



A Public Entity

INLAND EMPIRE HEALTH PLAN



**To:** IPAs, PCPs, Specialists, Vision Providers, BH Providers and Ancillary Providers  
**From:** IEHP – Provider Relations  
**Date:** February 19, 2015  
**Subject:** **Operating System and Internet Browser Security – Upgrading from IE 9**

In a few weeks, IEHP will enable online submission of the Prescription Drug Prior Authorization ( Rx PA) Form. As we continue to migrate from paper to online submissions, IEHP is committed to providing a web portal that promotes ease of use and security. It is important to IEHP that you consider the appropriate browser for accessing our forms, including the Rx PA, for security and optimal user experience.

On April 8, 2014, Microsoft discontinued support for Windows XP and has also announced plans to discontinue support for Internet Explorer 9 (IE 9). Although you may continue to use computers with Windows XP, Microsoft is no longer providing security updates. This increases the risk of malware, viruses and having personal information stolen. **If you are using IE 9, IEHP recommends your office to upgrade to IE 10 or IE 11, or use another browser such as Google Chrome or Mozilla Firefox.**

Operating System	Internet Browser
<ul style="list-style-type: none"> <li>• XP</li> </ul> <p><i>If you choose to remain on XP, please consider upgrading to the following browsers)</i></p>	<ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Mozilla Firefox</li> <li>• Internet Explorer 8 (Not Recommended)</li> </ul>
<ul style="list-style-type: none"> <li>• Vista</li> <li>• Windows 7</li> <li>• Windows 8.1</li> </ul>	<ul style="list-style-type: none"> <li>• Internet Explorer 10</li> <li>• Internet Explorer 11</li> <li>• Google Chrome</li> <li>• Mozilla Firefox</li> </ul> <p><i>Please take note that Internet Explorer 9 will not be supported shortly</i></p>

Please consult with your office’s technical support before downloading and installing any applications to ensure there are no conflicts with existing programs on your office’s computers. If you have any questions, please contact the Provider Relations Team at (909) 890-2054.