



**To:** Vision Providers  
**From:** IEHP – Provider Relations  
**Date:** December 11, 2020  
**Subject:** **CALPIA Optical Program is Open for Business**

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Inland Empire Health Plan (IEHP) would like to notify you that California Prison Industry Authority (CALPIA) Optical program remains open and is processing orders as quickly as possible.

CALPIA is utilizing and redirecting all available resources throughout the pandemic while adhering to the multitude of COVID-19 safety protocols.

In addition, CALPIA is currently using additional outside labs to help them meet the growing demand of orders and is committed to processing all orders, but during this challenging time orders are experiencing lengthy delays.

Thank you for your patience and understanding during these unprecedented times and we apologize for any inconvenience this may pose for you and our Members.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence **or** [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.