



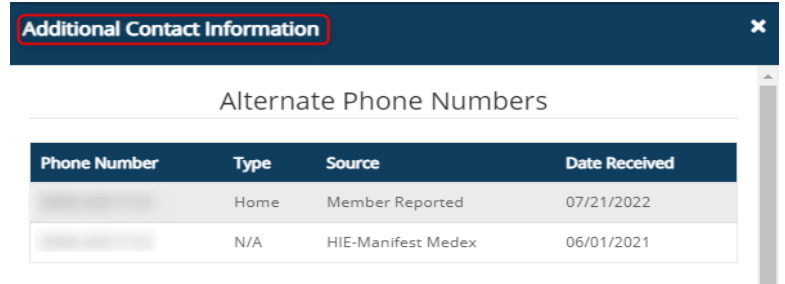
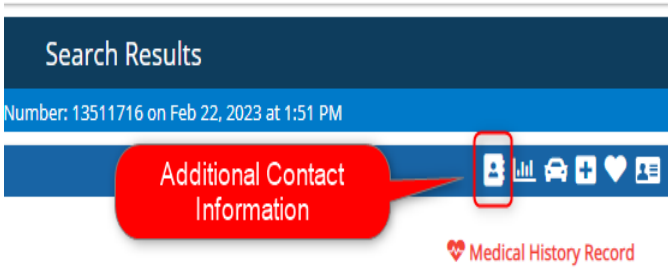
We heal and inspire the human spirit.

To: All PCPs, Specialists & BH Providers & IPAs
From: IEHP – Provider Relations
Date: October 9, 2023
Subject: Reminders about Medi-Cal Redetermination

Thank you for your efforts to support members’ timely renewal of their Medi-Cal eligibility!

Please remember: Encouraging members to submit their yellow Medi-Cal renewal application before their due date will ensure that their eligibility with IEHP is uninterrupted. If members don’t submit their renewal by their due date, they will lose their eligibility and it may take weeks for it to be restored if the member submits their application during the 90 day “cure” period that follows the due date.

To help you get in touch with your patients who have Medi-Cal renewal due dates, Member Additional Contact Information is available on the Provider Portal’s Eligibility page through the address book icon, pictured below:



Due to the Covid-19 PHE and suspension of Medi-Cal redeterminations for 3 years, Member contact information was not updated as frequently with the State, resulting in more incorrect Member phone and address data.

Urge Members to keep contact information up-to-date to receive their Medi-Cal renewal application (yellow packet). Members can update their contact info by calling their county DPSS office:

- Riverside: (877) 410-8827
- San Bernardino: (877) 410-8829

IEHP’s Eligibility Renewal Support Team is standing by to help Members complete their renewal forms at 1-888-860-1296.

Medi-Cal Renewal reminder flyers for Members, are available in our four threshold languages – English, Spanish, Vietnamese, and Chinese. Please reach out to providerservices@iehp.org if you haven’t received flyers yet and wish to order.

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

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