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To: Medicare PCPs & IPAs
From: IEHP – Provider Relations
Date: December 5, 2022
Subject: **IMPORTANT! DHCS Error – Members Will NOT be Disenrolled From IEHP**

Inland Empire Health Plan (IEHP) was advised that the Department of Health Care Services (DHCS) mistakenly sent a disenrollment letter to some IEHP Cal MediConnect DualChoice Members.

Please note: Disenrollment did NOT take place and all CMC beneficiaries are still with IEHP, able to receive services and will be systematically enrolled into IEHP Dual Choice (HMO D-SNP) effective January 1, 2023.

What do you need to do?

Nothing. Health Care Options (HCO) is conducting outbound calls on behalf of DHCS to all impacted beneficiaries, advising Members to disregard the notice, example below, and confirming there is no interruption to care.



11/30/2022

JOHN DOE:

You told us you don't want to enroll in Cal MediConnect to combine your Medicare and Medi-Cal benefits in one health plan. You will not be enrolled in Cal MediConnect again unless you want to be enrolled.

While you continue to get your services through Medi-Cal and Medicare, it may take up to 45 days to restore your records. Please tell your doctor(s) that if they need to submit claims for your health services and prescription drugs, there may be a slight delay.

Members who are enrolled in the IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) will **automatically transition** to IEHP DualChoice (HMO-DSNP) on January 1, 2023 and remain with you as their IEHP DualChoice Provider.

If Members received the erroneous DHCS letter and have questions, please ask them to call IEHP at 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org