



*We heal and inspire the human spirit.*

**To:** All IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** January 25, 2023  
**Subject:** Referral and Claims Status: Multiple Matches

Please note we have prepared for the potential of IEHP Covered (Covered CA) Member IDs, authorization, claims and VER numbers overlapping and pulling “multiple matches” in the Referral and Status entry boxes of the IEHP Provider portal:

1. When searching for referrals or claims, if there is an overlap of numbers inputted in the field box, “Multiple Matches” or “Claim” will reflect.
2. Click the arrow next to “Multiple Matches” or “Claim” for options
3. Select the option you are seeking from the drop down based on the number entered (IEHP Covered ID number, Vision VER request, Claim, Check, etc)
4. Click search to continue

**Referral Status**  
IEHP's Referral Status page allows Providers to conveniently view the status of their medical, behavioral health, pharmacy and vision referrals.

The DHCS Medi-Cal Rx transition went into effect January 1, 2022. For more information, including prescriber registration and Magellan portal access, please visit: <https://uac.magellanrx.com>.

**Claims Status**

Claim - 2  
IEHP Covered  
Check Claim - 3

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

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)