We heal and inspire the human spirit.

To: Medi-Cal PCPs & IPAs
From: IEHP – Provider Relations
Date: November 19, 2026
Subject: **REMINDER: Let's Take Action to Ensure Continued Coverage for Medi-Cal Members!**

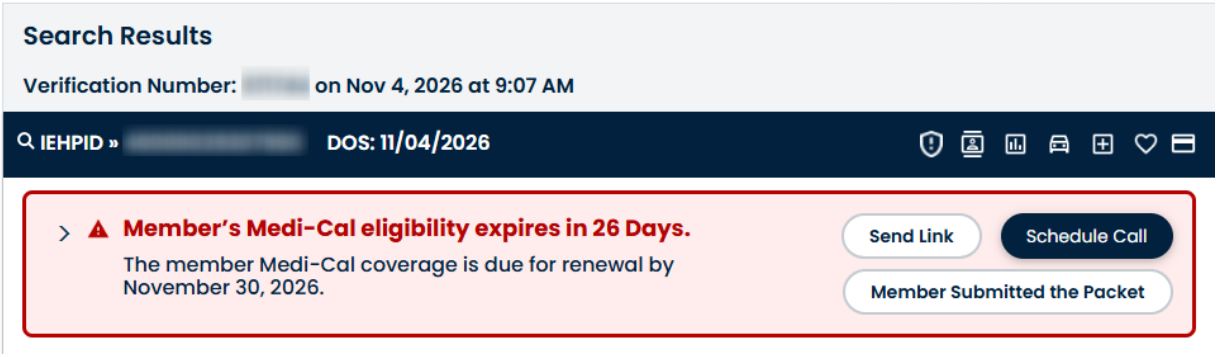
Let's act now to keep every eligible member covered! **It's crucial that renewal applications are submitted on time to prevent any disruptions in care and to mitigate the potential impact on your practice due to patient loss.**

Together, we can make a real difference – thank you for partnering with us to support our community!

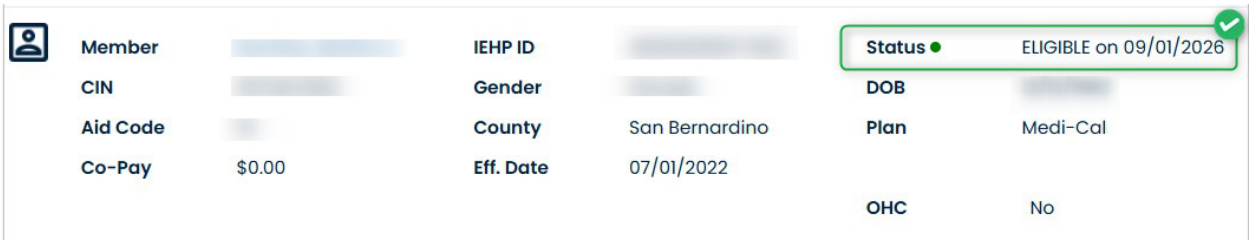
How Can You Help?

1. **Explore our Medi-Cal Renewal Provider Toolkit**
   - Visit **providerservices.iehp.org > Resources for Providers > "Medi-Cal Renewal Process"**. You will find important messages from CEO Jarrod McNaughton, Medi-Cal renewal flyers for members, links to DHCS resources, and much more.

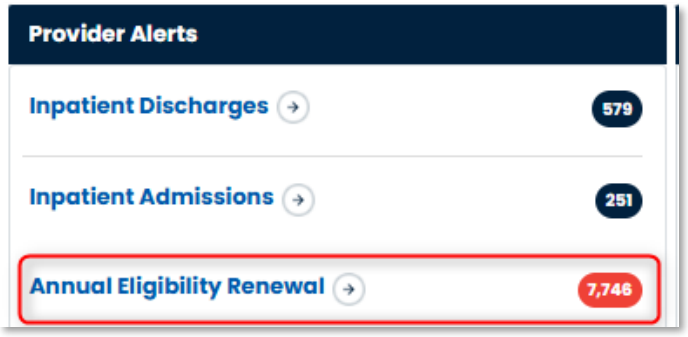
2. **Utilize the Provider Portal**
   - Encourage your front office staff to check the Provider Portal for eligibility alerts during check-in.
   - If a "Renewal" alert is present, verify whether the member has received a yellow renewal packet. For assistance, staff can either warm transfer or guide members to our Eligibility and Outreach team at **888-860-1296**, available Monday - Friday, from 8 a.m. to 5 p.m.

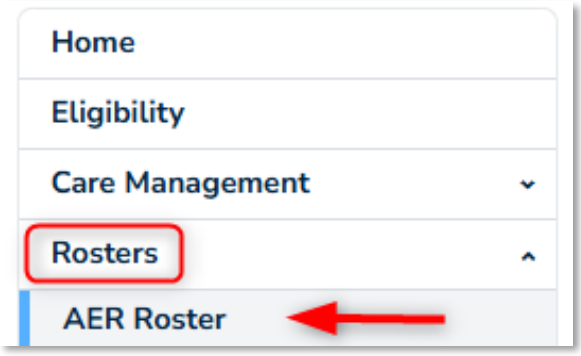


   - **Continue to render services in accordance with the Member's eligibility status.**



- An "Annual Eligibility Renewal" (AER) alert is accessible on the Portal Landing Page and via Rosters > AER (Annual Eligibility Renewal):





3. Reach out to Members on your AER roster and ask: **"Have you received your YELLOW Medi-Cal Renewal Packet yet?"**

    - If Members who are due for renewal haven't received their renewal packet, please advise them to call their county or IEHP to update their contact information:
        - San Bernardino County –1-877-410-8829
        - Riverside County – 1-877-410-8827
        - IEHP Member Services – 1–800–440-4347 (TTY 1-800-718-4347)

Most members have a 90-day grace period following their renewal due date to "cure" their eligibility status. However, timely renewal is key!

Additionally, remember that many members aged 19 and older with Unsatisfactory Immigration Status (UIS) don't have the option to renew their full-scope Medi-Cal if they miss the deadline.

Thank you once again for your dedication to serving our members and community. Together, we can help our valued members keep the coverage they deserve.

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.