers  
**From:** IEHP – Provider Relations  
**Date:** October 1, 2025  
**Subject:** **New Portal Enhancement: Void/Replace Claim Submissions**

---

---

**BH & Vision Providers can now void or replace claims submissions!**

1. Log into the Provider Secure Portal
2. On the left-hand navigation panel, select “**Claims Status**”

**Claims Status**

**Do not bill and/or balance bill any active IEHP Member for covered benefits. For more information, please see [Provider Manual 18L F,G](#).**

Inland Empire Health Plan's (IEHP) Claims Status page offers a fast and convenient way to view the status of claims submitted for services. Claims status including "Received status" will be available 2-3 business days after an electronic claim is submitted.

**Learn about Claim Status Indicators:** **ACTIVE CLAIM** **VOIDED BY USER** **REPLACED BY USER**

**A** Enter IEHP ID, SSN, CIN, Check, Claim or Referral Number **C** **More Options** **B**

☐ Search by DOS (max 30 days) 09/12/2023 To 10/12/2023

**Search** **C**

3. List will default to previous day (1) of claims submission history
  - a. Search Box
    - IEHP ID
    - Social Security Number (SSN)
    - California Identification Number (CIN)
    - Check Number
    - Claim Number
    - Referral Number
  - b. The following features are available for advanced search for claims by clicking on “**More Options**”:
    - Providers may search by date as far back as needed, if the date range remains between 120 days (e.g. September 1, 2022 – December 31, 2022)

Search By: 01/06/2025 - 02/05/2025 (30 Days) x

1-20 of 20 Results

Primary DOS	Received	Provider	Member/IEHP ID	LOB	Claim Number	Billed Amount	Actions
01/13/2025	02/05/2025			IEHP Covered		\$40.00	ACTIVE CLAIM
12/30/2024	02/04/2025			Medi-Cal	0084118662	\$30.00	ACTIVE CLAIM
01/20/2025	02/04/2025			Medi-Cal	--	\$2.01	VOIDED BY USER

4. After searching for a claim's status, Providers can view more details regarding a claim.

a. The default display is twenty-five (25) per page. Providers may change pages to view additional claim statuses.

b. All columns are sortable

c. Statuses:

**Active:** An Active claim has been submitted and may be replaced or voided while in this stage.

**Voided by User:** A voided claim is one that was submitted but later voided by the user. It may not be reopened for further edits.

**Replaced by User:** A replaced claim is a claim that was initially submitted, corrected, and then resubmitted, overriding the initial claim.

**Learn about Claim Status Indicators:**

- ACTIVE CLAIM** An Active claim is one that has been submitted and may be replaced or voided while in this stage.
- VOIDED BY USER** A voided claim is one that was submitted but later voided by the user. A voided claim may not be reopened for further edits.
- REPLACED BY USER** A replaced claim is a claim that was initially submitted, corrected, and then resubmitted, overriding the initial claim.


d. Action Icons:

Edit (editable) 

View claim history 

Read Only (not editable) 

## 5. Viewing an Active Claim


Claims can be edited if Status is **Active**. To edit the claims, click the 

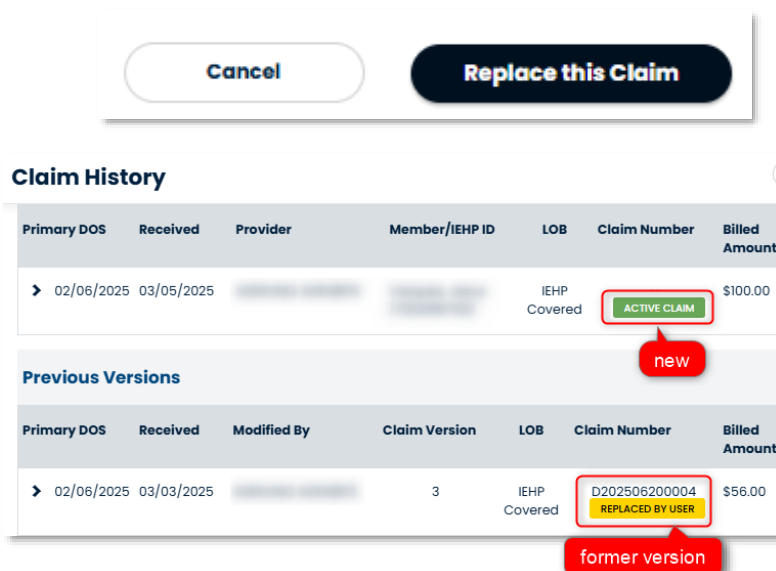
Original claim will populate with the option at the bottom to Replace this Claim or Void this Claim

Replace this Claim

Void this Claim

## 6. Replace a Claim

- If there was an error on the original claim submission, choose Replace this Claim and all editable boxes will open for the update to be made.
- Make correction
- Click **Replace this Claim** or **Cancel**
- If replaced, the claim will now show the status Active Claim on the Status page. To view the claim's history click the  icon



**Claim History**

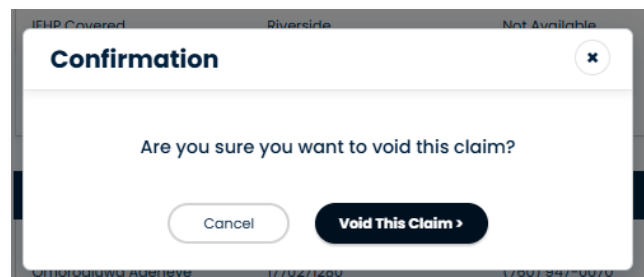
Primary DOS	Received	Provider	Member/IEHP ID	LOB	Claim Number	Billed Amount
> 02/06/2025	03/05/2025			IEHP Covered	<b>ACTIVE CLAIM</b>	\$100.00

**Previous Versions**

Primary DOS	Received	Modified By	Claim Version	LOB	Claim Number	Billed Amount
> 02/06/2025	03/03/2025		3	IEHP Covered	D202506200004 <b>REPLACED BY USER</b>	\$56.00

## 7. Void a Claim



- If claim was submitted in error and needs to be voided, choose **Void this Claim**
- Confirmation will pop up
- Cancel or Void this Claim
- New Status will be attached to Claim: **Voided by User**
- User will be able to view the claim history and
- view the claim in read-only. If needed, claim must be resubmitted as it can no longer be edited.



**Confirmation**

Are you sure you want to void this claim?

**Cancel** **Void This Claim >**

Primary DOS	Received	Provider	Member/IEHP ID	LOB	Claim Number	Billed Amount	Actions
> 01/13/2025	02/05/2025			IEHP Covered	-- <b>VOIDED BY USER</b>	\$40.00	 

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

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices