



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: IEHP P4P Participating PCPs and Specialists
From: IEHP Provider Relations Team
Date: December 5, 2008
Subject: P4P Appeals and Inquiries Online

- 💰 You already submit your P4P data to us online...why not submit your P4P inquiries or appeals online as well? Now you can, effective **Monday, December 8, 2008!**
- 💰 Just log in to www.iehp.org and click on P4P, go to P4P Status and choose the Status option for the component you are appealing. You'll see an "A" for appeal next to any denied submission and by clicking on that "A" you'll bring up an appeal form that will be submitted electronically to IEHP's Provider Relations Team. Plus, you'll receive a receipt of your appeal submission. Remember, it may take up to 45 working days to resolve a P4P appeal.
- 💰 It's important before you submit your appeal to first check your Activity Report or Remittance Advice to verify the reason for denial as the submission may not have met the P4P program criteria for incentive payment. It's also important for you to be as detailed as possible in the Comments section of the appeal form so IEHP's Provider Relations team can assist you as quickly and thoroughly as possible.
- 💰 If you have any questions or concerns about the new P4P Appeals and Inquiries Online process, please call IEHP's Provider Relations Team at (909) 890-2054.