



We heal and inspire the human spirit.

To: All PCPs, Specialists, BH, Vision, and IPAs
From: IEHP – Provider Services
Date: June 9, 2023
Subject: **URGENT: What can I do to help patients keep their Medi-Cal?**

The first **deadline for Members with a Medi-Cal renewal date of June 30th** is right around the corner!

If Members lose their Medi-Cal coverage due to not submitting their renewals timely, this will impact the entire healthcare system, including your practice:

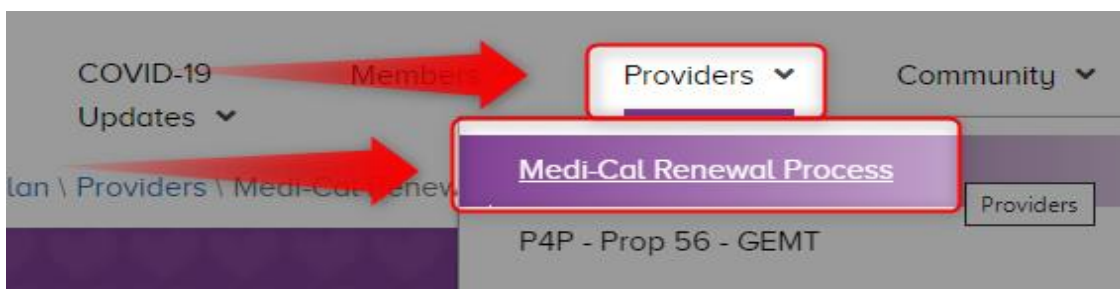
- Increased use of the emergency department for primary care
- Decreased capitation payments due to loss of Members
- Decreased capacity of bed availability
 - Delays in hospital discharges while awaiting coverage
 - Increased length of stay for patients with delayed preventative or chronic care
- Increased cost of care
- Interruptions to ongoing care

We need your partnership to help Members keep their Medi-Cal coverage! It's important Members maintain their relationship with your practice and have access to the care they deserve.

How can I help?

- ★ Hand out **IEHP Member Medi-Cal Renewal flyers** in your practice. If you haven't received any flyers, reach out today and ask ProviderCommunication@iehp.org. Available in English, Spanish, Chinese and Vietnamese.
- ★ **Tell Members to call our Eligibility Renewal Support team at 1-888-860-1296, Mon – Fri, 8am – 5 pm (PST).** We can help Members submit their Medi-Cal renewal paperwork over the phone.

Additional Medi-Cal Renewal Provider resources at: iehp.org > **Providers > Medi-Cal Renewal Process**



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