



INLAND EMPIRE HEALTH PLAN

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

November 20, 2009

IEHP On-line Pharmacy Exception Request (PER) Submission (ePER)

In an effort to better serve our Pharmacy Providers, IEHP developed the on-line Pharmacy Exception Request (PER) Submission system several years ago. Today, more than 30% of our submissions are submitted on-line, these Pharmacy Providers are enjoying the benefit of using this on-line system that helps streamline their workflow process in the pharmacy.

As part of our effort to “go green”, we hope to eliminate the paper PER process by working with our Pharmacy Providers. After assessing the internet coverage at the pharmacies through a recent survey, we believe internet access is widely available for clinical references and other business needs. Effective March 1, 2010 Pharmacy Providers must submit PERs via our ePER website. Pharmacy Providers who do not currently have an IEHP secured site account USER ID and PASSWORD can fill out the attached form and fax it to 909-890-2058, or call us at 909-890-2049, to setup your location account. Starting March 1, 2010, IEHP will only accept PERs submitted on-line.

The advantages of using ePER:

1. Eligibility check
2. Check PER status online
3. Eliminate paper
4. Fast and convenient PER record keeping

Sincerely,

IEHP Pharmaceutical Services

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