



We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs

From: IEHP – Provider Relations

Date: June 15, 2023

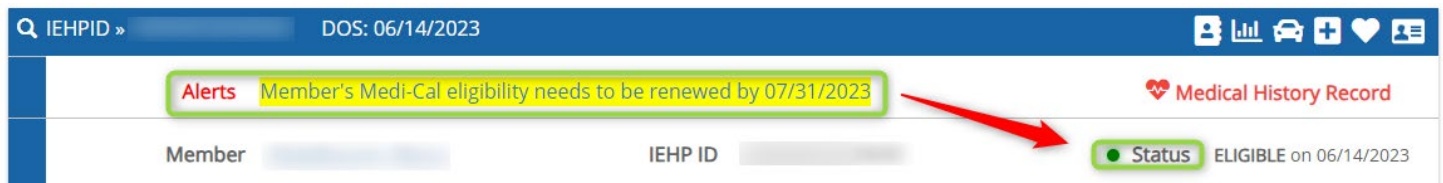
Subject: **Medi-Cal Renewal Date Does NOT Override Member’s Eligibility Status**

Your assigned IEHP Medi-Cal patients must renew their eligibility annually to stay assigned to your practice without interruption. An alert (pictured below) will appear above the Member’s name when their Medi-Cal eligibility is up for renewal.

PLEASE NOTE: This alert is not the Member’s eligibility status and should not be used to determine if Member is active with IEHP.

Please refer to “Status” displayed with the date of service to confirm if a Member is currently eligible.

Members with an ‘Eligible’ status **should continue to receive services without interruption.**



When an Annual Eligibility Renewal alert appears on the portal, please notify the Member their Medi-Cal Eligibility requires their attention:

- ✓ Encourage your front office staff to ask Members as they check in, “**Have you received your YELLOW Medi-Cal Renewal Packet?**”
- ✓ Encourage Members who have a Medi-Cal renewal alert to call the **IEHP Eligibility Renewal Support Team at 1-888-860-1296.**
- ✓ If the Member has **NOT** received their renewal packet, advise them to call their county or IEHP to update their contact information:

San Bernardino County: 1-877-410-8827

Riverside County: 1-877-410-8829

Please remember to confirm eligibility at every visit and refer to the “Status” to determine if the Member is eligible with IEHP.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.