



We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs

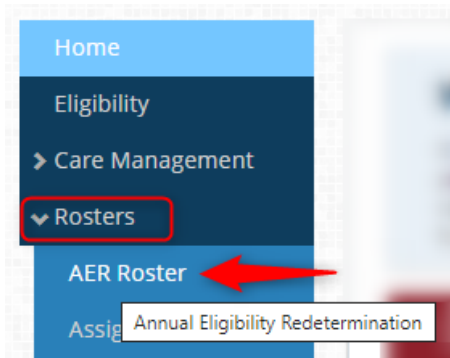
From: IEHP – Provider Relations

Date: January 13, 2025

Subject: REMINDER - ACTION REQUIRED: Remind Members Due for Medi-Cal Renewal - Renew Today!

Riverside and San Bernardino counties have advised IEHP that more than 135,000 IEHP members are due for Medi-Cal redetermination (renewal) by January 31, 2025. This increase is due to our county partners extending the renewal dates for many members whose eligibility was not determined in 2024. We are requesting your partnership to advise your assigned members who are due to return their Medi-Cal renewal application timely to avoid potential interruptions in care.

Please review your “Annual Eligibility Renewal” (AER) alerts and roster on IEHP’s secure provider portal and **remind your listed members to complete their Medi-Cal Renewal by January 31, 2025** for continued coverage.



Annual Eligibility Redetermination (AER) Roster ←

Members on this roster are due for Annual Eligibility Redetermination (AER). If Members do not complete their annual eligibility redetermination 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 Redetermination 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.

- ✓ Outreach to Members on the AER roster and ask, “**Have you received your YELLOW Medi-Cal Renewal Packet Yet?**”
- ✓ If they need assistance with their packet, they can call **IEHP Eligibility Renewal Support Team at 1-888-860-1296**, Monday – Friday, 8 am – 5 pm.
- ✓ If members who are due have **NOT** received their renewal packet, advise them to call their county or IEHP to update their contact information:
 - San Bernardino County –1-877-410-8829
 - Riverside County – 1-877-410-8827

★ **If members miss their renewal due date, they have 90 days after the due date to submit their forms and “cure” their eligibility.**

Thank you for your continued partnership. Together we can help IEHP Members keep their benefits and assignment to your practice.

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