



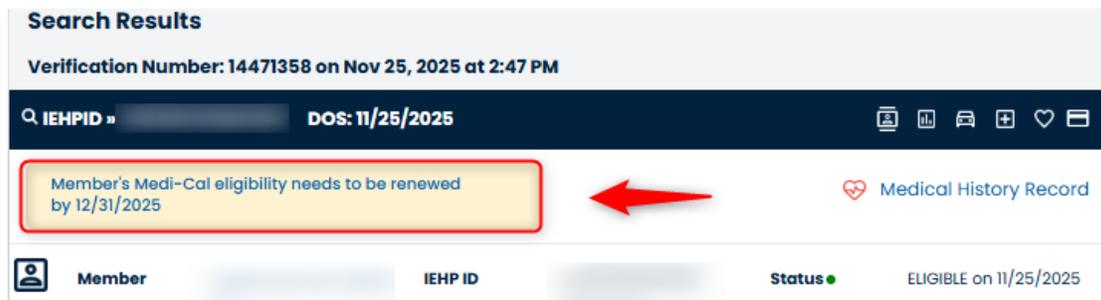
We heal and inspire the human spirit.

To: Medi-Cal PCPs & IPAs
From: IEHP – Provider Relations
Date: February 12, 2026
Subject: **ACT NOW: Remind Members Due for Medi-Cal Renewal - Renew Today!**

Let's act now to keep every eligible member covered! **Renewal applications must be returned on time to prevent care disruptions and avoid impacts to your practice from patient loss.** Together, we can make a real difference – thank you for partnering with us to support our community!

How Can You Help?

1. Review our [Medi-Cal Renewal Provider Toolkit](#) at [providerservices.iehp.org](#) > **Resources for Providers** > **“Medi-Cal Renewal Process”**. You'll find special messages from CEO Jarrod McNaughton, Medi-Cal renewal flyers for members, links to DHCS resources and much more.
2. Utilize the Provider Portal
 - Ask your front office staff to check the Provider Portal for eligibility alerts at check-in. If a Renewal alert appears, confirm if the member received a yellow renewal packet. For assistance, staff can warm transfer or direct members to our Eligibility and Outreach team at **888-860-1296**, Monday – Friday, 8 am – 5 pm, for assistance.



- A roster of “Annual Eligibility Renewal” (AER) alerts is also available on the Portal Landing Page and via Rosters > AER (Annual Eligibility Renewal):



3. Reach out to Members on your AER roster and ask: **“Have you received your **YELLOW** Medi-Cal Renewal Packet yet?”**

- If Members due for renewal haven’t 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

Most members have 90 days following their renewal due date to “cure” their eligibility status but we don’t want anyone to have a disruption to care. Timely renewal is key! And don’t forget that many Members ages 19 and older with Unsatisfactory Immigration Status (UIS) don’t have the option to renew their full-scope Medi-Cal if they miss the deadline.

Thank you again for all you do each day to serve our members and community. Together, we can help our valued members keep the coverage they serve.

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