



We heal and inspire the human spirit.

To: All IEHP Providers
From: IEHP - Provider Relations
Date: May 29, 2024
Subject: **Provider Website Redesign Phase II Updates**

We are pleased to announce updates to the Provider website on the evening of May 30, 2024.

IEHP's Provider Website Domain Remains the Same:

<https://www.providerservices.iehp.org>

This domain can be accessed via iehp.org. See images on the following page.

Although our website will have an updated look and content organization, the information you depend on is available and easy to find.

Here are some of the enhancements you can expect:

- **A New User-Friendly Provider Homepage** – displays relevant Provider news, multiple access points for Provider Portal Login, and links to the most visited Provider pages and regulatory guidance.
- **Simplified Navigation** – content is organized with streamlined drop-down menus via five navigation areas: News and Updates, Resources, Program and Services, Join the Network and our new Pharmacy category.
- **Images that Reflect our Community** – IEHP is driven by its Mission to “Heal and Inspire the Human Spirit” and our updated branding design reflects our Mission, Vision and Values.
- **Specific Content Changes** –pharmacy and compliance content were revamped to assist with improved readability.

Here's where you will find frequently accessed information:

- **Notices** – www.providerservices.iehp.org > News & Updates > Notices
- **Provider Incentive Programs** – www.providerservices.iehp.org >Programs & Services > Provider Incentive Programs
- **Manuals & Trainings** – www.providerservices.iehp.org > Resources > Provider Manuals & Training
- **Forms, Claims & UM Clinical Criteria** – www.providerservices.iehp.org > Resources > Resources for Providers
- **Provider Contract Forms** - www.providerservices.iehp.org > Join our Network > Provider Contract Forms

Sample: Updated Provider Website Homepage

The screenshot shows the homepage of the IEHP Provider website. The top navigation bar includes the IEHP logo, a 'News & Updates' dropdown menu, 'Resources', 'Programs & Services', 'Pharmacy' dropdown, and 'Join our Network'. On the right, there are links for 'Careers', 'Members', and 'Brokers', a search bar, and a 'Provider login' button. A pink box highlights 'Updated Menu Items' on the main banner. Below the banner, a 'Hello Providers' section says 'We're here to support you!'. A row of four 'Easy Access Points' includes 'Find a form', 'Learn about claims', 'Access the pharmacy formulary', and 'Read the latest plan information'. A 'Provider Alerts' section features a message: 'Help Members keep Medi-Cal Coverage! Remind them to respond to their yellow renewal envelope.' Below this is the main headline: 'We help Providers care for the communities they serve' with the subtext 'We are a local health plan, here to care for and support the Providers who care for our community.' The 'What we offer' section lists four services: 'Incentive Opportunities', 'Dedicated Support Teams', 'Compliance & Regulatory Guidance', and 'Edu' (Education). Each service has a brief description and a 'View' link.

Questions? Please contact the Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News & Updates > Notices (effective May 31, 2024)