



A Public Entity

Inland Empire Health Plan

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

March 2, 2018

Important Notice: Medi-Cal Member Eligibility Issue

Dear IEHP Pharmacy Provider,

Point-of-Sale messaging may inappropriately indicate that some IEHP Members are not active with our plan. We are working to correct this issue on the IEHP Provider Portal and Argus Point-of-Sale claims system, in the meantime if you receive a rejected claim for “Member ID Not Found On File”. **Please verify IEHP eligibility via Automated Eligibility Verification System (AEVS) (<https://www.medi-cal.ca.gov/Eligibility/Login.asp>). If the Member shows AEVS eligibility for IEHP as of 3/1/2018, please contact IEHP.**

We will be extending our hours of operation to include Saturday the 3rd to assist with urgent medication issues. **IEHP Pharmaceutical Services will be available to assist with eligibility issues regarding pharmacy medication claims at (909) 890-2049 on Saturday March 3rd between the hours of 10:00 am to 3:00 pm.**

IEHP will send a follow up notification once this issue has been resolved. We apologize for any inconvenience. Thank you for your understanding and for taking care of our Members.

Sincerely,
IEHP Pharmaceutical Services