



A Public Entity

Inland Empire Health Plan



To: All IEHP Providers
From: IEHP – Provider Relations
Date: October 19, 2016
Subject: **Claims Submission – IEHP Member Identification Format through Clearinghouses**

As of October 01, 2016, IEHP is allowing Providers additional flexibility when submitting the Member or Subscriber Identification (ID) number on claims or claim files submitted through clearinghouses. An IEHP Member or Subscriber ID number can be submitted in the following format:

- 9 digits – alpha/numeric (CIN or Social Security)
- 12 digits – numeric (000000000000)
- 14 digits – numeric (000000000000-00 or 000000000000-01)

IEHP has notified **Office Ally** and the other clearinghouses who submit to IEHP a request to update their system parameters to accept these Member ID number formats. If a claim has been rejected, please **resubmit the claims as new claims beginning Wednesday, October 19, 2016**. Most of the clearinghouses will have the update in place this week.

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