



We heal and inspire the human spirit.

To: Medi-Cal Provider Network
From: IEHP - Compliance
Date: July 30, 2026
Subject: **REMINDER: Providers Charging Members**

As a reminder, providers may not charge Medi-Cal members for completing forms or providing information needed to support a claim or appeals for eligibility in a public benefit program. California Health & Safety Code Section 123114 prohibits healthcare providers from charging a fee for completing these forms or supplying related information, ensuring members can access benefits without financial barriers.

Protected benefit programs include, but are not limited to:

- Medi-Cal renewals and continued eligibility
- In-Home Support Services (IHSS) Medical Certification Form SOC 873
- Community-Based Adult Services (CBAS) form
- WIC referral forms
- Lead Testing questionnaire
- Other forms related to the delivery of Community Supports services
- Any forms required for a member to qualify as eligible for a state or federal program, but not limited to, Cal Works Forms (CW 61 or an equivalent)
- Any forms to facilitate transportation, including applications for paratransit service and the Department of Motor Vehicles Disabled Placard Application.

Thank you for supporting timely access to care and public benefits for our members.

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