



We heal and inspire the human spirit.

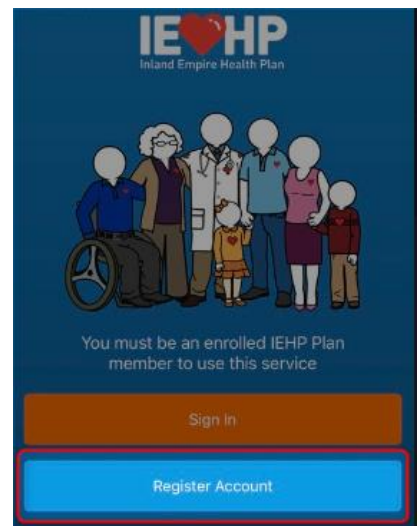
To: All IEHP Providers
From: IEHP – Provider Experience
Date: October 14, 2024
Subject: **REMINDER – Digital Member ID Cards Serve as Valid Proof of Insurance**

IEHP Member Services has received numerous calls from Members reporting they are being turned away from Provider offices when they arrive for their scheduled appointment but are unable to present a physical Member ID card.

★ **A physical ID card is not required when receiving medical services if a digital ID card is available.**

Members can easily access their digital ID card via the Member Portal or by downloading and logging into our new IEHP mobile app, IEHP Smart Care, and selecting “Register Account” to get started.

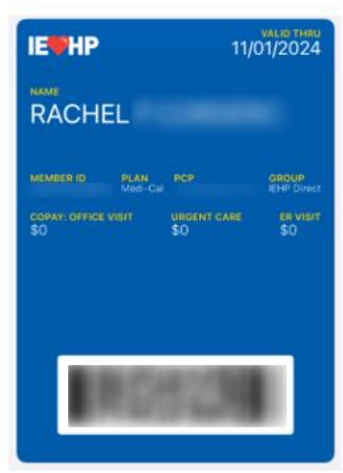
New IEHP Smart Care app users will need to “Register Account” before using the app.



A digital Member ID card:

- ✓ Provides instant eligibility verification.
- ✓ Reflects up-to-date Member contact and coverage information.
- ✓ **Serves as valid proof of insurance, ensuring Members are not denied service when not presenting a physical ID card.**

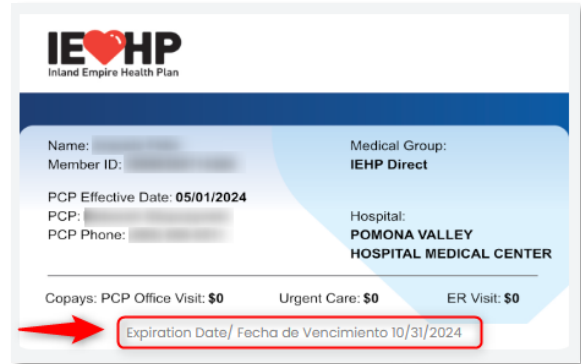
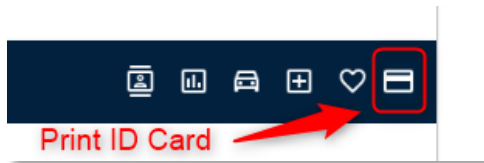
Member digital ID card displayed on Apple iOS device.



Member digital ID card displayed on Android device.



In cases where a Member does not have access to either a physical or digital ID card, Provider offices have the option to print a temporary Member ID card that can be used on the same day, via the Portal under the Member's Eligibility screen (see screenshots below).



Please inform Members that a temporary ID card will look just like a regular physical ID card but will have an expiration date printed on the bottom (see screenshot above). Members can download the IEHP Smart Care app on their mobile device to set up an online account, ensuring they always have access to their digital ID card. Members can also call the IEHP Member Services team to request a new physical ID card be mailed to them at no charge.

Our IEHP Member Services team is available by contacting the line of business affiliated with the Member's eligibility: Medi-Cal (800) 440-4347; Medicare (800) 633-4227; IEHP Covered (855) 438-4347; or email MemberServices@iehp.org.

If you have any questions, please contact the IEHP 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 and Updates > Notices