



# Global Quality P4P

**To:** IEHP – All Global Quality P4P PCP & IPA Participants  
**From:** IEHP – Quality Programs  
**Date:** March 15<sup>th</sup>, 2024  
**Subject:** **REMINDER: 2023 Global Quality P4P Program**  
**Final Data Submission Deadline is April 1, 2024**

Inland Empire Health Plan (IEHP) would like to advise that we are aware of a cybersecurity issue that occurred through Change Healthcare (a software and data analytics subsidiary of UnitedHealth Group’s Optum unit), on Feb. 21, 2024, that resulted in nationwide product outages, including clearinghouse functions, impacting payers, providers, and pharmacies.

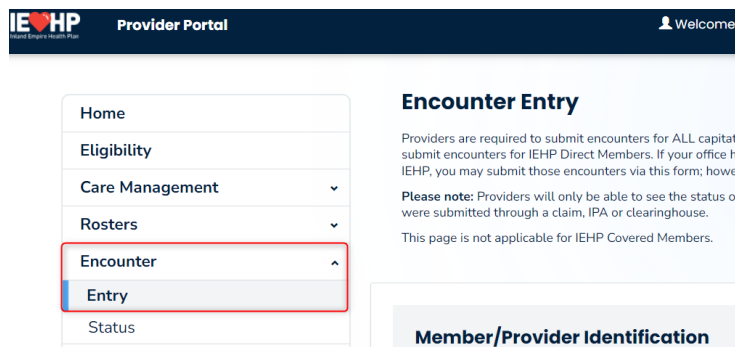
Change Healthcare’s outage has impacted services for some of our Providers and Independent Physician Associations (IPAs). We recognize that this situation is disruptive and are working quickly to minimize the disruption and support our Members and Providers.

**IMPORTANT – ENCOUNTER DATA SUBMISSION DEADLINES FOR  
2023 GLOBAL QUALITY P4P PROGRAM**

**At this time, IEHP will not be extending the data submission deadline for all encounter data submissions relating to the 2023 Global Quality P4P Program. Encounter data related to the 2023 performance year must be submitted to IEHP no later April 1, 2024.**

Primary Care Physicians (PCPs) may submit encounters directly through the IEHP Secure Provider Portal or utilize Office Ally (a free clearinghouse option). Please see below for additional information:

- Submit encounters directly into the **IEHP Secure Provider Portal** access which can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) >Log In> Encounter> Entry
- This should only be used if necessary due to an interruption in your practice’s standard encounter reporting process.



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**OR**

- Submit encounters via **Office Ally** if contracted or contact Office Ally if interested in a contract: Officeally.com OR call 866-575-4120 and ask to speak to the Enrollment Department.

Thank you for your continued partnership in providing quality healthcare to IEHP Members.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org) or email IEHPs Quality team at [QualityPrograms@iehp.org](mailto:QualityPrograms@iehp.org).

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices.