IE❤HP

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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.***

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:

*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 (<mark>yellow</mark> 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 <mark>YELLOW</mark> 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