



A Public Entity

Inland Empire Health Plan



**To:** Vision Providers  
**From:** IEHP – Provider Relations  
**Date:** December 29, 2017  
**Subject:** **Interactive Voice Response (IVR) System Will Be Retired in Early 2018**

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## COMING SOON

IEHP is excited to announce that through enhancements to our secure Provider Portal, in early 2018 your office will have the capability of checking Members' Vision benefits status and requesting all authorizations for Vision Services including Vision Exception Requests (VERs) online. In addition, your office will also have enhanced Vision services billing capabilities available through our Provider Portal.

Currently your office may be requesting authorization for Vision services through our Interactive Voice Response (IVR) system by calling (888) 355-2234 and following the prompts to verify that a Member's vision benefits are available and requesting authorization. When we launch the new online Vision forms and benefit verification, **IEHP will retire the Interactive Voice Response (IVR) system.**

Providers will receive additional communications from IEHP in the near future with details on available training opportunities prior to the launch of the updated web forms.

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/>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.