



Inland Empire Health Plan



To: **All Pharmacies**
From: **IEHP – Pharmaceutical Services**
Date: **March 28, 2018**
Subject: **New IEHP Medi-Cal Member ID Cards**


IMPORTANT REMINDER!

IEHP is transitioning to a new claims and customer relationship management system, which will go live on **April 1, 2018**. As a result, **all IEHP Medi-Cal Members** will receive a new IEHP Member ID Card with a new 14-digit Member ID number.


INFORMATION YOU CAN USE:

- IEHP recommends that pharmacies enter new the IEHP ID number as a new insurance, to ensure that original number does not get overridden, and can be referenced if needed.
- Members will receive their new IEHP Member ID Cards within the first two weeks of April.
- You can use the old Member ID number in case the new number does not work - Your staff will be able to check Member eligibility using the old and new ID numbers.
- The last two numbers of the Medi-Cal Member ID number changed to “00”.

OLD IEHP MEMBER CARD

		Printed: 09/15/2017
Name/Nombre: IEHP Member		
ID#: 20180112345601	DOB: 07/13/2011	
Doctor: IEHP Doctor	01T202921	
Hospital: IEHP Hospital		
Doctor: 909-555-5555		
After Hours Nurse Advice Line: 1-888-244-IEHP (4347)		
Línea de Consejo de Enfermera Después del Horario Normal		
Copays: Rx: \$0	MD: \$0	RxBin: 600428
ER: \$0	HOSP: \$0	RxPCN: 02550000

NEW IEHP MEMBER ID CARD

		
Name/Nombre: IEHP Member		
ID#: 20180112345600	PCP Eff Date: 01/01/2018	
Doctor: IEHP Doctor	10015677	
Doctor Phone: 909-555-5555		
Medical Group: IEHP Medical Group		
Hospital: IEHP Hospital		
Plan Website: www.iehp.org		
Copays: Rx: \$0	MD: \$0	RxBin: 600428
ER: \$0	HOSP: \$0	RxPCN: 02550000

WHAT STEPS SHOULD YOU TAKE?

- Look for continued detailed information in the coming weeks and share all updates with your staff
- Please call the IEHP Pharmaceutical Services Team at (909) 890-2049 if you have any questions
- As a reminder, all communications sent by IEHP can be found on our Provider portal at: <https://ww3.iehp.org/en/providers/correspondence/new-claims-processing-system-correspondence/>