IE♥HP

We heal and inspire the human spirit.

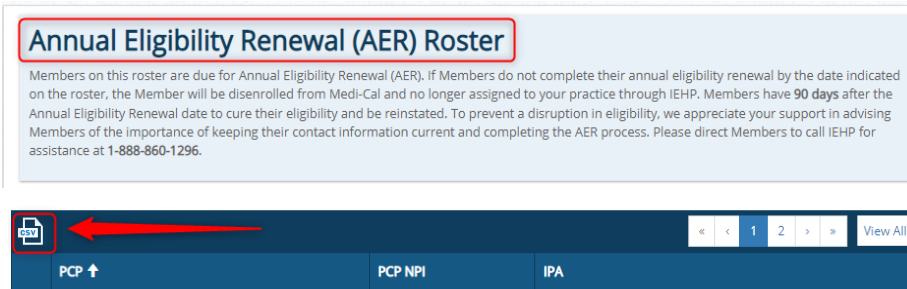**To:**   All Medi-Cal PCPs & IPAs

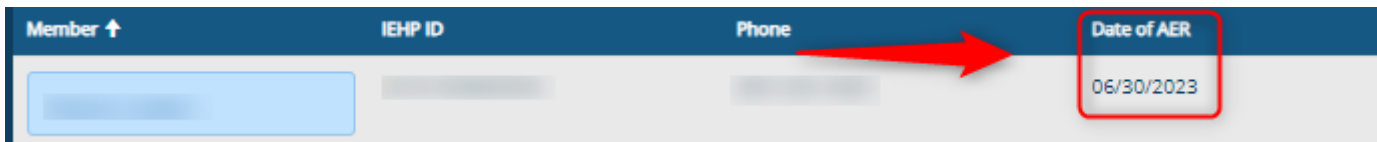**From:**   IEHP – Provider Relations

Date: May 4, 2023

Subject: **NEW: Annual Medi-Cal Eligibility Renewal (AER) Roster**
Now Available to Download Under CSV!

We have enhanced the **"Annual Eligibility Renewal"** roster so it can be downloaded as a **CSV file** to make outreach to Members easier.

Let's help Members keep their Medi-Cal and assignment to your practice!

To keep your assigned Members, we recommend outreaching to Members whose AER is due:

✓ Consider asking all Members who access care **"Have you received your <mark>YELLOW</mark> Medi-Cal Renewal Packet Yet?"**

✓ If they need assistance with their packet, ask them to call **IEHP Eligibility Renewal Support Team at <mark>1-888-860-1296</mark>**

✓ If Members have **NOT** received their renewal packet yet, **advise them to call their county or IEHP to update their contact information** so they receive the renewal packet:

- San Bernardino County –1-877-410-8829
- Riverside County – 1-877-410-8827

★ **Remind Members if they miss their renewal due date, they have 90 days after the AER due date to submit their forms to "cure" eligibility retroactively.**

All communications sent by IEHP can be found at: www.iehp.org > Providers > Plan Updates > Correspondences

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.