IE♥HP

We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs

From: IEHP – Provider Relations
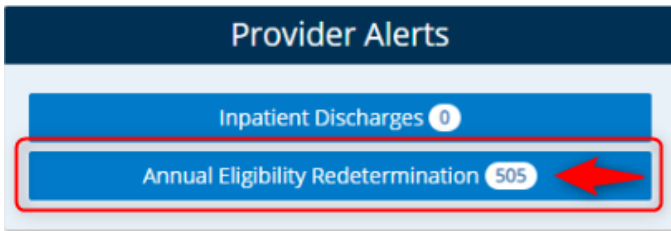
Date: April 17, 2023

Subject: **Now Live: Annual Medi-Cal Eligibility Renewal (AER) Alerts and Roster!**

We want Members to stay assigned to your practice without interruption! And you can help.

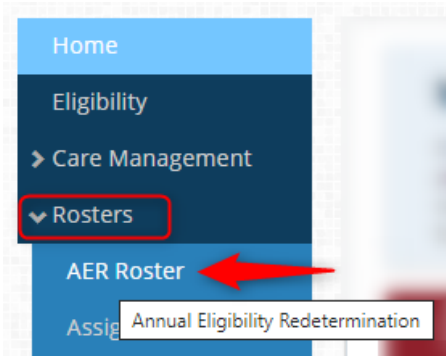Please review the new **"Annual Eligibility Renewal" alerts and roster**

on IEHP's Provider Portal.

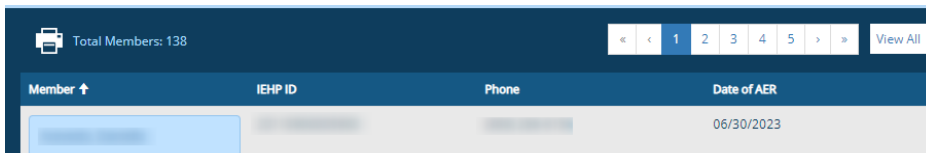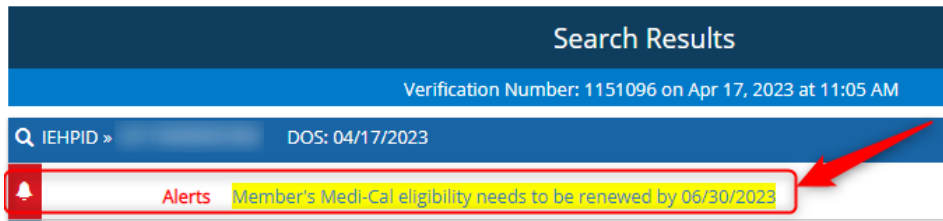|	
Landing Page Alert 	• The Annual Eligibility Renewal alert lets you know how many of your **assigned Members** need to submit their Medi-Cal Renewal packets. • Clicking on the alert will direct you to the AER Rosters with specific Member contact information
AER Roster 	• AER Rosters are also available under the Rosters tab • To prevent losing assigned Members: ✓ Consider outreaching to Members on the roster and ask, **"Have you received your ==YELLOW== Medi-Cal Renewal Packet Yet?"** ✓ If they need assistance with their packet, they can call **IEHP Eligibility Renewal Support Team at ==1-888-860-1296==** ✓ If they have **NOT** received it, 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

Eligibility Alert

- When verifying Member eligibility, an alert will appear if a Member's Medi-Cal Eligibility needs to be renewed.

  ✓ Make a note that their Medi-Cal Eligibility must be renewed.

  ✓ Encourage front office staff to ask Members as they check in, **"Have you received your YELLOW Medi-Cal Renewal Packet Yet?"**

  ✓ If they need assistance with their packet, they can call **IEHP Eligibility Renewal Support Team at 1-888-860-1296**

  ✓ If they have **NOT** received it, 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

★ **Remind Members if they miss their renewal due date, they have 90 days after the date to submit their forms and renew eligibility.**

We will deliver flyers to your office soon that you can share with your patients about the Medi-Cal Renewal process!

Thank you for your partnership. Together we can help IEHP Members keep their benefits and assignment to your practice!

All communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondences

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