



We heal and inspire the human spirit.

Reminder!

To: Provider Network

From: Provider Relations

Date: October 22, 2026

Subject: Reminder: Do Not Include PHI/PII In Interpreter Request Instructions Box

Finance
P4P
Interpreter Request
Status
Request
Health & Wellness
Clinical Resources and Tools
Provider Training Materials
Reports

Providers are able to request single and bulk interpreter services via the Portal. Statuses can also be viewed

Important Reminder:

As these requests are sent directly to our vendor and not processed through IEHP, **please do not include any Protected Health Information (PHI) and Personal Identifiable Information (PII) in the Notes section.** Please limit your entry to general interpreter instructions only (for example, preferred dialect, meeting location details, or non-sensitive logistical notes).

Examples of information that should *not* be entered:

- Member/patient name
- Date of birth
- Medical record numbers
- Diagnosis or medical details
- Any other identifiable health information

Calendar (Please allow for early check-in)

Expected Start Date * MM-dd-yyyy
Expected Start Time * --:--
Duration Hours * [Hours]
Minutes * [minutes]

Notes

Interpreter Instructions *

Do not include PHI/PII

If additional clinical or member-specific information is required, please reach out to Member Services: 1-800-440-IEHP (4347)

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