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To: Provider Network

From: IEHP – Provider Relations

Date: October 2, 2025

Subject: **REMINDER: Duplicate Claim Submissions**

IEHP has been receiving numerous duplicate claims prior to 30 days of the original submission. Please note that IEHP has 30 – 45 working days to process a claim. Additionally, IEHP acknowledges receipt of EDI claims within two days and paper claims within 15 days.

In an effort to minimize unnecessary handling of duplicate claims, IEHP requests that follow-up submissions be made within 30 or 45 days from the time of submission, depending on the contract status. This does not include replacement claims or provider disputes, which can be submitted at any time following the original claim determination.

Below are additional helpful tips that will streamline your claim submission.

- Replacement claims **cannot** be submitted via the Portal. Please send via a clearinghouse or mail it in.

- When submitting replacement claims, please include the correct resubmission codes (CMS 1500- 7, for UB-04- bill type xx7) to ensure proper processing

- Please include the Original Reference Number with your resubmissions

- Do not use the Provider Dispute Resolution process for replacement claims; this is only to dispute a claim decision.

Please note the following turnaround times on claims decisions:

- Contracted Providers: 45 working days prior to resubmitting
- Non-Contracted Providers: 30 days prior to resubmitting

Timely claim submissions, including follow-up claims, ensure accurate and efficient processing and prevent reimbursement delays, and help maintain compliance with plan requirements.

For more Claims information, please visit our website: Providerservices.iehp.org > Resources > Resources for Providers > Claims

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