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To: Provider Network

From: IEHP – Finance Department

Date: June 4, 2026

Subject: Updated Mailing Process for Payments and Remittance Advices (RAs)

Effective July 7, 2026, IEHP is implementing an important update to the mailed checks and RA process to enhance the security of provider payments and member information. This change solely applies to claims processed directly by the health plan. For information about your IPA's direct deposit enrollment and RA access, providers should contact their contracted IPA directly, as the process may vary by your affiliation.

What's Changing?

To address a recurring mail theft issue plaguing the healthcare industry and nation at large, **Mailed Checks and Remittance Advices (RAs) will be mailed separately**. The separate mailing may help prevent sensitive member information from being compromised if checks are stolen during the physical mailing process.

While IEHP understands that some providers have not opted for direct deposit and electronic RAs, we want to take this opportunity to strongly recommend transitioning to direct deposit and electronic access to RAs.

IEHP is here to support your organization's enrollment in Direct Deposit and Electronic RAs in any way needed. Please don't hesitate to call IEHP's Provider Call Center for support (contact info below).

- **For Direct Deposit** – email vendormaintenance@iehp.org and request a vendor banking form.
 - Please refer to the [IEHP Vendor Direct Deposit FAQ](#) available at providerservices.iehp.org > Join Our Network > Provider Contract Forms > PCPs and Specialists > Additional Resources: Direct Deposit Frequently Asked Questions (PDF).
- **For Electronic RAs**, please email EDI835@iehp.org to get started.

As a reminder, contracted providers can access their RAs on IEHP's Secure Provider Portal via providerservices.iehp.org > Secure Provider Portal > Finance tab.

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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