



A Public Entity

Inland Empire Health Plan

# PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

May 31, 2019

## Important: IEHP Medi-Cal Member Eligibility Interruption

Dear IEHP Pharmacy Provider,

IEHP received the Department of Health Care Services (DHCS) monthly eligibility files on Thursday, May 30<sup>th</sup>, providing IEHP with a condensed timeframe to process these files. This delay may impact Medi-Cal Members' eligibility status, as reflected on the IEHP Provider Portal, IEHP Member Portal, and Argus/DST Point of Sale claims system over this weekend of (June 1, 2019 – June 2, 2019).

During this weekend, if you receive a claim rejecting at point of sale 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 6/1/2019, you may dispense an emergency 3-day supply of medications pending updates of IEHP's systems per our provider policy.

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