

Pharmacy Times

By IEHP Pharmaceutical Services Department



01/21/2022

Do you need help with a claim rejection?

Do you want to avoid call transfers and hold times?



SEND US AN EMAIL!



MedicarePharmacy@IEHP.org

We offer email help for Pharmacies of Medicare Members at MedicarePharmacy@IEHP.org Monday-Friday, 8 am – 6 pm, excluding holidays.

We can help with anything you would normally call the Help Desk for and more. Just email us and you'll receive a response within minutes.

You may use the following template to provide information:

Member ID#:

Member Name:

Member DOB:

Drug Name:

Date of Service:

If for B vs D, please also provide: MD phone #:

MD City:

SIG:

**When you receive a Secure email from us, it will come from Medicare Pharmacy and will contain the message "New Zix secure email message from Inland Empire Health Plan." To view the message, click "Open Message" and you will be directed to enter your password. You will need to create a password the first time you log in. If the password is forgotten, it can be reset, and you will receive a confirmation email.