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To: Provider Network
From: IEHP - Operations
Date: January 22, 2026
Subject: Important Update - USPS Processing Times Impacting Time-Sensitive Items

The United States Postal Service (USPS) clarified in a December 2025 rule that **a postmark reflects the date of the first automated processing, not necessarily when you mailed it**, because mail travels to regional centers before being stamped. Consequently, mail may remain unprocessed for one or more days before receiving a postmark, especially in rural areas or during high-volume periods.

This may create potential delays for deadline-sensitive items, including:

- Timely filing for claims
- Appeals
- Regulatory mailing (ANOC/EOC, HIPAA notices)
- Provider and member communications
- Premium billing
- Compliance deadlines

To ensure timely dating and filing:

- **We highly encourage our providers to utilize the Provider Portal online submissions tool when submitting a claim or filing an appeal.**
- Request a manual (hand-stamped) postmark at the post office counter.
- Utilize Certified Mail, Registered Mail, or purchase a Certificate of Mailing for proof of acceptance date.
- Send critical items at least one week before deadlines or consider electronic filing.

For further details, please refer to the complete notice published by the USPS in the [federal register](#).

<https://www.federalregister.gov/documents/2025/11/24/2025-20740/postmarks-and-postal-possession>

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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