



*We heal and inspire the human spirit.*

**To:** Direct Provider Network

**From:** IEHP – Provider Relations

**Date:** April 2, 2026

**Subject: Claim PDR/Appeal Rejections for Missing or Invalid Claim Number**

As a regulatory requirement, the IEHP Claim Disputes and Appeals Department **will begin rejecting Provider Dispute Resolutions (PDRs) when required information is not included** in the provider’s cover letter and/or the IEHP PDR/Appeal form.

**Reminders:**

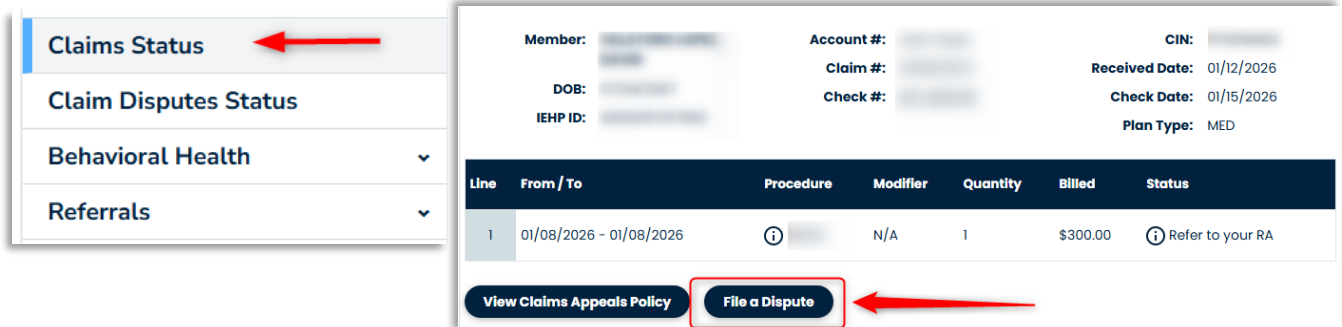
- Providers must identify the original claim they are disputing. Whether submitted via paper, fax, or the Portal, the claim number can be found on our Claims Status page.
- Include the claim number either:
  - Within the body of the letter,
  - or**
  - Completing the claim number field on the PDR form (the same form is used across all LOBs)
- If a provider is submitting one (1) PDR form for several claims, the provider is to document in the “Original Claim ID Number” field, “*See attached spreadsheet*”.

Original Claim ID Number: (If multiple claims, use attached spreadsheet)

- If a provider submits a PDR via the Portal, a paper PDR is NOT required. **Portal submission of PDRs is preferred.** If a provider submits a paper PDR, a portal dispute is NOT required.

**To avoid errors, please submit your PDR via IEHP’s secure provider portal > Claim Status:**

- The portal ensures all required fields - such as claim number and corrected claim sequence - are entered before submission, reducing the risk of delays or rejections.



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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