



To: All IEHP Providers
From: IEHP – Provider Relations
Date: September 22, 2016
Subject: IEHP’s Redesigned Provider Portal

ANNOUNCING IEHP’S REDESIGNED PROVIDER PORTAL!

As previously communicated, Inland Empire Health Plan (IEHP) will be launching the redesigned Provider Portal on Monday, September 26, 2016.

To prepare you for this launch, here are some important reminders:

- **The new IEHP Provider Portal will no longer support Internet Explorer (I.E.) versions 7, 8, 9 or 10.** It is critical that you upgrade to a recommended browser in order to gain access to the new portal. If your office is currently using I.E. 7, 8, 9 or 10 please upgrade to an acceptable browser that is compatible with your operating system.
- The links below offer helpful tips on checking which browser you are using and how to upgrade to the most up to date versions.
 - <https://whatbrowser.org/>
 - <http://browshappy.com/>
- The new Provider Portal is an enhanced **security self-service system** that will further ensure HIPAA privacy and security compliance. Providers will have the ability to manually reset their forgotten passwords by using their email address as a verification method.
- **All IEHP account users will be required to provide a valid email address for new and existing accounts. Existing accounts and subaccounts will have until November 11, 2016 to provide this information, or your IEHP user accounts will be locked out.**
- Additional information can be found on our IEHP Provider Portal page at the following link:
 - <https://ww3.iehp.org/en/providers/provider-portal/>

We appreciate your utilization of IEHP’s Provider Portal and are here to support your office with trainings as needed to ensure your office takes advantage of the information and tools available that can assist in the care of our Members.

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