IEHP Inland Empire Health Plan

Portal Enhancement

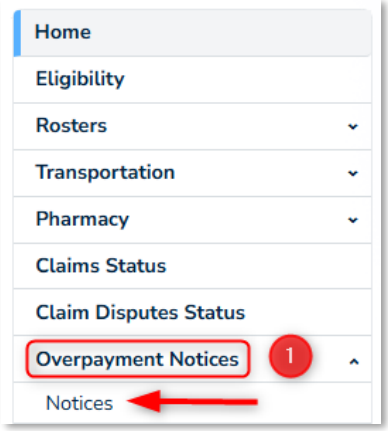
To: Provider Network

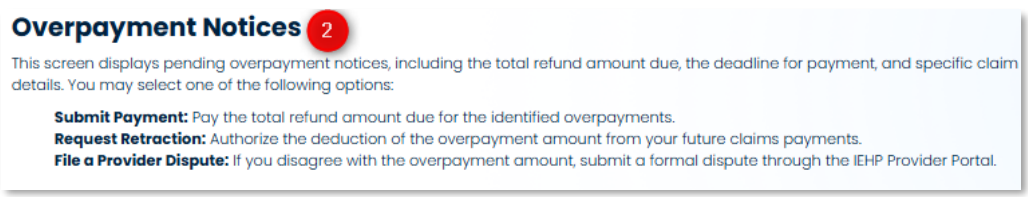
From: IEHP

Date: July 16, 2026

Subject: **NEW: Receive and Reimburse Overpayment Notices on the Portal**

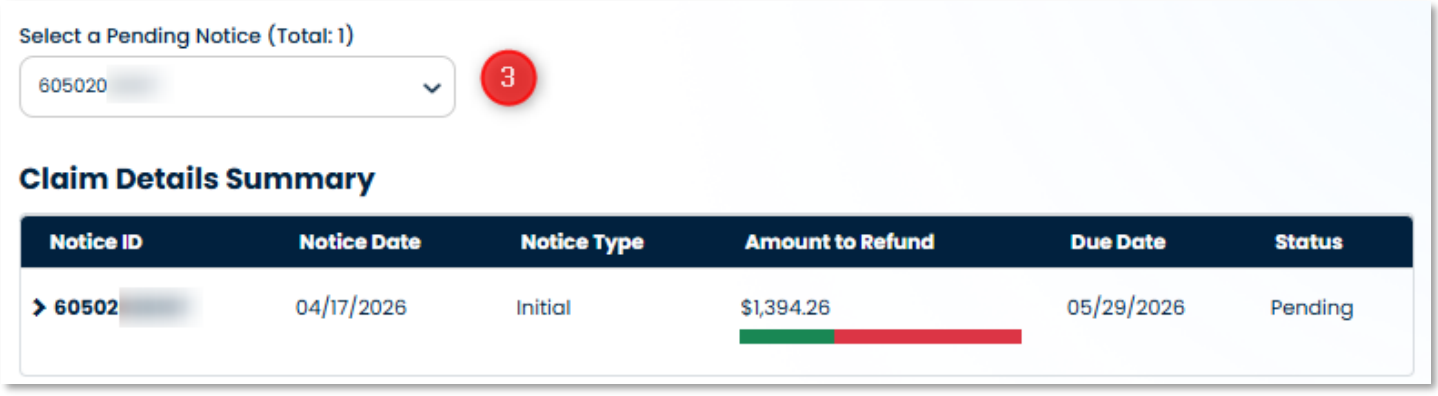
For your convenience, if we have identified an overpayment Owners, Office Manager and Billers will now be notified via the Portal Inbox and the appearance of the new Overpayment Notices tab.





1. If an Overpayment Notice is available, a tab will appear on the left column. Access the notice by either selecting the tab or opening your inbox message.

