



A Public Entity

Inland Empire Health Plan



To: All Providers
From: IEHP – Provider Relations
Date: January 24, 2018
Subject: **New Claims Processing System Updates**

IMPORTANT REMINDER!

IEHP is transitioning to a new claims and customer relationship management system. The main goal is to ensure a seamless transition with minimal impact to your business. The system is scheduled to go live April 2, 2018.

EXPECTED CHANGES:

- Eligibility data changes, such as new Member and Provider IDs
- New ID cards for Medi-Cal Members
- Updated RAs, capitation reports, and 835s
- Billing NPI now required for vendor set up
- Updated Member profile

INFORMATION YOU CAN USE:

- Partnering with IEHP is crucial for ensuring continued service to our Members and valued Providers
- IEHP will send targeted communications to each specific audience, such as:
 - Testing claims, eligibility, and authorization files
 - Future dual files
- Please assign one of your employees as IEHP's designated point of contact for the validation testing process
- IEHP's legacy systems will remain active for encounters with service dates before April 2
- IEHP will inform you when the system no longer accepts data

WHAT STEPS SHOULD YOU TAKE?

- Look for continued detailed information in the coming weeks and share all updates with your staff.
- As a reminder, all communications sent by IEHP can be found on our Provider portal at:
<https://ww3.iehp.org/en/providers/correspondence/new-claims-processing-system-correspondence/>
- Please call the IEHP Provider Relations Team at (909) 890-2054 if you need to update your business contact information or if you have any questions.