



We heal and inspire the human spirit.

To: Behavioral Health and Vision Providers

From: IEHP – Provider Relations

Date: August 4, 2023

Subject: URGENT: Corrected Claims submitted via Provider Portal Denying as Duplicates

Due to a technical issue, corrected claims submitted via IEHP's Provider Portal are being incorrectly denied as duplicates.

We are working to fix the issue and appreciate your patience. In the meantime, **to avoid further denials of corrected claims as duplicates:**

- **Submit corrected claims via mail to:**

- IEHP – Claims Dept.
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

Or

- Utilize a clearinghouse to submit

Please note: Box 22 of the corrected claim must include corrected claim code “7” instead of “1” to indicate it is a corrected claim.

We apologize for the inconvenience and will soon notice as soon as the issue has been resolved.

All IEHP communications can 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