



To: Dual Choice PCPs
From: IEHP – Provider Relations
Date: December 20, 2019
Subject: **Dual Choice P4P Denied Incorrectly Claims Issues**

Inland Empire Health Plan (IEHP) is aware of issues with claims denying incorrectly as INVMDB (Procedure modifier was not valid for the date of service) and REPONF (this non-payable code is for required reporting only) that have been submitted for the Dual Choice P4P program.

If you have received a remittance advice that shows your Dual Choice P4P claim submission with the “ZZ” modifier that has incorrectly denied, **please be assured that we are validating our system for all of these incorrect denials and will begin reprocessing them for payment.**

Please note that all Dual Choice P4P claim submissions should be billed via the IEHP provider portal only. The instructions for billing for the Dual Choice 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 Dual Choice P4P program guide can be found at: <https://www.iehp.org/en/providers/pay-for-performance?target=p4p-program>

We apologize for the inconvenience and concern this has caused and are working to immediately address the issue.

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.