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To: IPAs, Hospitals & Trading Partners
From: IEHP - EDI
Date: July 7, 2023
Subject: Maintenance Alert - SFTP Not Accessible This Weekend July 7th – July 9th

Please be advised that the IEHP SFTP will not be accessible while we perform maintenance:

Friday July 7th at 5:00pm – Sunday July 9th at 5:00pm

To check Member Eligibility during this period, please utilize the Eligibility tab on our Provider Portal.

The screenshot shows the IEHP Provider Portal interface. The top navigation bar includes the IEHP logo, 'Provider Portal', and user options like 'Welcome', 'My Account', 'Actions', and 'Sign Out'. The left sidebar has a menu with 'Eligibility' highlighted and a red arrow pointing to it. The main content area is titled 'Eligibility' and contains the following text: 'Providers must verify eligibility on the Date of Service (DOS) prior to rendering service to an IEHP Member. As a reminder, please save a copy of Member's eligibility on the Date of Service (DOS) for your records. Eligibility history available from 07/06/2020. Other Health Coverage FAQs'. Below this is a section for 'IEHP Members may have other primary health coverage through another health insurance plan not listed on the IEHP website. To verify other health coverage, please click on the AEVS link.' At the bottom, there is a search form with two input fields: 'IEHP ID, SSN, CIN, or Last Name' and 'SSN, CIN, IEHP ID, or Last Name', a 'DOS' field with the value '07/06/2023', and another 'DOS' field with the placeholder 'MM/DD/YYYY'. A blue 'Search' button is positioned below the form.

We apologies for the inconvenience.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org