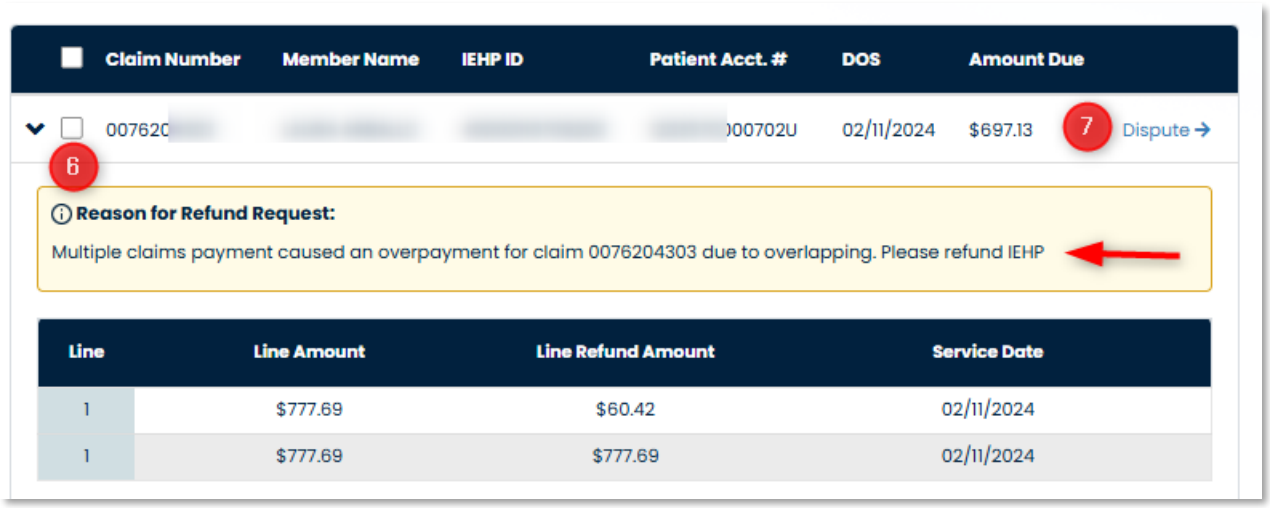
2. After receiving an overpayment notice, the user can choose one of three options: Submit Payment, Request Retraction from a future payment or File a dispute.



3. A list of pending notices, those that have not yet been responded to, will appear and can be filtered.

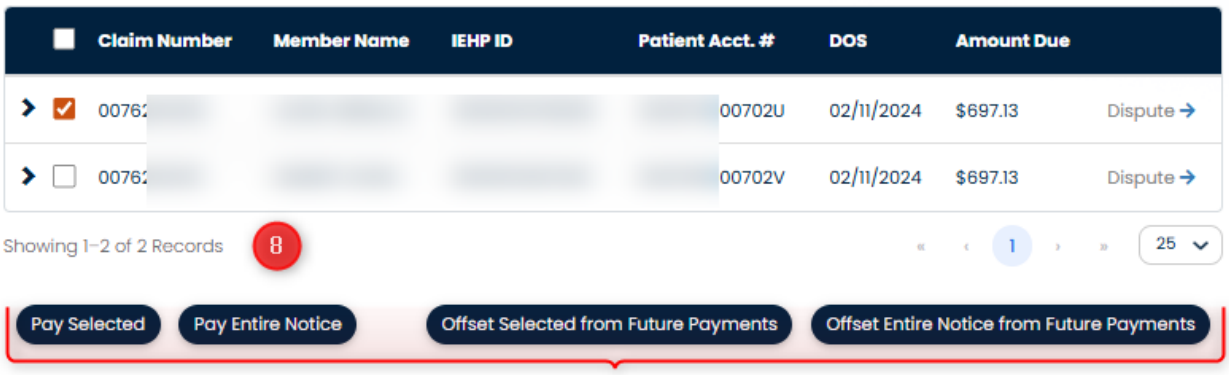
4. Indicators are visible to see the total number of claims included in the notice and how many have been responded to.

