IEHP Inland Empire Health Plan

Portal Enhancement

To: Provider Network & IPAs

From: IEHP - Provider Communication

Date: November 3, 2026

Subject: **NEW: Provider Portal Update Fee-for-Service (FFS) Transition – High-Risk Eligibility Alert**

Effective January 1, 2027, certain impacted Members will transition from IEHP coverage to the Medi-Cal Fee-for-Service (FFS) program.

To support care coordination, we have added a new "FFS Alert!" on the Eligibility verification that identifies high-risk members impacted by the transition, and we need your help. As your office engages with these members, please advise them that you would like to send a link via text or email to a care support questionnaire to ensure IEHP captures any potential care needs or support required during this transition.

How Your Office Can Assist

When the alert appears, Providers may select one of the following options:

- Send Link – member will receive questionnaire via text or email
- Schedule Call – member will receive questionnaire via call

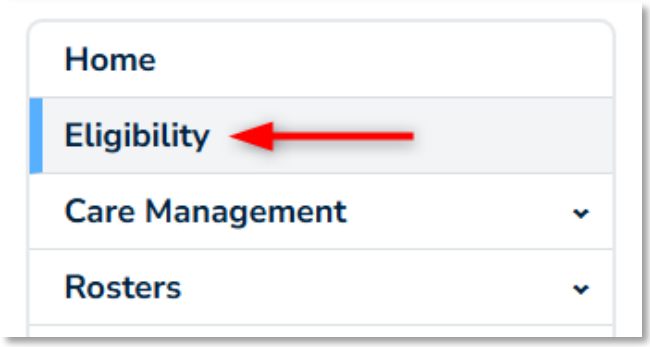
IMPORTANT!

The alert is informational and **does not** change the Member's *current* coverage.

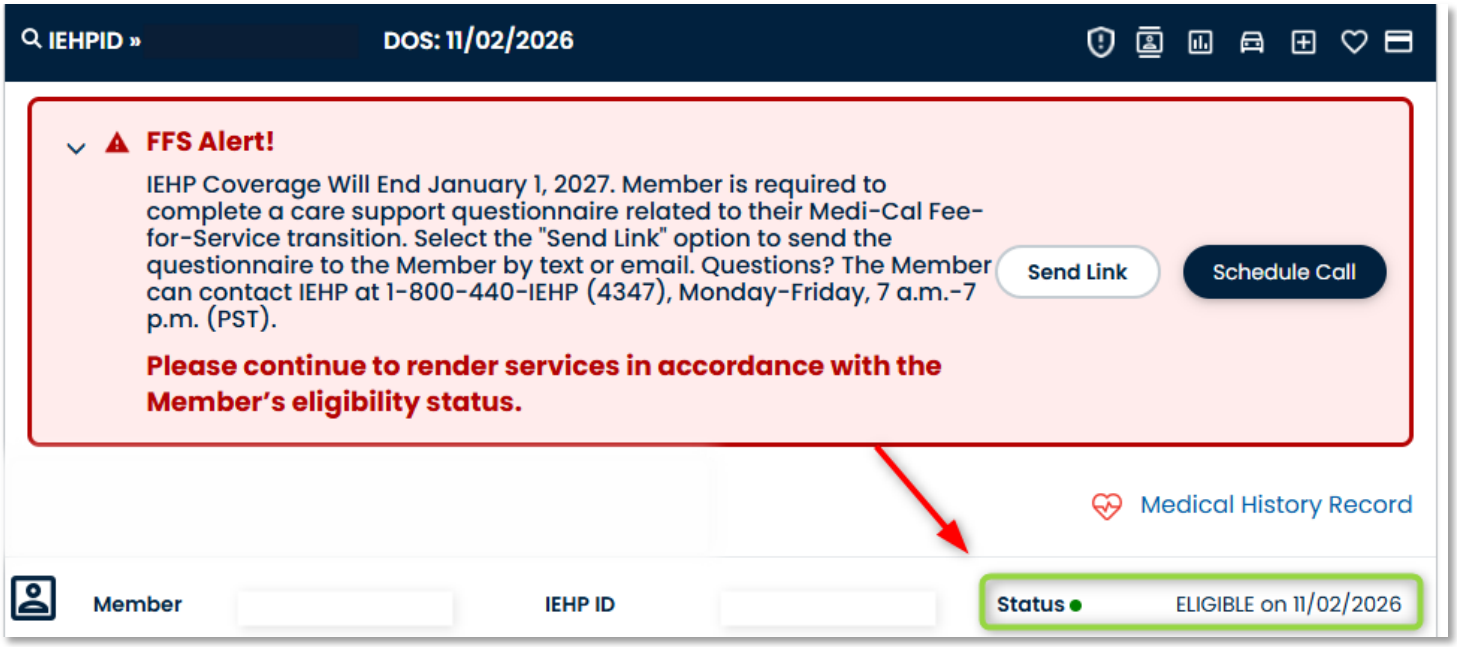
Please continue to verify eligibility and render services based on the Member's current eligibility status.

Navigating the FFS Alert (for High-Risk members only) in the Eligibility Tab

1. Access the report by logging into the Secure **Provider Portal** > **Eligibility** from the Home Page



2. Input the Member's ID, and for impacted Members, the FFS Alert will be visible.



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