



To: IEHP Providers
From: IEHP – Provider Relations
Date: October 1, 2018
Subject: **IMPORTANT NOTICE: Clean Claims Submission Requirements**

COMING SOON!

Effective in the first quarter of 2019, Inland Empire Health Plan (IEHP) will amend the claim submission requirements to improve handling of your medical claims. These mandatory changes are focused on ensuring the completeness and quality of claims data received to improve IEHP's ability to submit complete encounter data to the Department of Health Care Services (DHCS) and the Centers for Medicare and Medicaid Services (CMS).

Complete data submissions result in improved:

- information on the services provided to IEHP Members
- information on IEHP Members' health
- information on the costs associated with the care of IEHP's Members
- ability to provide accurate and timely payment

IEHP's Provider Manual defines Clean Claims as, "those claims and attachments or other documentation that include all reasonably relevant information necessary to determine Payor liability." **Any claims received without pertinent information following the implementation of the Clean Claim initiative may be rejected upon receipt.**

IEHP will provide detailed updates on a monthly basis leading up to the implementation. Please share this information with your billing team to ensure that appropriate changes to paper claim forms (if applicable) are made by the first quarter of 2019. IEHP will be working with submitting clearinghouses to ensure they are aware of our clean claim rules.

IEHP is committed to providing quality service and appreciates your understanding and cooperation with these forthcoming mandatory changes.

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.