



**To:** Direct Ancillary Providers  
**From:** IEHP – Provider Relations  
**Date:** June 14, 2017  
**Subject:** **Member Grievance support for IEHP Direct Providers**

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In our continued effort to partner with our valued Providers, **effective immediately**, Inland Empire Health Plan (IEHP) is transitioning the handling of all IEHP Direct Member Grievances for Ancillary Providers from our Grievance Department to the Provider Contracting Services Department. Our Provider Contracts Services team will reach out to your office if a Member grievance is filed to assist with response and ensure that these grievances are investigated, reviewed, evaluated and resolved timely and appropriately.

We appreciate your compliance to respond in a timely manner to Member Grievances (within 14 calendar days) and look forward to working with your office to make the grievance response process as efficient as possible.

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 your PSR or the IEHP Provider Relations Team at (909) 890-2054.