



We heal and inspire the human spirit.

To: All Medi-Cal PCPs & IPAs

From: IEHP – Provider Relations

Date: April 6, 2023

**Subject: Phone Number CORRECTION: IEHP Eligibility Renewal Support Team
First Round of **YELLOW** Medi-Cal Renewal Packets Mailed to Members!**

San Bernardino and Riverside counties have begun mailing **YELLOW** Medi-Cal Annual Redetermination packets to Members whose renewal is due June 30, 2023. Every month going forward, a new group of Members will receive these packets, according to their Medi-Cal renewal date.

We want Members to stay assigned to your practice without interruption!

★ FRONT OFFICE STAFF – Start asking IEHP Members:

“Have you received your **YELLOW Medi-Cal renewal packet from the county?”**

If they say yes...

- **Refer Members to IEHP for assistance with redetermination applications.** We have a large team ready to help!
 - **CORRECTION: IEHP Eligibility Renewal Support Team - 1-888-860-1296**
- Remind Members if they missed their redetermination due date, they have 90 days after the date to submit their forms and renew eligibility.
- Use Eligibility Alerts and Annual Eligibility Redetermination Rosters on IEHP’s secure Provider Portal – **coming by May 2023!** These tools will help you proactively advise Members to submit their redetermination forms on time. **We’ll alert you when the tools are online.**

Please remind Members:

- To update their contact information with IEHP or their county office so they receive their renewal forms.
 - San Bernardino County –1-877-410-8829
 - Riverside County – 1-877-410-8827

Watch for flyers to be delivered to your office that you can share with your patients about the Medi-Cal Renewal process!

Thank you for your 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.