5. Click to see claims that have been responded to. Note: Clicking will open helpful tips.



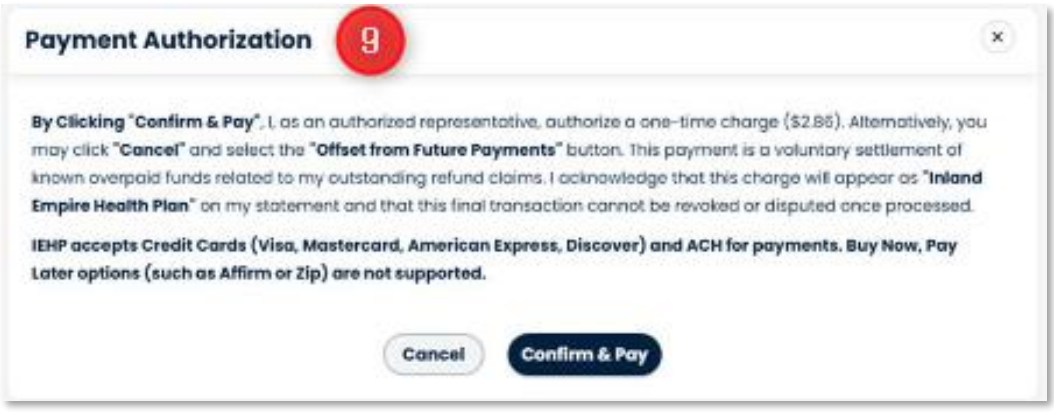
6. Click the arrow to expand the notice and see its details and the reason for the refund request.

7. If you disagree with the refund request, click Dispute to proceed to the Provider Dispute Resolution form.

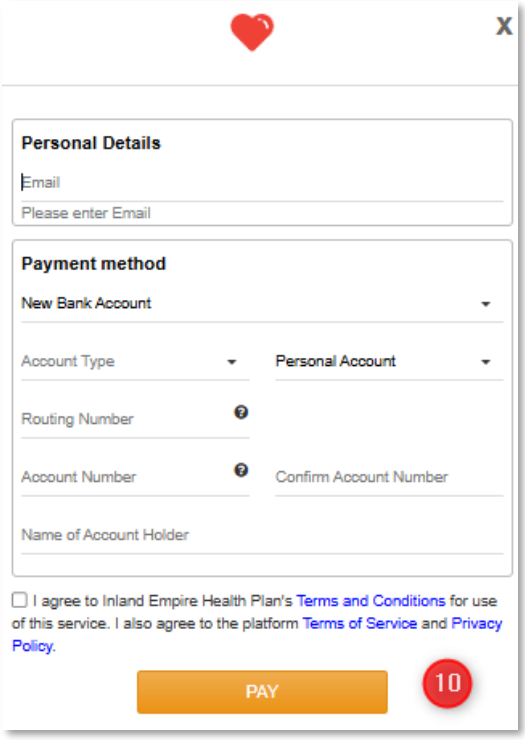


8. If you agree with the overpayment, select the claim you wish to reimburse and select payment options:

   - ✓ Pay *Selected*
   - ✓ Pay Entire Notice (all claims on overpayment notice)
   - ✓ Offset *Selected* from Future Payments
   - ✓ Offset Entire Notice from future Payments.

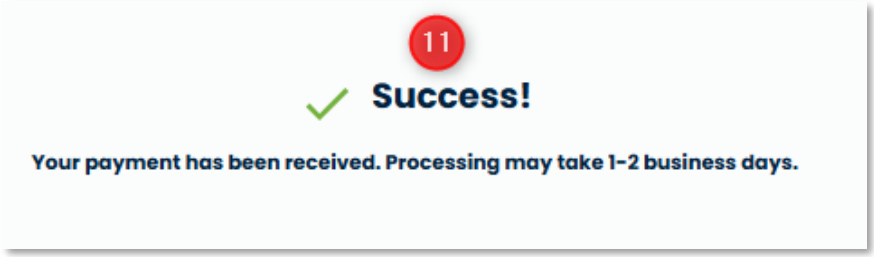


9. Confirmation of your selected choice will populate. Confirm & Pay or Cancel



10. A form to pay will populate. Please complete all fields and click PAY.

11. Payment confirmation will be received



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