



We heal and inspire the human spirit.

To: All IPAs

From: IEHP - Provider Relations

Date: October 12, 2023

Subject: **NEW - IEHP Provider Website Launch and Provider Portal Refresh**

We are pleased to announce the launch of our redesigned IEHP website and an updated look to our Provider Portal on the evening of October 13, 2023.

New Provider Services Website Domain:

<https://www.providerservices.iehp.org>

[This domain can be accessed via iehp.org. See images on the following page.](#)

Our website has an updated look and content organization, however **we have not changed or removed the content 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 team is accustomed to accessing.

Here are some of the enhancements you will see:

- **New User-Friendly Provider Homepage** – displays 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.
- **A new modern and clean look for our Provider Portal**

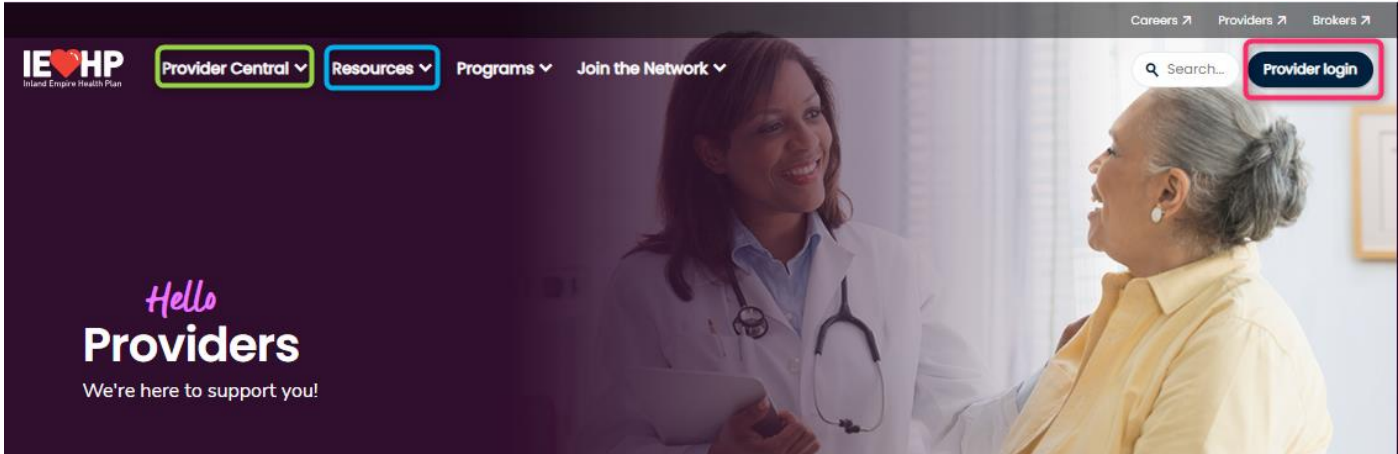
Here's where you will find frequently accessed information:

- **Notices** – www.providerservices.iehp.org > Provider Central > News and Updates > Notices (previously “Correspondence”)
- **Provider Incentive Programs** – www.providerservices.iehp.org > Provider Central > Provider Incentive Programs
- **Manuals & Trainings** – www.providerservices.iehp.org > Provider Central > Provider Manuals and Training
- **Forms & UM Clinical Criteria** – www.providerservices.iehp.org > Resources > Provider Resources

Again, there are no changes to Navigation, Structure or Functionality of the Provider Portal. All portal updates are a reflection of IEHP's updated look.

If you have any questions about these changes, please do not hesitate to email Jessica Gonzalez, Manager, Delegation Oversight at Gonzalez-J6@iehp.org

Sample: New Provider Website Access Points to Provider Portal and Frequently Accessed Content Categories.



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. ↗