



A Public Entity

INLAND EMPIRE HEALTH PLAN



**To:** All IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** June 6, 2016  
**Subject:** **MANDATORY Website Security Email Account Requirement**

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**Inland Empire Health Plan (IEHP) will be launching the new Provider Portal in summer 2016.**

The new Provider Portal login will implement an enhanced security self-service system to further ensure HIPAA privacy and security compliance. Providers will have the ability to manually reset their forgotten passwords by using their email address as a verification method without the need to call into the IEHP Provider Relations team.

**All IEHP account users will be required to provide a valid email address for new and existing accounts.** Existing accounts and subaccounts will have **90 days** from the new Provider Portal launch date to provide this information, or their IEHP user accounts will be **locked out**.

Providers will be prompted during each login to provide such information if they have not already done so. Please ensure that you have a valid email address created and are able to provide this information in order to ensure that there is no delay in our Members' care. It is in the best interest of Providers to complete their requirement as soon as possible in order to gain access to all self-service features.

Below are examples of the notices that will display during each login session, prompting each account user to input a valid email address and set-up three security questions.

Email confirmation notice:

User Action (1/2)
Please confirm your email address:
<input type="text"/>
<input type="button" value="Dismiss"/> <input type="button" value="Confirm"/>

Three security questions requirement notice:

User Action (2/2)
Your security questions needs to be set up. Please submit your security questions
<input type="button" value="Dismiss"/> <input type="button" value="Update"/>

Thank you for your cooperation. If you have any questions or concerns, please contact the IEHP Provider Relations Team at (909) 890-2054.