



*We heal and inspire the human spirit.*

**To:** Provider Network

**From:** IEHP – Provider Communication

**Date:** May 28, 2026

**Subject:** **Provider Requests to Stop Faxes – Updates on Plan Communication Strategy**

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Greetings Providers,

Our goal is to enhance our communication with your practice so you have the timely information you need to care for your patients and partner with us. To this end, we are actively working towards transitioning to email-only communication.

While we are committed to eliminating fax communications in the near future, we kindly ask for your patience and understanding during this transition period.

Our team is diligently working on upgrading our systems and databases to ensure that all providers are accurately accounted for in our new email communication framework.

For the time being, and due to system limitations, you may still receive communications via fax and email while we work towards a solution. Once our systems are fully updated, communications will be conducted via email, providing a more streamlined approach.

Please keep in mind that this change will only impact general provider communications.

In the meantime, please use the QR code to update your contact information so we have your preferred email on file for receiving general notices.



We appreciate your cooperation and are excited about the improvements this change will bring. Thank you for your continued partnership and support.

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)

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices