



Medi-Cal Redetermination



IPA Co-Branding Here (Optional)

Objectives of this Presentation

Create a shared understanding of the Medi-Cal Redetermination (Renewal) process:

- What it means to you and your patients, our members
- What IEHP can do to assist
 - Communication strategies
 - Renewal support
 - Sharing the Redetermination status through the Provider Portal



Overview

Annual Eligibility Redetermination Background

March 2020

Medi-Cal requirements waived

CMS temporarily waived certain Medi-Cal requirements and conditions in response to COVID-19.

Easing of these rules helped people keep their health coverage.

March 31, 2023

Continuous coverage requirement ends

California must conduct a full eligibility review annually for all Medi-Cal beneficiaries.

July 1, 2023

Disenrollment of coverage resumes

A member will be discontinued/disenrolled from Medi-Cal if they don't complete the renewal process or if they are no longer eligible to Medi-Cal.

Consolidated Appropriations Act of 2023

Delinked the continuous coverage requirement from the Public Health Emergency (PHE).

December 29, 2022

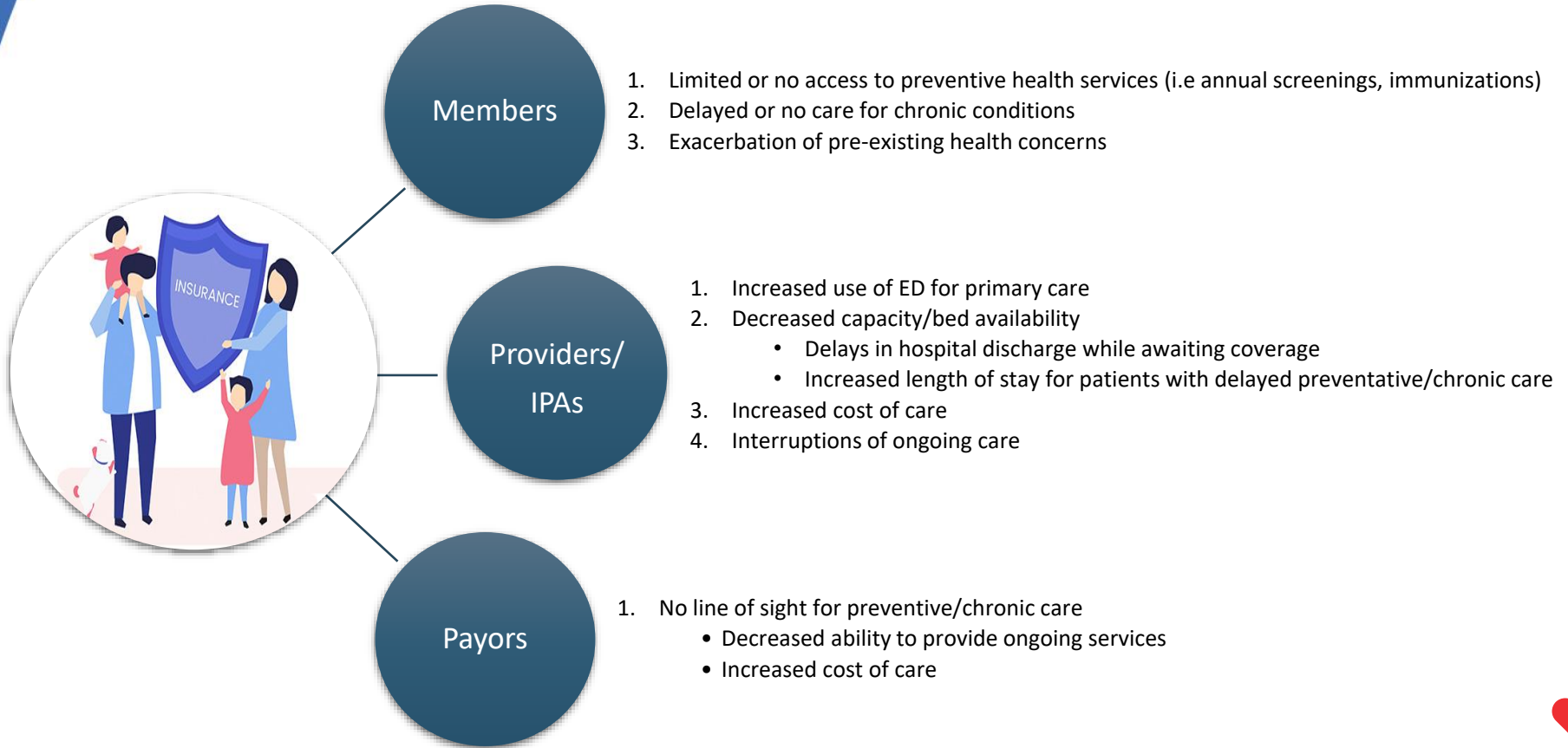
Unwinding of this continuous coverage requirement begins

The first batch of beneficiaries with a June 2023 renewal date will receive notifications from Counties starting in April.

April 1, 2023



Potential Impact



Awareness

Strategic Approach and Tactics

Medi-Cal Redetermination Process

- Annually, your Medi-Cal patients must renew their eligibility
 - The date patients must renew usually aligns with the month of their initial Medi-Cal application. For example, if they applied April 20, 2023, a patient will be required to renew April 2024. This allows for the Counties to take a *staggered* approach versus all patients renewing at the same time.
- Counties attempt to auto renew patients before reaching out to the patient directly.
- Once the County has determined a patient can't be auto-renewed, a packet is mailed and the patient has until the end of their renewal month to provide the required information.



Medi-Cal Redetermination Process (cont'd)

- Patients who are disenrolled from Medi-Cal as a result of not providing required information, are given 90 days to submit their information without needing to re-apply for Medi-Cal. **This is referred to as the 90-day Cure Period.**
- If a disenrolled patient provides the necessary information during the 90-day cure period and continues to be eligible for Medi-Cal, the patient's eligibility can be reinstated back to the date of disenrollment.
- If the person waits until after the 90-day cure period, this is treated as a new application which could take up to 45 days to process and potentially delay access to care.



Member Behavioral Considerations

May be **unfamiliar** with the annual renewal process



Scenario 1

Strategy

Inform members what annual renewal is and the importance of completing it timely

May have received a packet in the mail previously but **didn't need to act** (ignored)



Scenario 2

Strategy

Inform members that they must act now, although they may not have had to do so previously

May have **relocated** or changed their phone # without informing the state or county



Scenario 3

Strategy

Remind members to keep their contact information up-to-date



Tactics Providers/IPAs Can Use For Awareness

For Members

Texting campaign

Social media campaign

Website messaging

Member Portal/App messaging

Member Services: on hold
messaging

Member/Patient Newsletter

Videos with steps for
Redetermination (i.e Youtube)

For the General Public

Provider/Staff communication

Press releases

Op-ed pieces

Speaking engagements,
presentations or trainings

Templates can be found at: [Medi-Cal Continuous Coverage Unwinding Toolkit](#)



Messaging Tips to Support Members/Patients

1. Provide direct call to action

- “Don’t Lose Your Medi-Cal”
- “Now is the Time”
- “Countdown to **Important Date**”
- For Renewal support, call IEHP at **1-888-860-1296**, Monday-Friday, 8am-5pm

2. Simplify the process

- Highlight key steps
 - Be specific with where to call or go online
- Note special details
 - Example of renewal document
 - Renewal forms “in a yellow envelope”
 - Provide contact information for assistance in completing forms

Keep yourself and your family covered.

Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more. So, if you have Medi-Cal, make sure you renew it when it's time.

Update your contact information
Report any new changes to your name, address, phone number, and email address, so your county can contact you.

Check your mail
Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you've sent a renewal form, submit your information by mail, phone, or person, or online, so you don't lose your coverage.

Create or check your online account
You can sign up to receive alerts on your smartphone or log into your account to get these alerts. You may submit renewal and requested information online.

Complete your renewal form (if you get one)
If you received a renewal form, submit your information by mail, phone, or person, or online to help avoid a gap in your coverage.

For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)

Medi-Cal

Don't Lose Your Medi-Cal

COMPLETE THIS PACKET →

DID YOU KNOW THAT YOU NEED TO RENEW YOUR MEDI-CAL TO KEEP YOUR BENEFITS?
During the COVID-19 Public Health Emergency (PHE), you were able to keep your Medi-Cal – even if you had changes in your household. Now that the PHE is ending, your county needs your current information to check if you qualify for Medi-Cal.

WHAT SHOULD YOU DO?
By now, you should have received a packet from the county in the mail or online from www.BenefitCal.com. It's important that you respond right away. If the county does not receive this information, you will lose your Medi-Cal benefits.

Follow the instructions provided inside the packet. **Return all completed paperwork to your local Medi-Cal office right away by the date shown in your packet.**

IF YOU NEED HELP WITH THE FORMS:
Call IEHP at 1-888-860-1296, Monday-Friday, 8am-5pm.

WHAT IF YOU DID NOT GET A PACKET?
Call your county Medi-Cal Office:
Riverside County: 1-877-410-8827, Monday-Friday, 8am-5pm
San Bernardino County: 1-877-410-8829, Monday-Friday, 7am-5pm

IEHP
Inland Empire Health Plan

iehp_healthcare

It's important to provide your updated information to continue receiving Medi-Cal coverage information, such as renewal packets, benefit change notices or other important reminders.

You can easily update your information by creating an account at [BenefitsCal.com](https://www.BenefitsCal.com).

#RiversideCounty
#SanBernardinoCounty
#MediCal

View insights Boost post

Liked by [lisa_michelle1031](#) and 9 others

NOVEMBER 22 2022

Add a comment... Post

*Examples can be found in the appendix



Direct Renewal Support

Strategic Approach and Tactics

How can you Support Members/Patients?

1

Advise Members to keep their contact information current

2

Advise Members to complete the Annual Eligibility Redetermination (AER) process

3

Direct Members to call **1-888-860-1296** Monday-Friday at 8am-5pm

4

Provide flyers to Members/patients



IEHP Eligibility Renewal Support Team

1. Assist members in completing the renewal application

- Inbound/outbound calls
 - ❖ **1-888-860-1296**, Monday-Friday, 8am-5pm
- Application print outs
- Online submission via BenefitsCal.com
- Connect with the county

2. Serve as a centralized eligibility hub for all eligibility- related issues

- On hold, disenrolled, out of area, etc.

3. Help members update contact info

- National change of address (NCOA), undeliverable mail, etc.



Recommendations for Providers/IPAs

Review workflows with your front office team to highlight patients with upcoming Redetermination dates.

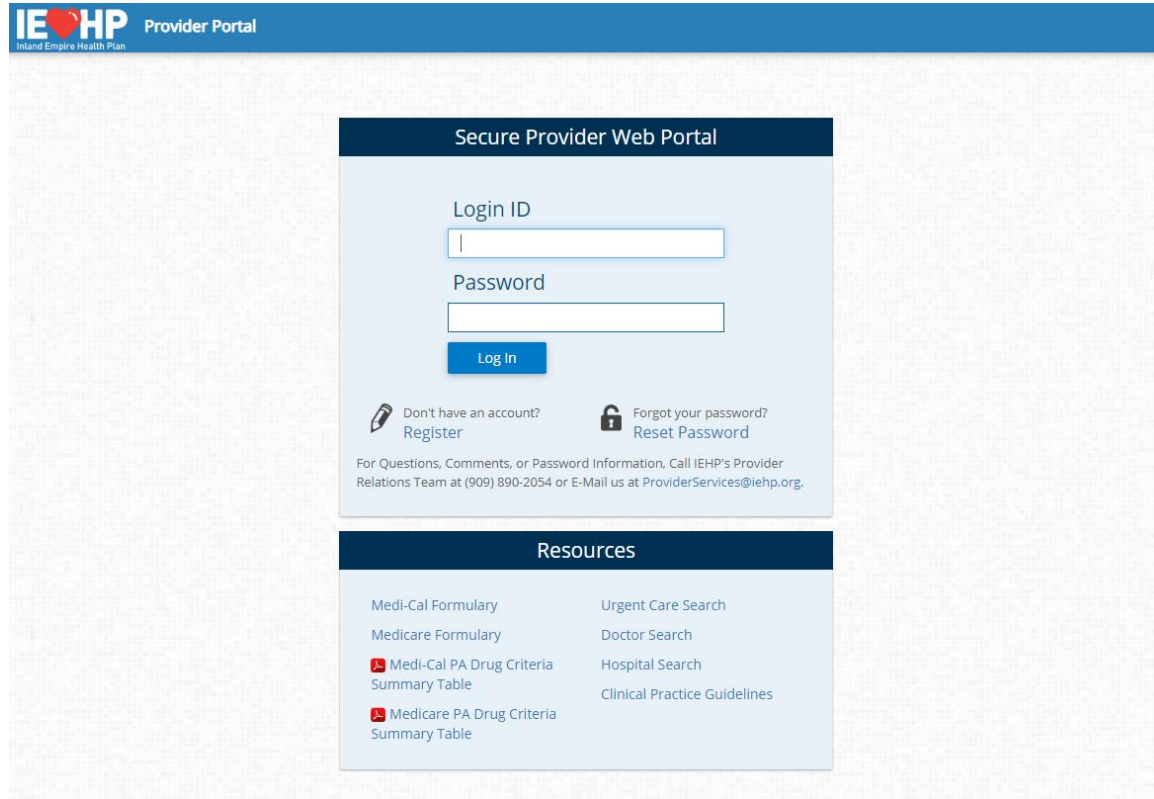
- Provide flyers to patients who have not yet submitted their documents
- PCPs and IPAs should review their assigned Member Annual Eligibility Renewal rosters and create an outreach plan according to their capacity.



How to Check the Renewal Status

How to Check the Renewal Status

Step 1: Log in to the IEHP [Provider Portal](#)




IEHP Inland Empire Health Plan **Provider Portal**


Secure Provider Web Portal

Login ID

Password



[Log In](#)

 Don't have an account?
[Register](#)

 Forgot your password?
[Reset Password](#)

For Questions, Comments, or Password Information, Call IEHP's Provider Relations Team at (909) 890-2054 or E-Mail us at ProviderServices@iehp.org.

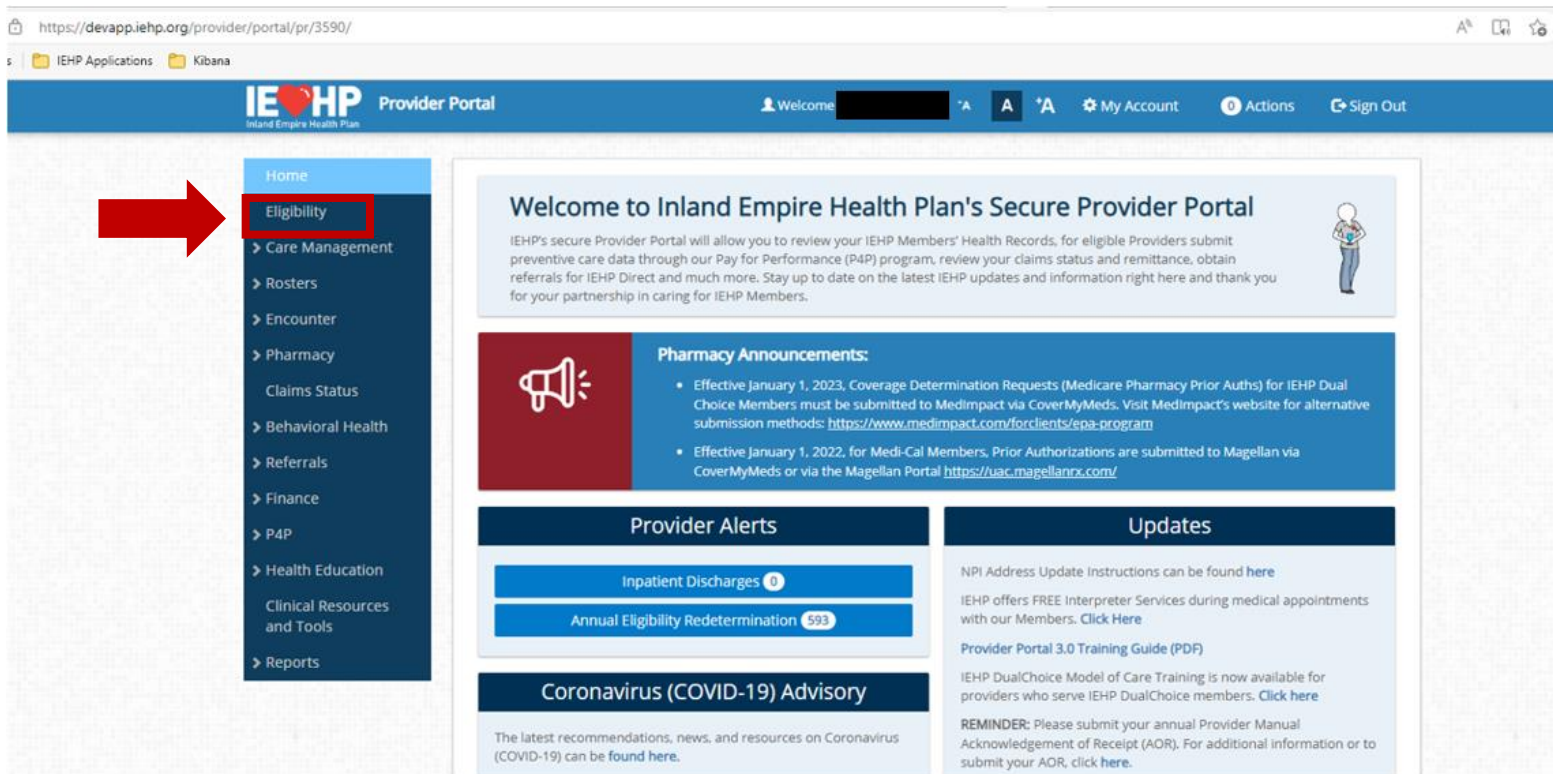
Resources

Medi-Cal Formulary	Urgent Care Search
Medicare Formulary	Doctor Search
 Medi-Cal PA Drug Criteria Summary Table	Hospital Search
 Medicare PA Drug Criteria Summary Table	Clinical Practice Guidelines



How to Check the Renewal Status

Step 2: Select “Eligibility” from the side bar of the Home page



The screenshot shows the IEHP Provider Portal interface. The browser address bar displays <https://devapp.iehp.org/provider/portal/pr/3590/>. The page header includes the IEHP logo, the text "Provider Portal", and user information: "Welcome [redacted]". Navigation links include "My Account", "Actions", and "Sign Out".

The left sidebar contains the following menu items:

- Home
- Eligibility** (highlighted with a red box and a red arrow pointing to it)
- Care Management
- Rosters
- Encounter
- Pharmacy
- Claims Status
- Behavioral Health
- Referrals
- Finance
- P4P
- Health Education
- Clinical Resources and Tools
- Reports

The main content area features a "Welcome to Inland Empire Health Plan's Secure Provider Portal" message. Below this is a "Pharmacy Announcements" section with two items:

- Effective January 1, 2023, Coverage Determination Requests (Medicare Pharmacy Prior Auths) for IEHP Dual Choice Members must be submitted to Medimpact via CoverMyMeds. Visit Medimpact's website for alternative submission methods: <https://www.medimpact.com/forclients/epa-program>
- Effective January 1, 2022, for Medi-Cal Members, Prior Authorizations are submitted to Magellan via CoverMyMeds or via the Magellan Portal <https://uac.magellanrx.com/>

Below the announcements are two summary boxes:

- Provider Alerts**: Inpatient Discharges 0, Annual Eligibility Redetermination 593
- Updates**: NPI Address Update Instructions can be found [here](#); IEHP offers FREE Interpreter Services during medical appointments with our Members. [Click Here](#); Provider Portal 3.0 Training Guide (PDF); IEHP DualChoice Model of Care Training is now available for providers who serve IEHP DualChoice members. [Click here](#); REMINDER: Please submit your annual Provider Manual Acknowledgement of Receipt (AOR). For additional information or to submit your AOR, [click here](#).

At the bottom, there is a "Coronavirus (COVID-19) Advisory" section with the text: "The latest recommendations, news, and resources on Coronavirus (COVID-19) can be found [here](#)."



How to Check the Renewal Status

Step 3: Enter the member identifier from the Eligibility search page

IEHP Provider Portal

Welcome [User Name] My Account Actions Sign Out

Home
Eligibility
Care Management
Rosters
Claims Status
Referrals
Finance
Clinical Resources and Tools

Eligibility

Providers must verify eligibility on the Date of Service (DOS) prior to rendering service to an IEHP Member.
As a reminder, please save a copy of Member's eligibility on the Date of Service (DOS) for your records.
Eligibility history available from 04/10/2020
[Other Health Coverage FAQs](#)

IEHP Members may have other primary health coverage through another health insurance plan not listed on the IEHP website. To verify other health coverage, please click on the AEVS link.

IEHP ID, SSN, CIN, or Last Name
SSN, CIN, IEHP ID, or Last Name
DOS 04/10/2023
DOS MM/DD/YYYY
JOB MM/DD/YYYY

Search

Billing Disclaimer

- Eligibility information provided is current as of 04/10/2023.
- This information does **not** constitute approval or referral of any service. Please contact the Member's PCP for referral.
- Please verify the existence of other health coverage by clicking on the AEVS link. In most instances, IEHP is secondary to Other Health Coverage (OHC), including Medicare. The claim must first be billed to the OHC. When billing IEHP as the secondary payer, the primary OHC explanation of benefits or claim denial notice must be included. EDI submitters can include the primary payment information in the electronic claim submission.



How to check the Renewal Status

Step 4: Review the member's renewal date next to the "Alerts" section

https://devapp.iehp.org/provider/portal/pr/3590/eligibility

IEHP Applications Kibana

IEHP Provider Portal
Inland Empire Health Plan

Welcome [Redacted] My Account Actions Sign Out

- Home
- Eligibility**
- Care Management
- Rosters
- Encounter
- Pharmacy
- Claims Status
- Behavioral Health
- Referrals
- Finance
- P4P
- Health Education
- Clinical Resources and Tools
- Reports

Eligibility

Providers must verify eligibility on the Date of Service (DOS) prior to rendering service to an IEHP Member. As a reminder, please save a copy of Member's eligibility on the Date of Service (DOS) for your records. Eligibility history available from 03/28/2020. [Other Health Coverage FAQs](#)

Search Again

Search Results

Verification Number: [Redacted] Mar 28, 2023 at 8:21 AM

Q IEHP ID + 2 [Redacted]

Alerts Member's Medi-Cal eligibility needs to be renewed by 05/31/2023 [Medical History Record](#)

Member	[Redacted]	IEHP ID	[Redacted]	Status	ELIGIBLE on 03/28/2023
CIN	[Redacted]	Gender	Male	DOB	[Redacted]
Aid Code	32	County	Riverside	Plan	Medi-Cal
Co-Pay	\$0.00	Medi-Cal Eff. Date	02/01/2017		
PCP	[Redacted]	NPI	[Redacted]	PCP Phone	[Redacted]
Eff. Date with PCP	12/01/2017 - Current	Directory ID	[Redacted]	Lab	LabCorp
IPA	Optum Care Network - Inland Faculty MG	Hospital	RIVERSIDE COMMUNITY HOSPITAL		

Billing Disclaimer

- Eligibility information provided is current as of 03/28/2023.
- This information does *not* constitute approval or referral of any service. Please contact the Member's PCP for referral.
- Please verify the existence of other health coverage by clicking on the AEVS link. In most instances, IEHP is secondary to Other Health



Roster Available for PCPs/IPAs

The message above the AER Roster will tell you what to do next.

The screenshot shows the IEHP Provider Portal interface. The top navigation bar includes the IEHP logo, 'Provider Portal', a user profile, and links for 'My Account', 'Actions', and 'Sign Out'. The left sidebar contains a menu with 'AER Roster' highlighted. The main content area features a red-bordered box with the following text:

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**.

Below the message is a search bar with the placeholder text 'Enter IEHP ID, LAST NAME' and a 'Search' button. The main table below has columns for 'PCP', 'PCP NPI', and 'IPA'. A summary row shows 'Total Member: 139' and a pagination control. The table header includes 'Member', 'IEHP ID', 'Phone', and 'Date of AER', with several rows of data below it.

IEHP Contacts

Eligibility Team

- Phone: 1-888-860-1296
- Hours: Monday-Friday at 8am-5pm
- DGECSEADS@IEHP.ORG

Provider Services

- Phone: 909-890-2054 or 1-866-223-4347
- ProviderServices@iehp.org





Q & A



Appendix

How to Gain Access to the IEHP Provider Portal

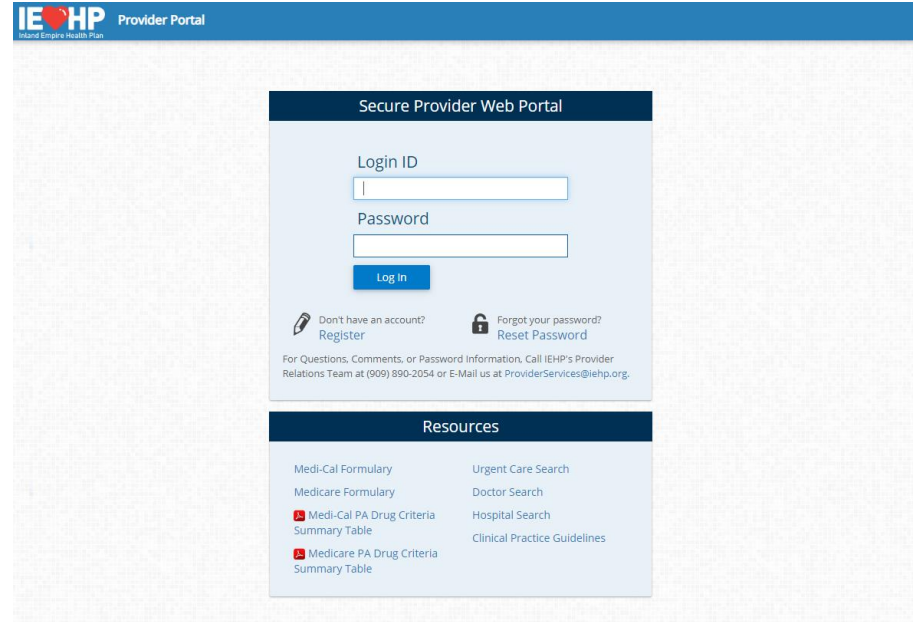
1. Reach out to the site owner in your organization to add you as a "Sub User."
 - Site owner will add a sub user under "My Account" settings.
 - If you do not know who your site owner is, please reach out to ProviderServices@iehp.org
2. Once you are added as a Sub User for your organization, you will be able to log in to the IEHP Provider Portal.



Accessing the Provider Portal

Website: <https://providers.iehp.org/>

1. Use your Login ID and Password, and click "Log In."
2. Once logged in, you will be taken to the home page.



The screenshot shows the IEHP Provider Portal login page. At the top, there is a blue header with the IEHP logo and the text "Provider Portal". Below the header is a dark blue bar with the text "Secure Provider Web Portal". The main content area is light blue and contains a login form with two input fields: "Login ID" and "Password". Below the "Password" field is a blue "Log In" button. To the left of the "Log In" button is a link "Don't have an account? Register" with a pencil icon. To the right is a link "Forgot your password? Reset Password" with a lock icon. Below these links is a small text block: "For Questions, Comments, or Password Information, Call IEHP's Provider Relations Team at (909) 890-2054 or E-Mail us at ProviderServices@iehp.org." At the bottom of the page is a dark blue bar with the text "Resources". Below this bar is a list of links: "Medi-Cal Formulary", "Medicare Formulary", "Medi-Cal PA Drug Criteria Summary Table", "Medicare PA Drug Criteria Summary Table", "Urgent Care Search", "Doctor Search", "Hospital Search", and "Clinical Practice Guidelines".

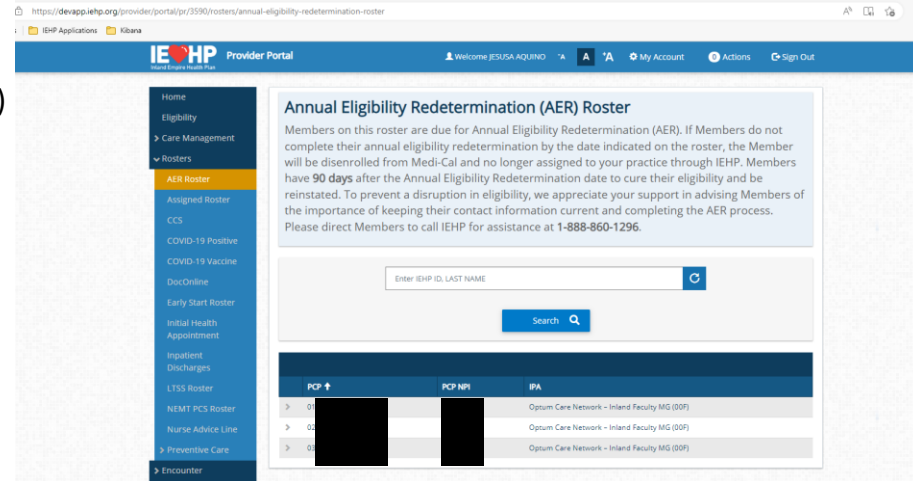


Accessing the Provider Portal (cont'd)

3. Reports also Accessible via Provider Portal

- Member Eligibility
- Care Management (Care Plans, and HRAs)
- Rosters (Direct Ancillary, Direct Specialty, NEMT PCS Roster)
- Claims Status
- Referrals (Status/Request)
- Finance (Claims RAs, Hospital P4P RAs, Prop 56 RAs)
- Clinical Resources and Tools

4. For any additional questions, please contact: ProviderServices@iehp.org



The screenshot displays the IEHP Provider Portal interface. The top navigation bar includes the IEHP logo, the text "Provider Portal", and user information: "Welcome JESUSA AZUINO", "A", "A", "My Account", "Actions", and "Sign Out". A left-hand sidebar menu lists various navigation options: Home, Eligibility, Care Management, Rosters (expanded), AER Roster (highlighted), Assigned Roster, CCS, COVID-19 Positive, COVID-19 Vaccine, DocOnline, Early Start Roster, Initial Health Appointment, Inpatient Discharges, LTSS Roster, NEMT PCS Roster, Nurse Advice Line, Preventive Care, and Encounter.

The main content area is titled "Annual Eligibility Redetermination (AER) Roster". It contains a message: "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." Below the message is a search bar with the placeholder text "Enter IEHP ID, LAST NAME" and a "Search" button.

Below the search bar is a table with three columns: "PCP", "PCP NPI", and "IPA". The table contains three rows of data, with the first two columns redacted by black boxes. The "IPA" column lists "Optum Care Network - Inland Faculty MG (DOP)".

PCP	PCP NPI	IPA
> 0	[REDACTED]	Optum Care Network - Inland Faculty MG (DOP)
> 0	[REDACTED]	Optum Care Network - Inland Faculty MG (DOP)
> 0	[REDACTED]	Optum Care Network - Inland Faculty MG (DOP)



Member Flyer Templates

Keep yourself and your family covered.



Make sure your information is up to date.

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Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.

Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online, so you don't lose your coverage.

Create or check your online account

You can sign up to receive alerts on your case. Create or log into your account to get these alerts. You may submit renewals or requested information online.

Complete your renewal form (if you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online to help avoid a gap in your coverage.

For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)







Medi-Cal



URGENT: RENEW IT OR LOSE IT!

Don't lose out on Medi-Cal.

Pick one way to renew your Medi-Cal coverage

-  **Online:** Visit www.BenefitsCal.com and choose the "Create an Account" link.
-  **By Mail:** Send the completed packet back to your county.
-  **In Person:** Visit your county Medi-Cal office in person.
-  **By Phone:** Call your local county Medi-Cal office:
 - Riverside County:** 1-877-410-8827, Monday-Friday, 8am-5pm.
 - San Bernardino County:** 1-877-410-8829, Monday-Friday, 7am-5pm.



Need help filling out the forms?

Call IEHP's Eligibility team at 1-888-860-1296, Monday-Friday, 8am-5pm.

Your county will mail you a letter telling you if your Medi-Cal was renewed already. If not, you'll need to complete the packet and return it right away to your county Medi-Cal office.

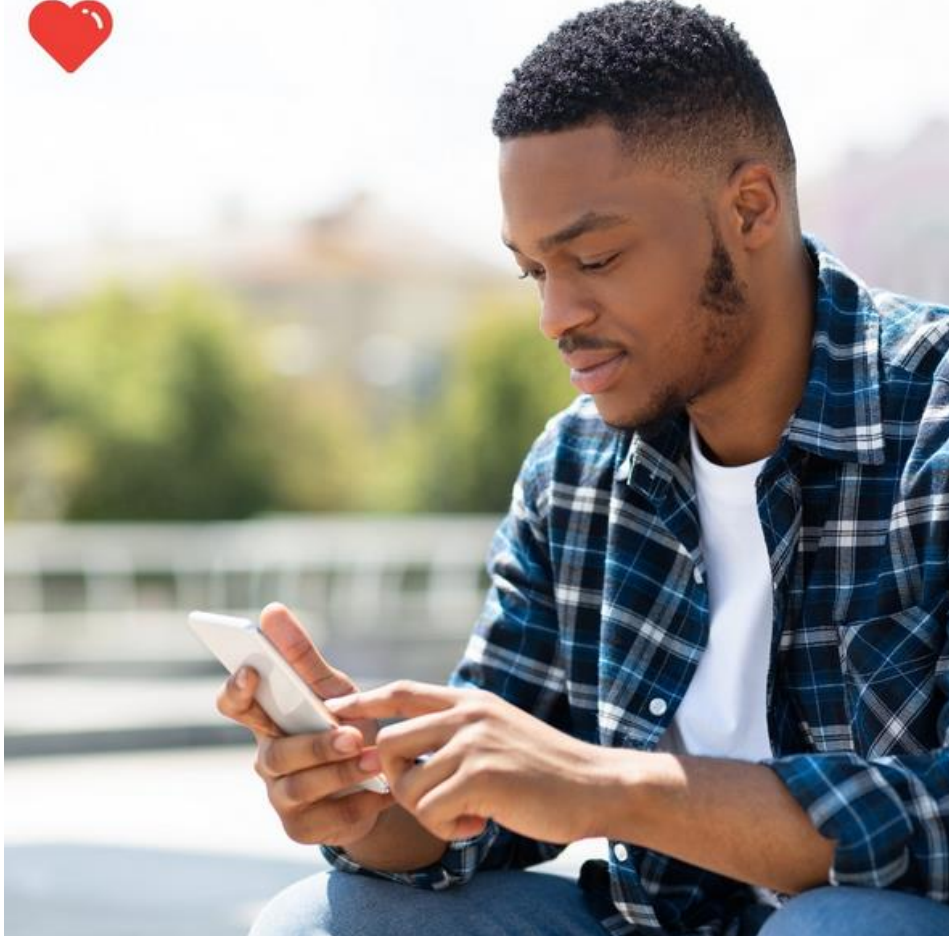
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IEHP
Inland Empire Health Plan

***Flyers available in English, Spanish, Vietnamese and Chinese.**



Social Media Example



iehp_healthcare



iehp_healthcare Have you moved or changed your phone number recently?

It's important to provide your updated information to continue receiving Medi-Cal coverage information, such as renewal packets, benefit change notices or other important reminders.

You can easily update your information by creating an account at BenefitsCal.com.

#RiversideCounty
#SanBernardinoCounty
#MediCAL

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Thank You.

IE♥HP

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Live Wholeheartedly.