



*We heal and inspire the human spirit.*

**To:** Medi-Cal PCPs & IPAs  
**From:** IEHP – Provider Relations  
**Date:** December 11, 2025  
**Subject:** **ACTION REQUIRED: Remind Members Due for Medi-Cal Renewal - Renew Today!**

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We are requesting your partnership! Please advise your assigned members to **return their Medi-Cal renewal applications** in a timely manner to avoid potential interruptions in care.

As a result of HR1, **effective January 1, 2026** for the duration of 2026, members with an unsatisfactory immigration status (UIS) still receive Full Scope Medi-Cal coverage, **EXCEPT** for members over 19, who allow their Medi-Cal to lapse. If not renewed on time, they will **not** be eligible for reinstatement and will only receive emergency care (Restricted Scope Medi-Cal).

**Restricted Scope Medi-Cal** is defined as: Services covering emergency related services and pregnancy related services, such as prenatal care, labor, delivery and postpartum care. It also includes long-term care services.

**Note:** Effective July 1, 2026, all members with an unsatisfactory immigration status (UIS), 19 years of age or older, who are not pregnant, will lose Dental coverage.

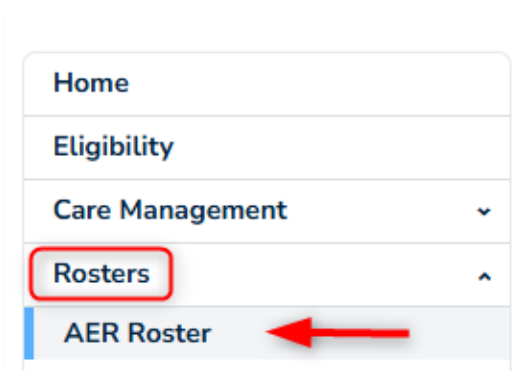
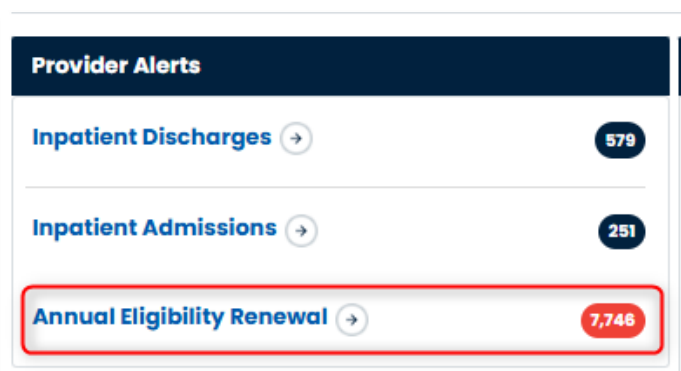
### What does this mean for PCPs?

Members who allow their Medi-Cal eligibility to lapse, will be removed from your practice assignment and capitation (and qualifying P4P incentive funds) will no longer be received for the Member.

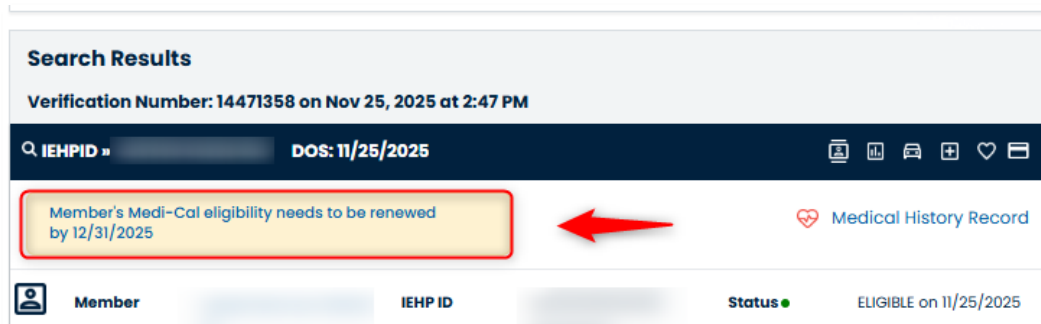
### How Can You Help?

You can view members ready for their “Annual Eligibility Renewal” (AER) via Provider Portal in three (3) ways:

1. On the Portal Landing Page
2. Visiting Rosters > AER (Annual Eligibility Renewal)



3. When checking Eligibility during an office visit, an alert will appear with the renewal due date. Remind the member to complete their paperwork on time.



### How Can Your Staff Help?

- ✓ Outreach to Members on the AER roster and ask, “Have you received your **YELLOW** Medi-Cal Renewal Packet Yet?”
- ✓ If they need assistance with their packet, they can call the **IEHP Eligibility Renewal Support Team** at **1-888-860-1296**, Monday – Friday, 8 am – 5 pm.
- ✓ If members who are due have **NOT** received their renewal packet, advise them to call their county or IEHP to update their contact information:
  - San Bernardino County – 1-877-410-8829
  - Riverside County – 1-877-410-8827

★ If members miss their renewal due date, they have 90 days after the due date to submit their forms and “cure” their eligibility, unless they are older than 19 and members with an unsatisfactory immigration status (UIS); in this case, they will only receive Restricted Scope Medi-Cal.

**You will lose their assignment, and they will lose care.**

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).

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