

To: Direct Provider Network
From: IEHP - Grievance and Appeals
Date: September 28, 2026
Subject: New Column: Grievance Response Date Received

We have now added the **Grievance Response Date Received** column to provide users with confirmation.

Reminders:

- ✓ All grievances must be responded to within 14 calendar days to remain in compliance
- ✓ Use the Portal: If you respond via the portal, there is no need to fax/email

Grievances
 IEHP's Grievances page allows Providers to conveniently view the status of their grievances for the past 36 months.

Search by Grievance ID or Member ID 🔍

More Options

Search

Alt: 28 Open: 3 In Progress: 1 Pending GSF Response: 2 In Progress - Needs Attention: 1 Resolved: 23 Cancelled: 0

Total Results: 28

Grievance ID	Member	LOB	GSF Sent Date	GSF Due Date	GSF Response Date Received	Case Status
05. G:		Medi-Cal	09/04/2026	09/18/2026	09/13/2026	Resolved
06. G:		Medi-Cal	08/30/2026	09/13/2026	09/13/2026	Resolved

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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