IE♥HP

We heal and inspire the human spirit.

To:	Direct PCPs
From:	IEHP – Provider Relations
Date:	March 2, 2023
Subject:	**Encounter Data Submission Enhancements – Live Now!**

Inland Empire Health Plan (IEHP) has made enhancements to our **Encounter Data** tab, allowing for **VOIDING and EDITING** of encounter submissions on the Provider Portal**.**
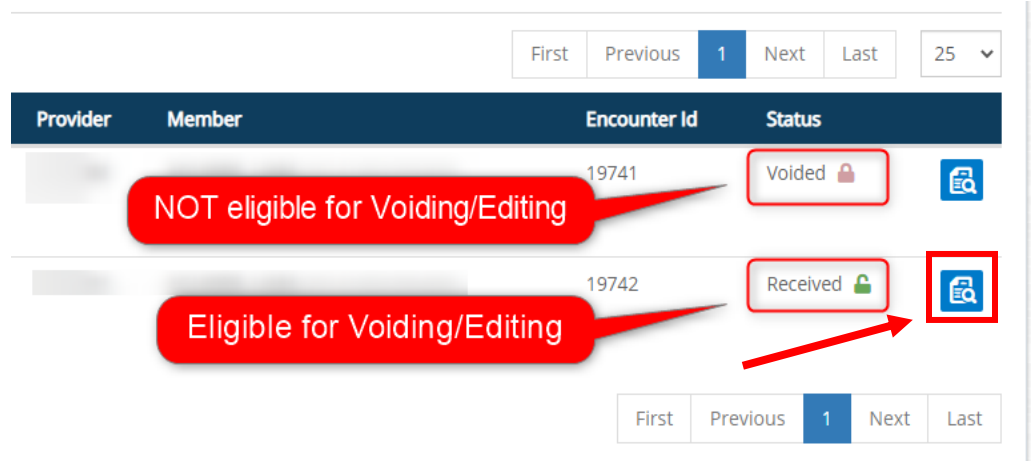
1. To Edit or Void an Encounter, click "Status" under the Encounter tab.
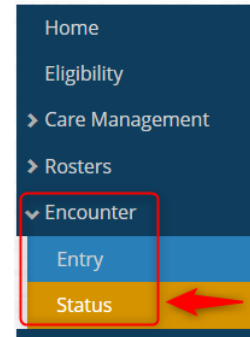
2. The search box will default to Member ID, but you can also search by Encounter ID.
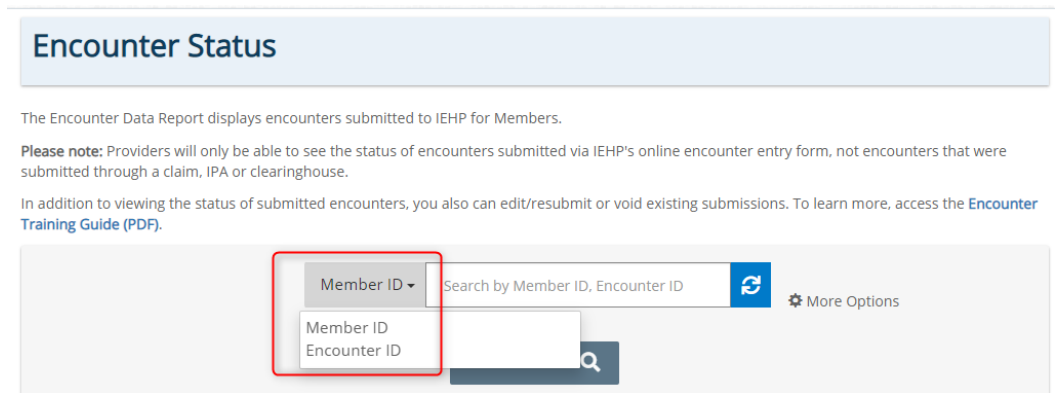

