

To: Behavioral Health & Vision Providers
From: IEHP – Provider Relations
Date: October 16, 2025
Subject: New Portal Enhancement: Void/Replace Claim Submissions

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

NOTE: Only claims submitted via the Portal can be voided/replaced via the Portal.

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

Home

Eligibility

Care Management

Rosters

Encounter

Transportation

Pharmacy

Claims Status

Claim Disputes 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** **B** More Options

☐ 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

Cancel
Replace this Claim

Claim History

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

new

Previous Versions

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

former version

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	-- VOIDED BY USER	\$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

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