We heal and inspire the human spirit.

To: Provider Network
From: IEHP – Provider Communication
Date: November 12, 2026
Subject: **Provider Survey: DHCS Medi-Cal Fee-for-Service Participation**

Effective **January 1, 2027**, IEHP coverage will end for impacted Members, and their benefits will transition to the DHCS Medi-Cal Fee-for-Service (FFS) reimbursement program.

Supporting Coordination of Care

IEHP is reaching out to **select Providers** to confirm their participation in Medi-Cal Fee-for-Service (FFS). Providers may share their feedback by participating in the following options as received:

- **Text Message Alert****
- **Phone outreach from an IEHP representative***
- **Secure Provider Portal***
  - A questionnaire will appear upon login for Owner & Office Manager accounts**.**
- **Email***
- **Submit a response via the QR code survey and link below**

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**Applicable to select providers servicing high-risk Members; however, all Providers are encouraged and invited to participate.*

***Applicable to providers with available contact information for outreach.*

Provider feedback will help IEHP support continuity and coordination of care for Members transitioning from IEHP coverage to Medi-Cal FFS, ensuring continued access to healthcare services for affected Members.

Tell Us Your Plan

We invite you to complete a brief Provider survey regarding your plan to continue serving Members who may be impacted by this change. Please complete the survey by scanning the QR code or selecting the following link: Survey Link

Medi-Cal Fee-for-Service PAVE Enrollment

Providers who wish to continue serving impacted Members through Medi-Cal FFS must be enrolled as a Fee-for-Service provider through the **DHCS Provider Application and Validation for Enrollment (PAVE)** system: https://www.dhcs.ca.gov/providers-partners/provider-application-and-validation-for-enrollment/.

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 your assigned PRM, 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