



A Public Entity

Inland Empire Health Plan



**To:** IPAs and All Providers  
**From:** IEHP – Provider Relations  
**Date:** January 25, 2018  
**Subject:** **Transition to New Claims Operating System**

---

---

## **IMPORTANT UPDATE!**

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. With this new system there will be changes to the financial component. This more efficient and reliable system is scheduled to go live **April 2, 2018**.

## **HOW WILL THIS IMPACT YOUR BUSINESS?**

We expect the following financial segments to be impacted:

- Remittance advice
- Capitation reports
- Paper checks

## **WHAT STEPS SHOULD YOU TAKE?**

- Look for more 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/>
- 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