



We heal and inspire the human spirit.

To: All IEHP Providers

From: IEHP - Provider Relations

Date: September 20, 2023

Subject: **UPDATE – Provider Website Redesign and Provider Portal Refresh**

We are pleased to announce the launch of our redesigned IEHP website and an updated look to our Provider Portal, coming in late September.

Please rest assured, although our website will have an updated look and content organization, **we have not changed or removed the content that you count on.**

Additionally, our secure Provider Portal has been updated to reflect IEHP’s new look but we **did not change the structure or functionality** your office team is accustomed to accessing.

We will continue to update and provide more detail as we get closer to the end of the month.

Here are some of the enhancements you can expect to see:

- **New User-Friendly Provider Homepage** – displays only relevant content, multiple access points for Provider Portal Login, and links to the most visited Provider pages and regulatory guidance.
- **Streamlined Navigation** – better organized content with streamlined drop-down menus accessible via four different navigation areas: Provider Central, Resources, Programs, and Join the Network.
- **Images that Reflect our Community** – IEHP is driven by its Mission to “Heal and Inspire the Human Spirit” and our new branding design reflects our Mission, Vision and Values.
- **A new modern and clean look for our Provider Portal**

Again, there are **No Changes to Navigation, Structure or Functionality of the Provider Portal.** All portal updates are cosmetic in nature and a reflection of IEHP’s updated look.

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

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

Sample: New Provider Website Homepage and Access Points to Provider Portal

The image shows a screenshot of the new Provider Website Homepage. The top navigation bar includes the IEHP logo (Inland Empire Health Plan) and menu items: Provider Central, Resources, Programs, and Join the Network. On the right, there are links for Careers, Providers, and Brokers, a search bar, and a prominent 'Provider login' button highlighted with a red box. The main hero section features a photograph of a doctor talking to an elderly patient, with the text 'Hello Providers' and 'We're here to support you!'. Below this are three service cards: 'Provider Login' (with a 'Login' button), 'Provider Manuals & Trainings' (with a 'See Manuals' button), and 'Provider Notices' (with a 'Read Notices' button). The bottom section has a dark purple background with two promotional banners. The left banner is titled 'Help Members keep their Medi-Cal Coverage!' and includes a 'Learn more' button. The right banner is titled 'Your patients need their Medi-Cal.' and features an image of a 'Medi-Cal Renewal Form' and a yellow envelope, with the text 'Remind them to look for the yellow envelope to renew.' and a right-pointing arrow.

IEHP
Inland Empire Health Plan

Careers [↗](#) Providers [↗](#) Brokers [↗](#)

Provider Central [▼](#) Resources [▼](#) Programs [▼](#) Join the Network [▼](#)

Search... **Provider login**

Hello Providers

We're here to support you!

Provider Login

The Provider portal is home to all of the resources, forms and tools needed to help support Member care.

[Login \[↗\]\(#\)](#)

Provider Manuals & Trainings

Our manuals and training resources contain policies and procedures in compliance with regulatory and contractual requirements.

[See Manuals \[↗\]\(#\)](#)

Provider Notices

We are committed to ensuring our Providers are regularly updated and have access to news and information.

[Read Notices \[↗\]\(#\)](#)

Help Members keep their Medi-Cal Coverage!

Members need to renew their Medi-Cal this year. You can help by reminding them to look for, and respond to the yellow renewal envelope.

[Learn more](#)

Your patients need their Medi-Cal.

Remind them to look for the yellow envelope to renew. [↗](#)

Medi-Cal Renewal Form
It's time to renew b