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To: All PCPs, Specialists & BH Providers

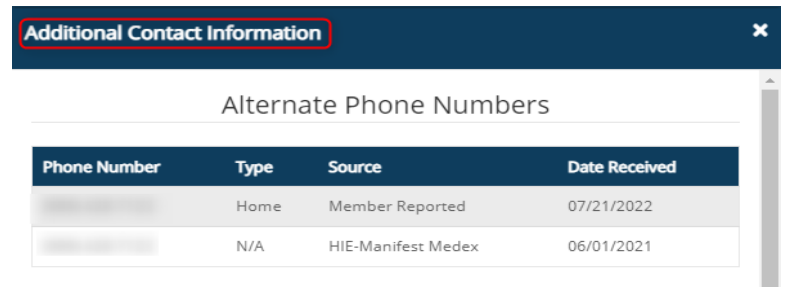
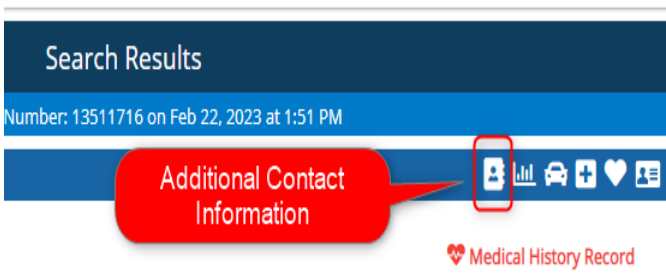
From: IEHP – Provider Relations

Date: July 28, 2023

Subject: Reminder: Utilize Member Additional Contact Information for Medi-Cal Renewal Outreach!

Thank you for your efforts to support Members’s timely renewal of their Medi-Cal eligibility!

Please remember: Member Additional Contact Information is available on the Provider Portal’s Eligibility page through the address book icon, pictured below:



Additional Contact Information is compiled based on multiple sources and supplements the information provided by the State that may not have the most current Member contact information.

Due to the Covid-19 PHE and suspension of Medi-Cal redeterminations for 3 years, Member contact information was not updated as frequently with the State, resulting in more incorrect Member phone and address data.

Urge Members to keep their contact information up-to-date to receive their Medi-Cal renewal application (yellow packet). Members can update their contact info by calling their county DPSS office:

- Riverside: (877) 410-8827
- San Bernardino: (877) 410-8829

IEHP’s Eligibility Renewal Support Team is standing by to help Members complete their renewal forms at 1-888-860-1296.

Medi-Cal Renewal reminder flyers for Members, are available in our four threshold languages – English, Spanish, Vietnamese, and Chinese. Please reach out to providerservices@iehp.org if you haven’t received flyers yet and wish to order.

All communications sent by IEHP can be found at: www.iehp.org > Providers > Plan Updates > Correspondences

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