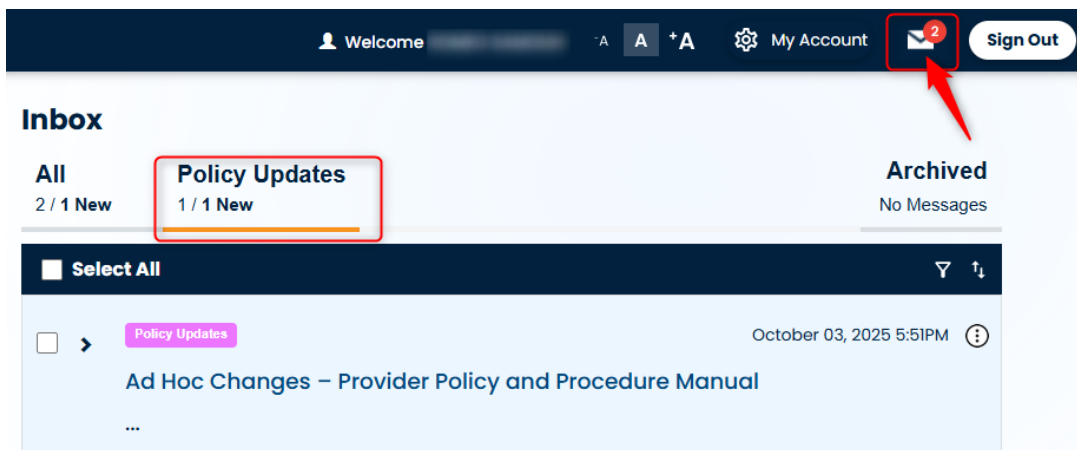


To: Provider Network
From: Provider Relations
Date: October 9, 2025
Subject: **NEW: Policy Alert Changes via Portal**

Effective October 1, 2025, providers will receive and access Policy Updates via the Provider Portal.

To enhance the timeliness and accessibility of important policy updates, we are transitioning from our current monthly Blastfax notifications to a new weekly messaging system. This will be available through our secure Provider Portal for easier access: **Portal Home Page > Message Center**



What's Changing:

- Current Process: Monthly policy updates sent via Blastfax.
- New Process: Weekly policy updates will be delivered through the Provider Portal's "Inbox" messaging feature. (see screenshot)

The final blastfax with policy updates will be sent on November 1, 2025, after which all future updates will be communicated through the Provider Portal.

This change allows for:

- Timelier communication of new or revised policies.
- Easier access to messages in a centralized and secure location.
- Reduced reliance on fax-based communication.

We encourage you to log in to the Provider Portal regularly to stay informed.

If you have not yet registered for portal access or require assistance, please contact the Provider Call Center at (909) 890-2054. For additional assistance, providers can reach out directly to their assigned Provider Relations Manager.

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