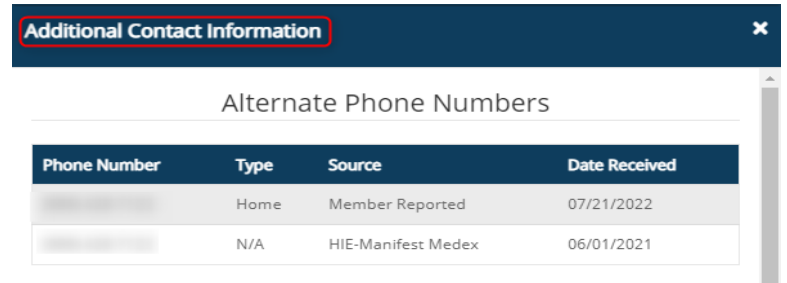
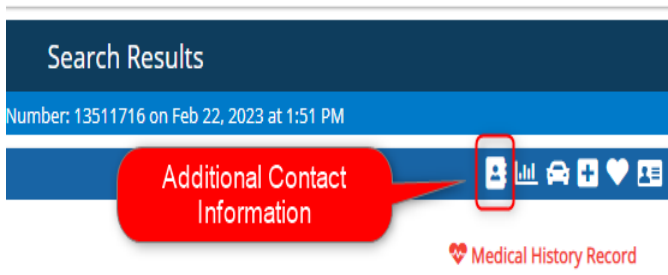




*We heal and inspire the human spirit.*

**To:** All PCPs, Specialists & BH Providers  
**From:** IEHP – Provider Relations  
**Date:** May 25, 2023  
**Subject:** **Reminder: Utilize Member Alternate Contact Information for AER Outreach!**

To assist with outreach efforts for Members due for Medi-Cal Annual Eligibility Renewal (AER), **utilize Members' alternate contact information on the Provider Portal's Eligibility page, by clicking the address book icon, pictured below:**



To avoid gaps in care and possible loss of Members assigned to your panel, **urge Members to keep their contact information up-to-date in order to receive their Medi-Cal renewal application (yellow packet).**

**Members can update their contact info by:**

- **Calling their County:**
  - Riverside: (877) 410-8827
  - San Bernardino: (877) 410-8829

**For assistance with completing their Medi-Cal renewal packets, Members should call:**

**IEHP Eligibility Renewal Support Team at 1-888-860-1296**

★ Your Provider Service Representative (PSR) will be dropping off AER reminder flyers for Members, available in our four threshold languages – English, Spanish, Vietnamese and Chinese.

Please reach out to [providerservices@iehp.org](mailto:providerservices@iehp.org) if you haven't received flyers yet and wish to order.

All communications sent by IEHP can be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

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