



To: OB/GYN Providers
From: IEHP – Provider Relations
Date: August 1, 2019
Subject: **OB/GYN P4P Misdirected Claims Issues**

Inland Empire Health Plan (IEHP) is aware of issues with claims misdirecting that have been submitted for the new OB/GYN P4P program effective July 1, 2019. We apologize for the inconvenience and concern this has caused and are working to immediately address the issue.

If you have received a remittance advice that shows your OB/GYN P4P claim submission with the “ZZ” modifier has misdirected due to the Member being assigned to one of our contracted IPAs, **please rest assured that we are validating our system for all of these misdirects and will begin reprocessing them for payment.**

The instructions for billing for the new OB/GYN P4P program remain the same as in our program guide and we will work to ensure that the program follows the guidelines and that incentive payments are paid accurately and timely.

The OB/GYN P4P program guide can be found at: <https://www.iehp.org/en/providers/pay-for-performance?target=ob-p4p-program>.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: 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.