



**To:** IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** July 29, 2019  
**Subject:** **Claims Payments Update**

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**NEW!** Starting August 5, 2019, IEHP will be processing payments twice per week on Mondays and Wednesdays **on a trial basis** to test our system capabilities for ongoing twice per week payment. Those receiving deposits via Electronic Funds Transfer (EFT) should see their payments within one to two business days. Paper checks will be delivered as usual through the U.S. Postal Service.

Providers are encouraged to sign up for direct deposit in order to receive their money faster and to prevent lost or stolen payments. EFT cuts processing time significantly compared with handling paper checks. With EFT, the funds go directly into the Provider office bank account instead.

#### **How to Sign up for Direct Deposit**

Go to our website at: [www.iehp.org](http://www.iehp.org) >> **For Providers >> Provider Resources >> Forms >> EFT and ERA 835 Enrollment** to access two simple forms needed:

- 1) Electronic Funds Transfer (EFT) Authorization Agreement – *authorizes the direct deposit*
- 2) ERA (Electronic Remittance Advice) 835 Enrollment Form – *indicates the Provider's preference for type of submission*

Complete these forms and email them (with a scan of a voided check from your Provider Office bank account) to: [yendormaintenance@iehp.org](mailto:yendormaintenance@iehp.org).

#### **Note on ERA**

On the ERA 835 form, indicate the type of remittance advice desired. For example, you can choose to receive your ERA 835 directly, via the Provider Portal, or both ways.

- This completed form confirms that IEHP will send an online explanation about claims payments.
- These explanations may include information such as how IEHP has adjusted claim charges based on factors like contract agreements, benefit coverage and co-insurance.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at the following address: <https://www.iehp.org/en/providers/plan-updates>.

If you have any questions, please contact the Provider Relations Team at (909) 890-2054, Monday – Friday, 8am – 5pm, or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).