



A Public Entity

Inland Empire Health Plan



**To:** All IEHP Providers  
**From:** IEHP – Provider Relations  
**Date:** February 6, 2020  
**Subject:** **Incorrect Information on Remittance Advices**

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Inland Empire Health Plan (IEHP) is aware of a calculation error on a small volume of Remittance Advices (RAs) as of **January 13, 2020**; the check amount and the claims details are currently not matching in the Finance tab on the Provider portal. If the RA you received is showing mismatched information, **please be assured that the check amount paid is correct**.

We apologize for the inconvenience and concern this has caused and are working diligently to research and correct this data issue. Please be assured that corrected RAs will be reissued upon resolution. Thank you for your patience.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.