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To: Provider Network

From: IEHP – Provider Relations

Date: December 31, 2025

Subject: Secure Provider Portal: Scheduled Sub-user Account Deactivation

Important Provider Portal Security Update – Effective January 8, 2026

To protect provider and member information, a new portal security enhancement will take effect January 8, 2026. IEHP actively reviews portal activity and user data to confirm that accounts are being utilized and that multiple individuals are not logging in with the same login credentials.

What's Changing?

All sub-user portal accounts that have not been accessed in the past 90 days will be automatically deactivated on January 8, 2026, and going forward. When logging onto the secure Provider Portal, users will see the banner message displayed below as a reminder.

Scheduled Sub-user Accounts Deactivation

Please note that sub-user accounts not accessed in the past 90 days will be deactivated effective January 8, 2026 and ongoing. This deactivation supports IEHP's cybersecurity integrity.

To reactivate an account, please request that the account's Owner or Office Manager reactivate it through the "My Account" settings.

Secure Provider Portal

Login ID

Password

Log In



Don't have an account?

[Register](#)



Forgot your password?

[Reset Password](#)

For questions, comments, or password information, call IEHP's Provider Relations team at (909) 890-2054 or e-mail us at ProviderServices@iehp.org.

Portal Access Requirements

- Each portal user must have their own unique account, login, and password.
- Sharing portal accounts is not permitted.
- Portal access must align with the user's role and level of access within the organization, as displayed within the Account Types below.

Account Types

| Secure Site Access | Eligibility | Encounter Data | P4P (Entry & Status) | HEDIS | Claim Status | Referral Status | Health Education | Capitation Reports | Remittance Advice | Claims Search by Check Number | Behavioral Health | Referral Request * | Create/Manage Office Accounts | Modify/Update Bank Account Info | Grievances | Claims Dispute Resolution |
|--------------------|-------------|----------------|----------------------|-------|--------------|-----------------|------------------|--------------------|-------------------|-------------------------------|-------------------|--------------------|-------------------------------|---------------------------------|------------|---------------------------|
| Owner (Physician) | • | • | • | • | • | • | • | • | • | • | • | • | • | • | • | • |
| Office Manager | • | • | • | • | • | • | • | • | • | • | • | • | • | • | • | • |
| Billing Staff | • | • | • | • | • | • | • | • | • | • | | • | | | | |
| Medical Staff | • | • | • | • | • | • | • | | | | • | • | | | | |
| Office Staff | • | • | • | • | • | • | • | | | | | • | | | | |

Note: The Owner and Office Manager accounts have the same privileges. However, unlike the Owner account, the Office Manager can be deleted and the Office Manager cannot edit or delete other Office Manager accounts.

* Delegated Providers are able to submit authorizations for Major Organ Transplant (MOT) and Community Support Services (CSS)

Additional Information

Account Owners and Office Managers

You have access to maintain the appropriate portal access for your support teams:

- Deactivate all sub-user accounts that are no longer in use, including when a staff member is no longer employed or functions in a role that requires access to IEHP's portal.
- Ensure that only currently employed staff members and support staff maintain active sub-user accounts.

Account Reactivation

If a sub-user account is deactivated due to inactivity and the sub-user is still associated with your practice:

- The **Account Owner** or **Office Manager** may reactivate the account by logging into their portal account and navigating to My Account settings.
- Reactivation requests must be submitted through the portal; IEHP is unable to reactivate sub-user accounts on behalf of providers.

Thank you for your partnership in maintaining a secure and compliant portal environment, ensuring uninterrupted access to IEHP systems.

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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