



To: All IEHP Providers
From: IEHP – Provider Relations
Date: November 13, 2019
Subject: **Provider Portal – Sub User Account Types**

Inland Empire Health Plan (IEHP) would like to remind Providers to assign all Sub User accounts the appropriate account type with a specific set of privileges. The chart below illustrates the account types that can be created along with their corresponding privileges.

Account Type	Eligibility	Rosters	Encounter	Pharmacy	Claims Status	Behavioral Health	Referral Status	Referral Request *	Finance	PAP (Entry & Status)	Health Education	Create/Manage Sub User Accounts
Owner (Physician)	•	•	•	•	•	•	•	•	•	•	•	•
Office Manager	•	•	•	•	•	•	•	•	•	•	•	•
Billor	•	•	•	•	•		•	•	•	•	•	
Medical Staff	•	•	•	•	•	•	•			•	•	
Office Staff	•	•	•	•	•		•	•		•	•	

Note: The Owner and Office Manager accounts have the same privileges. However, unlike the Owner account, the Office Manager account can be deactivated by another Office Manager.

Owners are no longer able to grant financial viewing rights to Office and Medical Staff.

** Applies only to Direct Providers.*

Owners and/or Managers are responsible to ensure that each user has the appropriate account type by logging into the Provider portal at www.iehp.org and following the steps below:

Assigning Account Type for Sub Users:

1. Click on “My Account” at the top right-hand corner.
2. On the left-hand column, select “Sub User Accounts”.
3. Locate Sub Users’ account and click on “Edit”.
4. Under the Edit User Account section, select the desired account type from the dropdown list.
5. Click “Update”.

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.