



A Public Entity

Inland Empire Health Plan



To: Direct PCPs, Inland Valleys IPA Providers, and Alpha Care Providers
From: IEHP – Provider Relations
Date: December 15, 2017
Subject: **Billing and Authorization Requests for Inland Valleys and Alpha Care Members**

Please accept this as clarification and confirmation of the process for Inland Valleys and Alpha Care authorization requests and billing of services.

WHERE DO I SUBMIT AUTHORIZATIONS?

- **For Inland Valleys IPA Members, continue to submit authorization requests through the Synermed portal.** IEHP has set up a process with Inland Valleys IPA/Synermed to have the authorization requests sent to IEHP electronically. IEHP will process the authorization requests through December 31, 2017 and the status of the authorization requests will display on IEHP's secure web portal.
- **For Alpha Care Medical Group Members, please submit your authorization requests through the Medpoint portal or fax your requests to 818-960-0609.**

WHERE SHOULD I SUBMIT CLAIMS?

- **For Inland Valleys IPA Members with DOS through December 31, 2017, please submit claims to Inland Valleys IPA through March 31, 2018.** IEHP is sharing authorization files with Inland Valleys IPA for claims payment purposes. If IEHP receives claims for Inland Valleys IPA, we will forward them to Synermed to be processed.

Inland Valleys IPA
PO Box 2002
Monterey Park, CA 91754

- **The only exception are claims attached to a Letters of Agreement (LOA) arranged directly by IEHP for Inland Valleys IPA. Those claims can be sent to:**

IEHP Claims Department
PO Box 4349
Rancho Cucamonga, CA 91729-4349

- After March 31, 2018, please send Inland Valleys IPA claims to Conifer Health Solutions.
- For Alpha Care Members, please submit all claims to Alpha Care Medical Group:

Alpha Care Medical Group, Inc.
PO Box 570215
Tarzana, CA 91357

Please remember, all Inland Valleys IPA Members will be with new IPAs or IEHP Direct effective January 1, 2018. Always verify eligibility and for dates of service after January 1, 2018, please follow up with the Member's new IPA for continuity of care and billing.

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/>.

For any questions or concerns, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.