



A Public Entity

Inland Empire Health Plan



To: IPAs and All IEHP Providers
From: IEHP – Provider Relations
Date: August 31, 2017
Subject: **State Eligibility File Delay: Affect on Member Eligibility Status**

IEHP received communication from DHCS that the September Month End Eligibility file has been delayed.

This delay will impact Medi-Cal Members' eligibility status reflecting on the IEHP Provider Portal, IVR and AEVS. Members that are **newly eligible**, **reinstated**, **placed on hold** or **disenrolled effective 9/1/2017** will reflect eligibility for August 2017, until further notice.

To avoid delay in Members' access to care, please continue to provide services to active Members based on the eligibility status that IEHP is displaying. IEHP will honor claims submitted on behalf of services rendered during this time as long as the eligibility confirmation number is retained and reported by the Provider.

Thank you for your understanding and for taking care of our Members. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.