

To: Medi-Cal Provider Network
From: Provider Relations
Date: October 1, 2026
Subject: New: Member Medi-Cal Eligibility Alert & Next Step Options

To assist members in completing their Medi-Cal renewal, we have added an alert to the Eligibility tab. If the member's Medi-Cal eligibility needs to be renewed, an alert will populate with the remaining days indicated. Ask the Member if they have completed their renewal packet. If not, ask if they would like to be contacted by either text, email or phone to complete their packet.

EXAMPLE:

1. If the Member has submitted their renewal packet, click the button, and the alert will disappear.

If the Member would like assistance, choose one of these options:

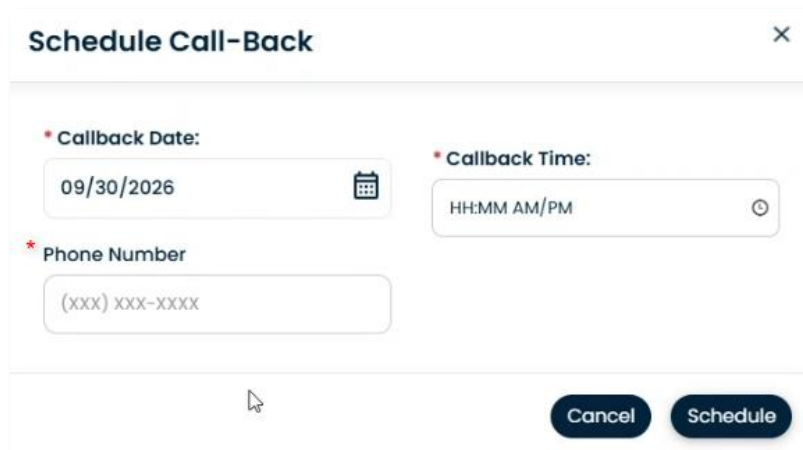
2. Send a renewal link to the Member via text and/or email:

Add the phone number and/or email address, click **Submit**, and the Member will receive a link. After accessing the link, they will need to authenticate their identity to continue to the renewal forms:

OR

3. Schedule a call with an automated assistant to walk the Member through the process.

As the call will be automated, it can be scheduled at the member's convenience (24/7). The automated representative will call and confirm the Member's language, walk them through the authentication process, and complete the renewal forms.



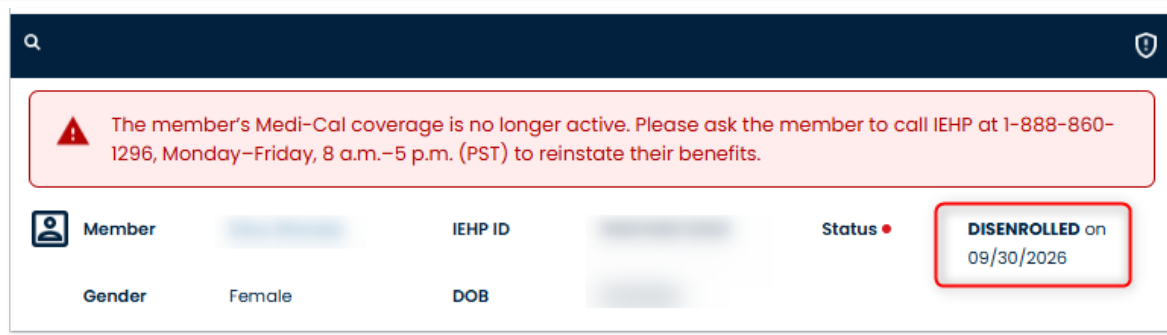
The 'Schedule Call-Back' form contains the following fields and controls:

- * Callback Date:** A date input field showing '09/30/2026' with a calendar icon.
- * Callback Time:** A time input field showing 'HH:MM AM/PM' with a clock icon.
- * Phone Number:** A text input field with a placeholder '(xxx) xxx-xxxx'.
- Buttons:** 'Cancel' and 'Schedule' buttons at the bottom right.

Once complete, the member will be asked how they would like to receive the electronic signature link. Once signed, the Member will be advised that the packet is complete and submitted.

As a reminder, please continue to render services, unless the Member's eligibility indicates **DISENROLLED:**

Please continue to render services in accordance with the Member's eligibility status.



The summary card displays the following information:

- Alert:** A red warning icon and text: "The member's Medi-Cal coverage is no longer active. Please ask the member to call IEHP at 1-888-860-1296, Monday-Friday, 8 a.m.-5 p.m. (PST) to reinstate their benefits."
- Member Information:**
 - Member:** [Redacted]
 - IEHP ID:** [Redacted]
 - Status:** **DISENROLLED** on 09/30/2026
 - Gender:** Female
 - DOB:** [Redacted]

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