



To: All IEHP Providers
From: IEHP – Provider Relations
Date: December 14, 2017
Subject: **MANDATORY: Provider NPI and Email Verification Requirements**

Inland Empire Health Plan's (IEHP) new claims processing system requires that all Providers have a valid National Provider Identifier (NPI) number and email address by the beginning of **February 2018**.

WHY IS THIS IMPORTANT?

1. Any claims submitted without valid billing and rendering NPIs will be rejected.
2. Providers will start using their NPI to log into the Provider Portal in place of the Provider ID.
 - a. Provider Portal account registration will require an NPI.
 - b. **No NPI in IEHP's system will result in loss of Portal access. All existing Provider accounts without an NPI will be granted Basic Account access only to check Member eligibility.**
3. Providers with multiple Provider Portal accounts will now only need to log into one account because everything will be linked by **NPI**. To ensure security, emails must be provided and validated through the portal for each account user.

WHAT DO YOU NEED TO DO?

1. Register for an NPI and provide the NPI to IEHP as soon as possible.
 - Visit the National Plan & Provider Enumeration System (NPPES) website at <https://nppes.cms.hhs.gov/#/>.
 - Follow verification instructions when registering for your NPI.
 - Send NPI registration or NPI changes to **providerservices@iehp.org**.
2. Validate your email address.
 - Log into the Provider Portal and update your email address by clicking on "Actions"
 - A verification email will be sent to the email address provided.
 - Click on the link in the email to validate.

Thank you for your continued partnership. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054, Monday – Friday, 8am – 5pm.