



We heal and inspire the human spirit.

To: Provider Network

From: IEHP - Finance

Date: October 23, 2025

Subject: Reminder: Accessing Remittance Advice via the Provider Portal

In our continuous efforts to enhance efficiency and improve security, **starting November 1, 2025, providers with access to the IEHP Provider Portal will no longer receive paper Remittance Advice (RA).**

If you do not have access to the IEHP Provider Portal and only receive paper RA, this change will not impact you. You will continue to receive paper RA unless you opt-in to receive electronic RA by sending a request to **EDI835@iehp.org**.

This transition aims to significantly lower administrative costs for IEHP while providing a more secure and efficient experience for our providers.

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