



*We heal and inspire the human spirit.*

**To:** All IPAs  
**From:** IEHP – Delegation Oversight  
**Date:** December 9, 2024  
**Subject:** **Process Update When Reporting Delegated Provider Changes**

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Please be advised of the updated process when notifying the Plan of Provider Changes to your IPA's network, including the termination of a PCP and/or Specialist.

**Effective immediately**, all Provider Change letters must be submitted to our Provider Network Team, via email: [providerupdates@iehp.org](mailto:providerupdates@iehp.org)

In compliance with **Policies 18D1 - IPA Reported Provider Changes** and **18D2 - IPA Reported Provider Changes - Specialty and Ancillary Provider Termination**, please include the following information in your notice:

- Provider First and Last Name
- Provider NPI
- Provider Specialty
- Provider Address, Phone and Fax
- Reason for Changes
- Plan for assuring Member continuity of care
- Copy of Provider's W9
- IPA/Provider contractual signature pages (if applicable)
- Provider's letter requesting termination, as applicable
- For specialist terminations, a copy of the letter sent to members seen by specialist within last 12 months.

**Please note:** IEHP requires sixty (60) days written notification coverage plan from the IPA when a Provider is terming the IPA's network.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

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