



To: IPAs and All IEHP Providers
From: IEHP – Provider Relations
Date: October 31, 2017
Subject: **MANDATORY: Provider NPI Requirement**

COMING SOON

As previously communicated, Inland Empire Health Plan (IEHP) is transitioning to a new claims processing and customer relationship management system in the 1st Quarter 2018. This new claims system will no longer process claims without a valid National Provider Identifier (NPI) number. Upon implementation of the new system in the First Quarter of 2018, **any claims submitted without valid billing and rendering NPIs will be rejected.**

The following information is required:

- For Professional claims - billing, referring, service location, and rendering Provider NPIs.
- For Facilities claims - billing, operating, other and attending NPIs.

In addition, IEHP will be updating our Provider Portal. All IEHP Providers will be required to log into the Provider Portal using their rendering **NPI** as Provider ID numbers from IEHP's previous claims processing system will no longer be utilized. This new requirement will only apply to owner accounts; sub user accounts will not be impacted.

WHAT DO WE NEED FROM YOU?

To avoid any delays in claims processing and to continue to access the Provider Portal, please ensure that you:

- If you have a registered NPI and have made a change or correction to your NPI notify IEHP.
- If you do not have an NPI, ensure that you register for an NPI and provide the NPI to IEHP as soon as possible.*
- Notification of NPI registration or NPI changes can be sent by e-mail to providerservices@iehp.org, or by contacting your Provider Services Representative (PSR).

* To apply/register for an NPI, login to the National Plan & Provider Enumeration System (NPPES) website at <https://nppes.cms.hhs.gov/#/>. Instructions on how to register for an NPI can be found on our IEHP website at <https://ww3.iehp.org/en/providers/join-our-provider-team/pcp-and-specialists/>

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