



We heal and inspire the human spirit.

To: All PCPs, IPAs, Specialists and BH Providers
From: IEHP - Provider Relations
Date: November 16, 2023
Subject: **IMPORTANT MESSAGE: Medi-Cal Renewal Process**

We are reaching out with a very important message regarding the Medi-Cal renewal process, also known as Medi-Cal redetermination.

IEHP wants to ensure our providers understand what is at stake in the Medi-Cal Renewal process and what we can do collectively to ensure our members keep their benefits.

Since the relaunch of redetermination on April 1, following the end of the Covid PHE, we are seeing an average of 20,000 IEHP members lose their Medi-Cal coverage. That's right. Disenrollment has been trending in the wrong direction and our proactive outreach has only allowed us to connect with 24% of our members.

Here's how you can help!

1. **Check the portal.** When you see your IEHP patient, please check their eligibility in the IEHP Provider Portal. **If there is a redetermination alert listed for that patient, please ask them to call our Eligibility Team at 888-860-1296 for help to complete their renewal application.**
2. **Review our Resources.** Look at our Medi-Cal Renewal Process web page where you can find helpful tools such as an FAQ and flyers that can help you start a conversation about redetermination. Share these resources with your staff who are in direct contact with IEHP patients. You can find this information at: www.providerservices.iehp.org > Provider Central > News and Updates > Medi-Cal Renewal Process
3. **Spread the word.** Post and/or distribute the Medi-Cal Renewal flyer in patient areas and help raise awareness. The more people who know and understand the process, the more Medi-Cal members we can reach and help.

Thank you for your partnership and collaboration as we work together to ensure our communities enjoy optimal care and vibrant health.

As a reminder, all communications sent by IEHP can also be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

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