



IEHP

A Public Entity  
Inland Empire Health Plan

GLOBAL  
QUALITY  
P4P



**To:** Clearinghouses  
**From:** IEHP – Provider Relations  
**Date:** June 11, 2019  
**Subject:** **How to Submit Corrected Claims and Encounters to IEHP**

---

---

Inland Empire Health Plan (IEHP) has been receiving several questions and inquiries on how to submit corrected claims and encounters. To provide guidance on submitting complete and accurate data, please see the instructions for the 2 mutually exclusive scenarios outlined below:

- 1) **Correcting Original Claims or Encounters Rejected by IEHP**
  - If initial claim is rejected by IEHP, send corrected claim as an Original submission.
  
- 2) **Submitting additional service lines not captured in Original claim accepted by IEHP**
  - If original claim is accepted but missing services lines, send a new claim (paper or electronic) containing **only** the additional service lines (excluding service lines previously accepted).

Please work directly with IEHP Providers to submit corrections to IEHP based on these guidelines.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/plan-updates>.

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