3. Once you find the encounter, confirm if the encounter is eligible for editing. A green lock indicates it is eligible, a red lock indicates the encounter has already been voided and cannot be altered.
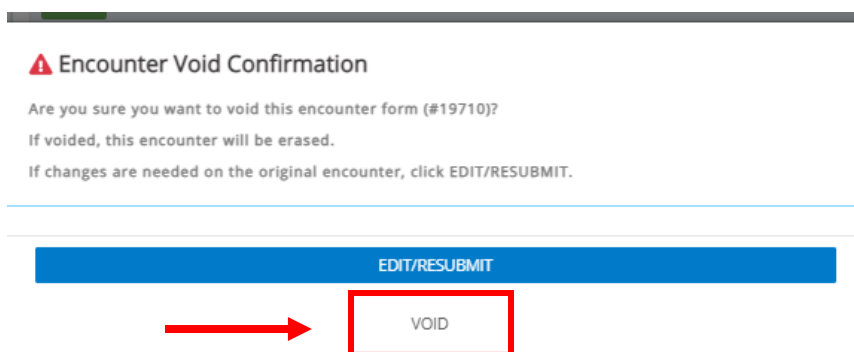

4. **Void**: To void, click the blue magnifying glass to access the encounter.
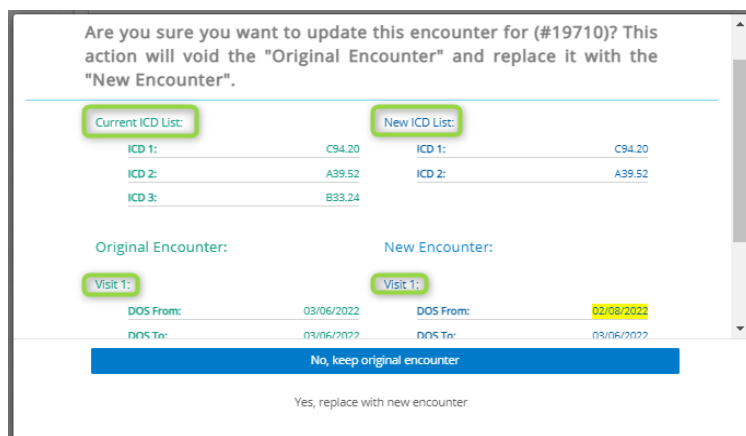
5. Note this specific encounter is confirmed "voidable" and has a green lock. Click the red VOID button.
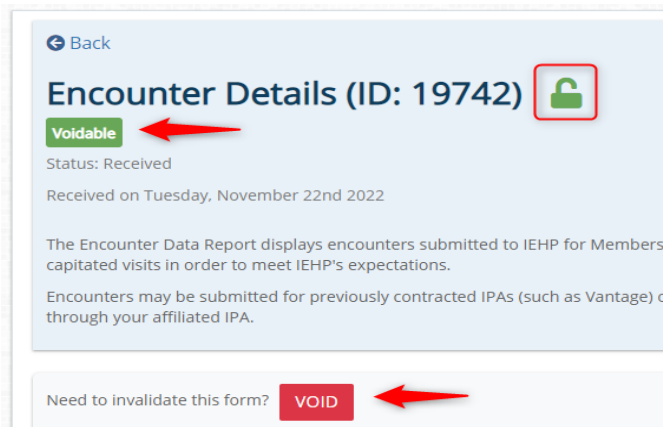
6. To **void**, click "VOID"

7. **Edit:** To edit an encounter, please make any needed changes to the Diagnosis Codes and/or Visit information and click RESUBMIT. Up to 50 visits/encounters can be added for a member at a time.

8. **Review the changes**. A pop-up will display the original "current" submission and the edited or "new" submission. If the edited "new" submission is not correct, click outside the box to make additional updates. Once updates are correct, choose to keep the original encounter or replace with new edited encounter.
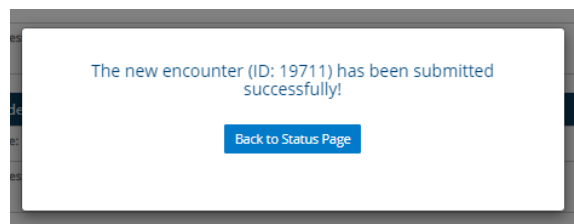
If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > For Providers > Plan Updates > Correspondence