



We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs
From: IEHP – Provider Relations
Date: February 1, 2024
Subject: Updates to Medi-Cal Eligibility Renewal (AER) Rosters and Alerts

Let's help Members keep their IEHP Medi-Cal!

The “Annual Eligibility Renewal” (AER) roster and alerts have been enhanced. **The rosters are now updated weekly to remove Members who have submitted their AER packets to their respective county.***

Annual Eligibility Renewal (AER) Roster

Members on this roster are due for Annual Eligibility Renewal (AER). If Members do not complete their annual eligibility renewal by the date indicated on the roster, the Member will be disenrolled from Medi-Cal and no longer assigned to your practice through IEHP. Members have **90 days** after the Annual Eligibility Renewal date to cure their eligibility and be reinstated. To prevent a disruption in eligibility, we appreciate your support in advising Members of the importance of keeping their contact information current and completing the AER process. Please direct Members to call IEHP for assistance at **1-888-860-1296**.

This page is not applicable for IEHP Covered Members.

Enter IEHP ID, LAST NAME

[Click to Download CSV File](#)

Last Updated on 01/23/2024

PCP	PCP NPI	IPA
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IEHP continues to text and call Members due for Medi-Cal renewal. We send one text per family/Case ID to avoid sending the same message multiple times if there are more than one member of a family due for renewal.

Please continue to outreach to Members whose AER is due:

IEHPID » DOS: 01/23/2024

Member's Medi-Cal eligibility needs to be renewed by 01/31/2024

Medical History Record

Member IEHP ID Status ● ELIGIBLE on 01/23/2024

*Based on the weekly data files provided by the counties.

Key Reminders

- **IEHP's Eligibility Renewal Support Team is standing by at 1-888-860-1296 to assist all Members due for renewal with completion of their renewal paperwork.**
- **Please urge Members to keep their contact information up-to-date in order to receive their Medi-Cal renewal application (yellow packet) timely.**

Members can update their contact info by:

- **Calling their County:**
 - Riverside: (877) 410-8827
 - San Bernardino: (877) 410-8829
- **Remind Members if they miss their renewal due date, they have 90 days after the AER due date to submit their forms to “cure” or restore eligibility, if the Member meet**
- **Encourage your front office staff to ask Members “Have you received your YELLOW Medi-Cal Renewal Packet Yet?”**

As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

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