We heal and inspire the human spirit.

To: Provider Network & IPAs

From: IEHP – Pharmaceutical Services

Date: November 12, 2026

Subject: **Pharmacy No-Cost Prescription Delivery Benefit for IEHP Members**

Our Pharmacy teams leverage a combination of services and adherence campaigns to **improve our quality metrics and overall care for our Members.**

How can we partner to help improve your patients' adherence?

1. Encourage your IEHP patients to utilize the No-Cost Prescription Delivery services available, as they include the following benefits:
    a. No-cost home delivery to the member, reducing the need for several trips to their local pharmacy
    b. Refill reminders to the member
    c. Members can receive up to a 100-day supply of their maintenance medications at a time

2. Prescriptions may be submitted to SortPak pharmacy electronically or by fax.

SortPak
Customer Service Number: 1-877-570-7787 (TTY: 1-877-570-7787)
New prescriptions may be sent to SortPak using this number: NCPDP/NABP: 0524733 Doctors may also fax 1-877-475-2382
Hours of Operation Monday - Friday: 6am to 6pm (PT) Saturday & Sunday: Closed

We value your collaboration and ongoing commitment to help our Members achieve and sustain optimal health.

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