IEHP Inland Empire Health Plan

Portal Enhancement

To: Provider Network

From: IEHP - Provider Communication

Date: November 12, 2026

Subject: **NEW: Provider Portal Update – DHCS Medi-Cal Fee-for-Service (FFS) Provider Participation Survey Alert**

Effective January 1, 2027, certain IEHP Members will transition to the Department of Health Care Services (DHCS) Medi-Cal Fee-for-Service (FFS) delivery system and will no longer receive coverage through IEHP.

To support continuity of care, IEHP is conducting outreach to providers currently serving impacted Members with high-urgency healthcare needs who are not identified as participating in or submitting claims through the DHCS Medi-Cal FFS delivery system.

IEHP is requesting these providers confirm their plans to participate in Medi-Cal FFS and continue serving impacted Members following the transition.

Provider Portal Update

A new pop-up alert will appear in the IEHP Secure Provider Portal for identified providers upon login, prompting them to complete the **Medi-Cal Fee-for-Service Provider Participation Survey**.

The survey will help IEHP assess provider participation plans and coordinate continuity of care for impacted Members.

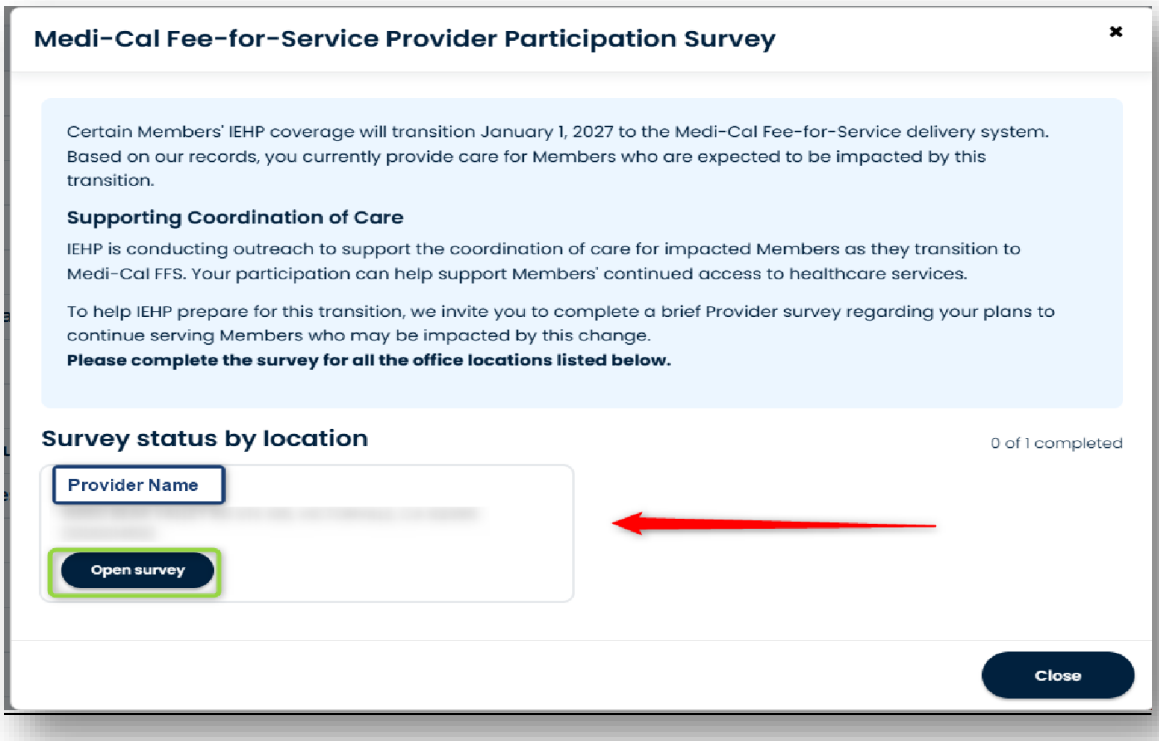
Survey Access by Account Type

- **Owner (Physician) and Office Manager:** May access and complete the survey directly through the Provider Portal pop-up alert.
- **Billing Staff, Medical Staff, and Office Staff:** Will receive a notification advising: *"Please inform the owner or office manager to log in to the portal as soon as possible to complete this survey."*

Immediate Provider Action Requested: If you see this alert, please complete the survey immediately, or advise the account owner or manager to inform IEHP of your plans to participate in Medi-Cal Fee-for-Service (FFS) and to continue providing care to members transitioning from IEHP coverage.

Completing the Medi-Cal Fee-for-Service Provider Participation Survey

1. Log in to the IEHP Provider Portal using an Owner (Physician) or Office Manager account.
2. Select "**Open Survey**" within the pop-up alert.
3. Complete the survey for **each office location** listed.



The pop-up alert will automatically disappear once surveys have been completed for all listed locations.

Important: Completing the survey communicates the provider's intentions; it does not establish enrollment or authorization to bill DHCS. Providers must meet applicable DHCS Medi-Cal FFS enrollment and billing requirements to participate in the delivery system.

Supporting Continuity of Care

Your participation is important to helping IEHP identify potential gaps in care and support a coordinated transition for Members with high-urgency healthcare needs.

Additional resources related to the DHCS Medi-Cal Fee-for-Service (FFS) member transition are available for providers at: www.providerservices.iehp.org > Resources > Resources for Providers > Medi-Cal Renewal Process

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