



**To:** IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** April 09, 2018  
**Subject:** **IMPORTANT NOTIFICATION: Remittance Advice Changes**

---

---

As of April 1, 2018, IEHP transitioned to a new claims and customer relationship management system. As part of this transition, IEHP has adjusted our processes to better align with National Electronic Standards, resulting in changes to your Remittance Advice (RA).

## **HOW DOES THIS CHANGE IMPACT YOUR ORGANIZATION?**

### **The changes to your RA include the following:**

- Explanation Codes have changed to be more aligned with National Electronic Standards.
- The following Explanation Codes have been removed from the RA: Co-Pay, Deduct and OthCarr.
- Interest has been added to the claim header and claim totals as well as at the end of the RA.
- Member's DOB has been removed.
- Claims with a Status "H" Claim Received & In Process have been removed from displaying on the RA.
  - Contracted Providers, please confirm receipt of submitted claim(s) by logging into the Provider Portal at [www.iehp.org](http://www.iehp.org).
  - Non-Contracted Providers can confirm receipt of submitted claim(s) by calling IEHP's Provider Relations Team at (909) 890-2054.
- Claim Numbers are now up to a 10-digit claim number.
- Claim Numbers will remain the same; if an adjustment occurs it will be represented in the Line/Ver#.
  - 1st two digits are the Claim Line; the 2nd two digits are the Version #. (i.e., 0102 = Claim Line 1 and Version 2).

## **WHAT SHOULD YOUR ORGANIZATION DO NEXT?**

- Log into the secure Provider Portal to review the guide outlining the new RA format and a sample of the new RA.
- Ensure that all appropriate staff in your office becomes familiar with the changes.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

This information has also been posted on the IEHP Secure Provider Portal. If you have any questions, please call the IEHP Provider Relations Team at (909) 890-2054.