IEHP Inland Empire Health Plan

Portal Enhancement

To: Behavioral Health, BHT & Vision Providers

From: IEHP – Provider Relations

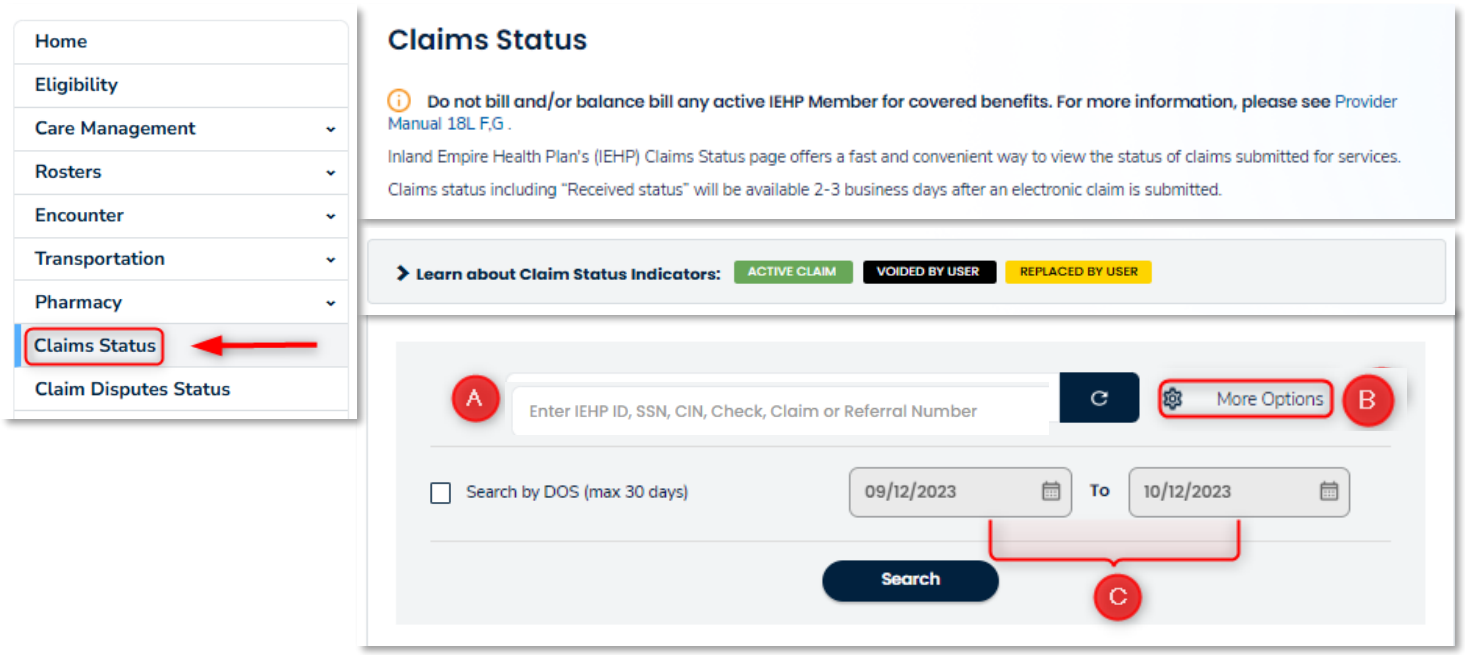
Date: November 20, 2026

Subject: **New Portal Enhancement: Void/Replace Claim Submissions**

BH & Vision Providers can now void or replace claims submissions!

NOTE: Only claims submitted via the Portal can be voided/replaced via the Portal.

1. Log into the Provider Secure Portal
2. On the left-hand navigation panel, select "**Claims Status**"



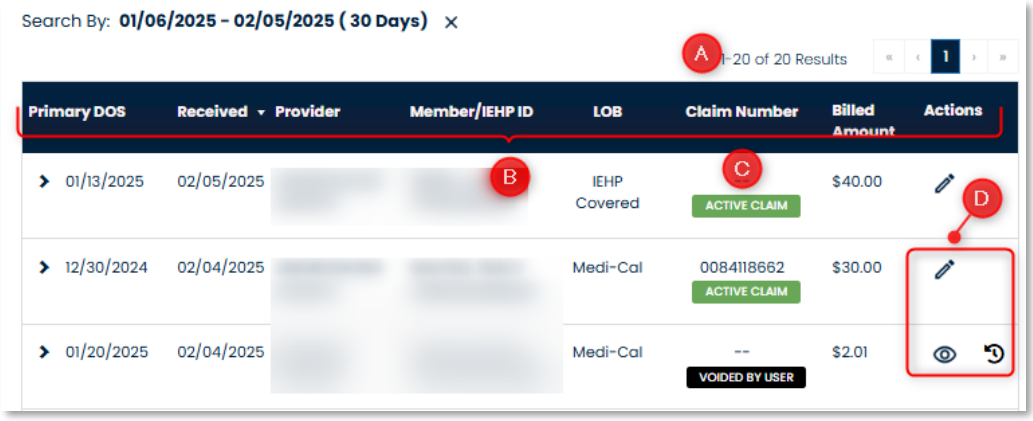
3. List will default to previous day (1) of claims submission history

a. Search Box

- IEHP ID
- Social Security Number (SSN)
- California Identification Number (CIN)
- Check Number
- Claim Number
- Referral Number

b. The following features are available for advanced search for claims by clicking on "**More Options**":

