19. QUICK REFERENCE

A.   Quick Reference Guide

IEHP Quick Reference Guide

Main Number: (909) 890-2000
Main Fax Number: (909) 890-2002
Provider Call Center: (909) 890-2054 or (866) 223-4347
Provider Call Center Fax: (909) 890-2968

Eligibility:

IEHP's Secure Provider Portal: www.iehp.org

Member Services:

IEHP Member Services Support: (800) 440-IEHP (4347)
                                      M-F: 7am-5pm; Sat-Sun: 8am-5pm

Enrollment Assistance: (855) 538-IEHP (4347)
IEHP Covered: (855) 433-IEHP (4347)
TTY Member Services: (800) 718-IEHP (4347) or (909) 890-0731
TTY Enrollment Assistance: (800) 720-IEHP (4347) or (909) 890-1623
After Hours Nurse Advice Line: (888) 244-IEHP (4347)

Hours of Operation: Monday – Sunday   8:00 a.m. - 8:00 p.m.

IEHP's UM Staff and Physicians: Monday – Friday   8:00 a.m. - 5:00 p.m.
(Provider inquiries regarding
authorization request, status and
clinical decision and process)

IEHP website: www.iehp.org

Provider Call Center Email: ProviderServices@iehp.org

Closed For: New Year's Day   Labor Day
                   Martin Luther King, Jr. Day   Veteran's Day
                   Presidents' Day   Thanksgiving Day
                   Memorial Day   *Day after* Thanksgiving
                   Juneteenth   *Christmas Eve**
                   Independence Day   Christmas Day

*IEHP will designate an "alternative holiday" each year.