



To: IPAs, Hospitals, and Ancillaries Administrators
From: IEHP – Provider Relations Team
Date: September 19, 2017
Subject: **Update: New Eligibility File Testing Window**

As previously communicated, Inland Empire Health Plan (IEHP) is implementing a new claims processing and customer relationship management system with a Go-Live date of 1st Quarter, 2018. As a partner with whom we currently exchange data files, IEHP wants to ensure we work closely with your organization - with minimal impact.

This notice is to inform you that the testing window timeframe that we communicated with you on May 4, 2017 for the new eligibility files has changed. The new testing window is now **October 2017 to February 2018** (changed from July 2017-September 2017). Our goal is to ensure that you are ready to receive and process our eligibility files when we go live on our new system. The testing process is critical to everyone's success.

BELOW ARE THE NEW UPDATES:

- IEHP will start to deliver to your organization updated guides and sample monthly eligibility files in the following formats on **October 9, 2017**:
 - IEHP proprietary with new changes to the file format
 - 834 file
- If your organization is ready to implement the 834 format you can choose to start testing with it.

WHAT SHOULD YOUR ORGANIZATION DO NEXT?

- Share this communication with your technical team so they are aware of the testing window and who to contact with questions or problems.
- Be on the lookout for a follow-up communication from IEHP regarding the testing window for the eligibility files. This communication will be for your technical team and will provide specifics regarding the details of receiving the eligibility files.

If you have any questions regarding the testing window or about our transition to our new claims processing and customer relationship management system, please email us at CORETradingPartners@IEHP.org

cc: IT Directors
Eligibility Contact