- Providers may search by date as far back as needed, if the date range remains between 120 days (e.g. September 1, 2022 – December 31, 2022)

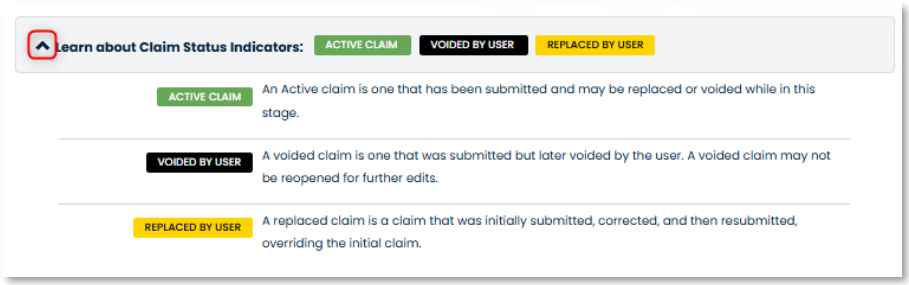


4. After searching for a claim's status, Providers can view more details regarding a claim.
   a. The default display is twenty-five (25) per page. Providers may change pages to view additional claim statuses.
   b. All columns are sortable

5. Statuses: **NOTE: The Claim Status Indicator key will be available on December 3.**

Active: An Active claim has been submitted and may be replaced or voided while in this stage.

Voided by User: A voided claim is one that was submitted but later voided by the user. It may not be reopened for further edits.



Replaced by User: A replaced claim is a claim that was initially submitted, corrected, and then resubmitted, overriding the initial claim.

   a. Action Icons:

Edit (editable)

View claim history

Read Only (not editable)

6. **Viewing an Active Claim**

Claims can be edited if Status is Active. To edit the claims, click the

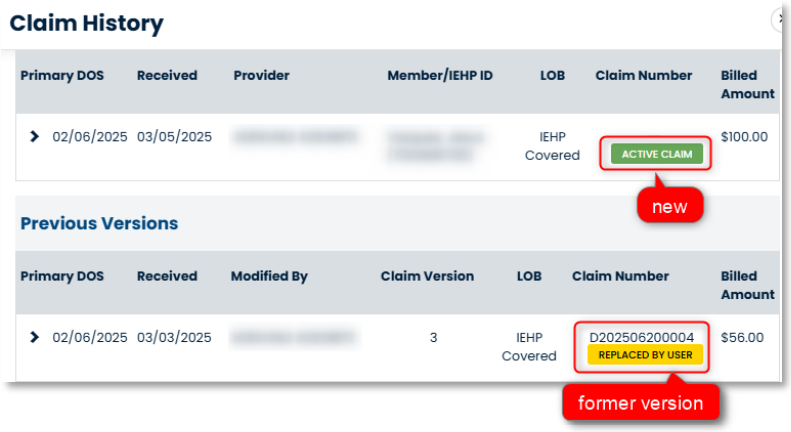
Original claim will populate with the option at the bottom to Replace this Claim or Void this Claim



7. Replace a Claim

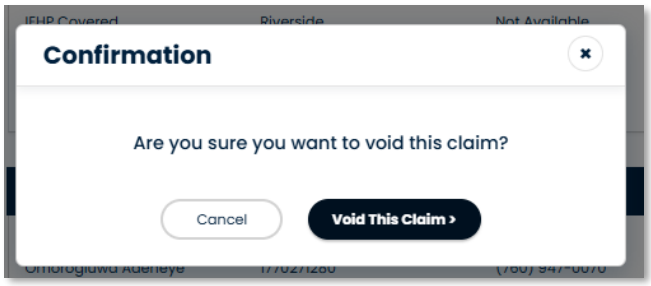


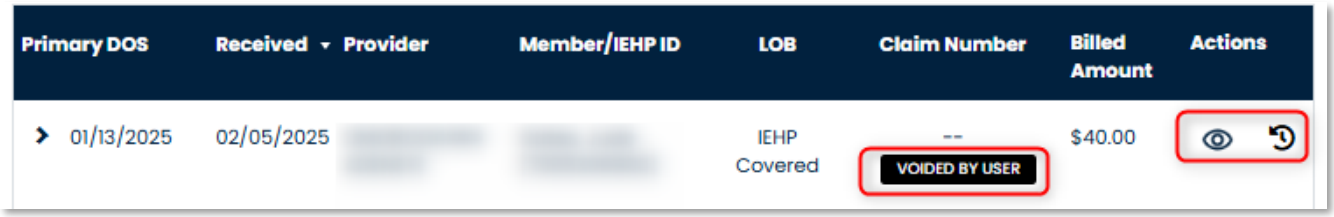
a. If there was an error on the original claim submission, choose Replace this Claim and all editable boxes will open for the update to be made.
b. Make correction
c. Click **Replace this Claim** or **Cancel**
d. If replaced, the claim will now show the status Active Claim on the Status page. To view the claim's history click the icon



8. Void a Claim

a. If claim was submitted in error and needs to be voided, choose **Void this Claim**
b. Confirmation will pop up
c. Cancel or Void this Claim
d. New Status will be attached to Claim: Voided by User
e. User will be able to view the claim history and
f. view the claim in read-only. If needed, claim must be resubmitted as it can no longer be edited.





If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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