



A Public Entity

Inland Empire Health Plan



**To:** IPAs, Hospitals, PCPs, Specialists, BH, Vision, Ancillaries,  
Trading Partners

**From:** IEHP- Provider Relations Team

**Date:** March 29, 2017

**Subject:** **TRANSITION TO NEW CLAIMS OPERATING SYSTEM**

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**Over the next 10 months, Inland Empire Health Plan (IEHP) will work to transition its current claims operating system to a new processing system with an expected Go-Live date of First Quarter 2018.**

Our goal is to successfully transition to the new processing system with minimal impact to your practice. To be successful in this system transition, IEHP requires your support in testing to ensure that new system meets the needs of IEHP, Providers, Vendors and our Members. Our functional testing starts in Summer 2017.

**Benefits of the New claims operating system include:**

- Processing claims more responsively and efficiently
- Enhance analytic capabilities to support better customer service for Provider Network
- More simplified IT infrastructure to enable a more flexible & adaptable technology

**What You Can Expect:**

- Changes in Vendor and Provider Profile
- Billing NPI is now required for vendor set up
- Vendor Physical Address is now required
- New Provider Number
- Changes in Member profile
- New Member ID card
- Changes in outbound file to industry standard layouts

We will continue to keep you apprised with project updates as we transition from the current claims processing system to the new system. It is important that your practice keeps updated contact information so we can correspond with you. We continue to invest in the tools to put our Member's health above all else and ensure our Providers have the resources they need to be successful as a partner in our organization.

If you have questions about our transition to our new claims processing system, please call the IEHP Provider Relations Team at (909) 890-2054.