IEHP — Inland Empire Health Plan

Portal Enhancement

To: Provider Network

From: IEHP - Provider Relations

Date: January 8, 2026

Subject: **NEW: Provider Portal Updates – January 8, 2026**

As we begin 2026, we are introducing several updates to the Provider Portal!

Please note that sub-user accounts not accessed in the past 90 days will be deactivated on January 8, 2026. To reactivate an account, please request that the account's Owner or Office Manager reactivate it through the "My Account" settings.

1. **Quality Bonus Services RAs – GQ P4P Participating PCPs:**
   The GQ P4P Bonus RA name has been updated to Quality Bonus Services RAs.

2. **IEHP Direct Stars QBS RAs – Direct IEHP DualChoice PCPs:**
   Participating PCPs will be able to view their Direct Stars Quality Bonus Services (QBS) RAs under the Finance tab.
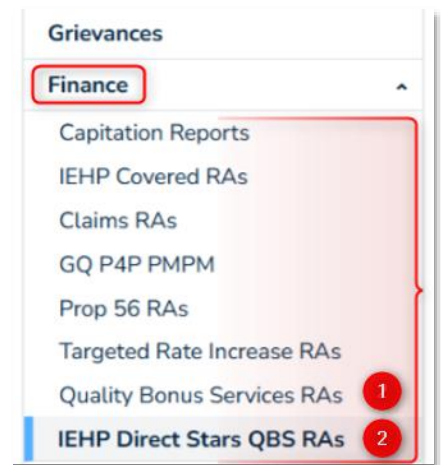
3. **Community Support (CS) Referral Requests:** When referring a member for a CS service, the required corresponding form(s) will populate. Please download, complete, and attach the populated form to your submission.
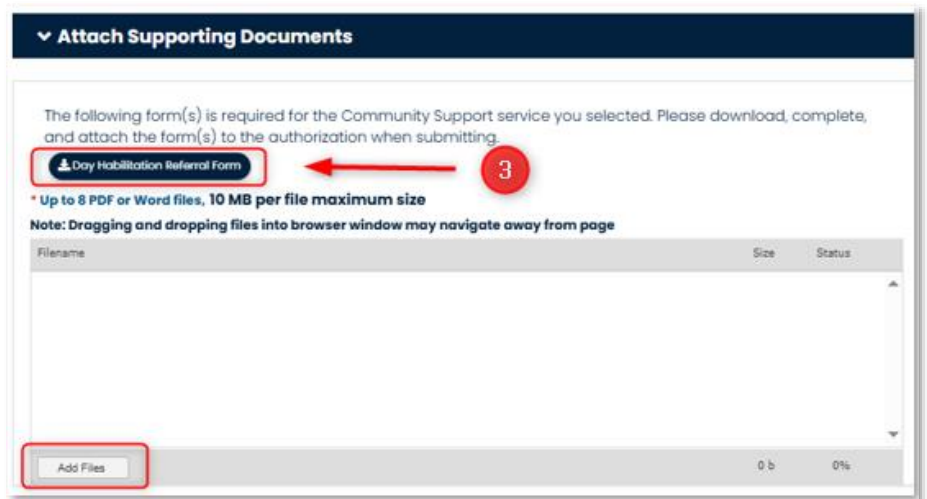
4. **Removal of Blood Lead Screening Roster:**
   The Blood Lead Screening roster will no longer be available under Rosters > Preventive Care, as this information is now included on the Portal in both the Preventive Care Rosters/Reports and the Quality App.

5. Access Your Portal Inbox!

Please make it a standard practice to check your Portal inbox daily for important information. IEHP will reference the Portal's Inbox more consistently to send messages regarding **policy updates**, **claims disputes**, **interpreter request confirmations, member ED visit summaries/follow-ups, and member data to download for their medical records.**

**6. Community Support (CS) & Enhanced Care Management (ECM) Closed-Loop Referral Process**: When referring a member to either CS or ECM services, the requesting provider will receive 2 notifications in their Portal inbox:

A. First, a notification will be received confirming the referral was decisioned. Click on the email title to open and view the request details:
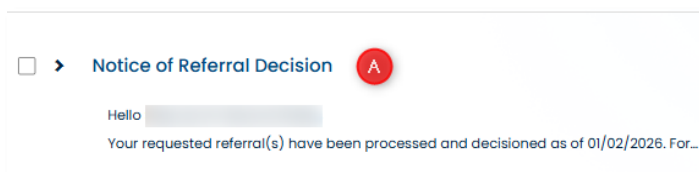
Member ID	Category / Type of Service	CPT / Procedure Description	Decision	Decision Reason	Servicing Provider
	Community Supports Services – Transitional Rent	H0043 – supported housing per diem	Approved	–	

B. Second, (the alert may include information for multiple members), notification is provided once the referral loop has been closed for the following reasons: *Services Received, Servicer Provider Declined, Unable to Reach Member, Member No Longer Eligible for Services, Member No Longer Needs Services or Declines Services, Other, Authorization Declined.*
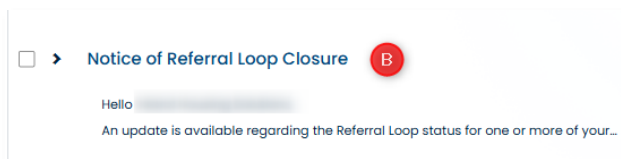
Member ID	Category / Type of Service	CPT / Procedure Description	Authorization Decision	Servicing Provider	Referral Loop Closure Reason	Referral Loop Closure Date
	Enhanced Care Management – ECM Initial auto	G9008 – coord care fee phys coord care oversight srvc	Approved		Other	2025-11-20

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