

We heal and inspire the human spirit.

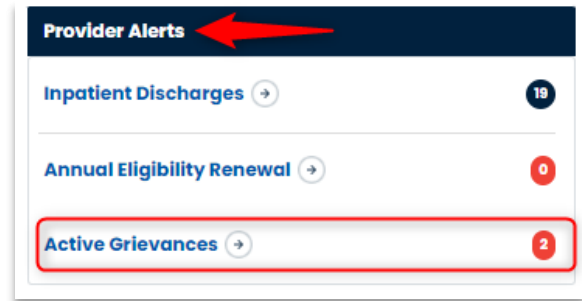
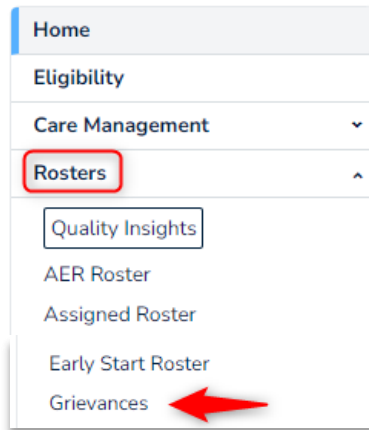
**To:** Direct PCPs  
**From:** IEHP – Grievance and Appeals  
**Date:** December 20, 2023  
**Subject:** **NEW! Grievance & Appeals Roster Added to Provider Portal**

A new **Grievance Roster** for IEHP Direct PCPs will be added to the Provider Portal on **January 2, 2024**. This roster will only be viewable by users with **Owner and Manager** account types.

The Grievance and Appeals roster can be accessed via the **Provider Alerts** section on the home page. The roster includes status of New, Resolved and In Progress cases.



The Roster is also viewable or under the Roster tab:

Rosters > Grievances



## Grievances

IEHP's Grievances page allows Providers to conveniently view the status of their grievances for the past 36 months.

Search by Grievance ID or Member ID    1

Search by a relative date range **Last 1095** (Maximum 1095 Days)





Search by a custom date range  to

**Search**

- Open 2**
  - In Progress 0**
- 2

Results: 34

First Previous **1** 2 Next Last 25

Grievance ID	Member	LOB	GSF Sent Date	GSF Due Date	Status	
01.		MediCal	06/04/2021	06/18/2021	Cancelled	
02.		Medicare	N/A	N/A	Open	 <span>4</span>
03.		CCI Duals - MediCal	N/A	N/A	Open	
04.		MediCal	N/A	N/A	Resolved	

View/Update This Case

### The G&A roster offers:

1. "More Options" opens a field that defaults to 3 years (1095 days) or opt to enter a custom date range.
2. There is a quick snapshot of Open and In Progress case counts.
3. Columns are sortable with status alerts indicating New, In Progress, Cancelled, Resolved and Attention Needed (in red) cases.
4. Click the magnifying glass or the blue Grievance ID to view the case details.

**IEHP's Grievance & Appeals team will continue to fax/email grievances and will require Grievance Responses to be faxed/emailed to IEHP, according to the current process.**

**Within Q1 of 2024, the Grievance process will transition entirely to the Provider Portal, allowing for response to grievances and uploading of documents. A communication will be sent when this functionality is available.**

We appreciate your patience as we strive to improve the grievance and appeals process for you and thank you for your partnership.

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://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](mailto:ProviderServices@iehp.org).