

# Heartbeat

## A Message from the CEO

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## Healthy Living: My Best Self

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## Quality Performance Learning Guide

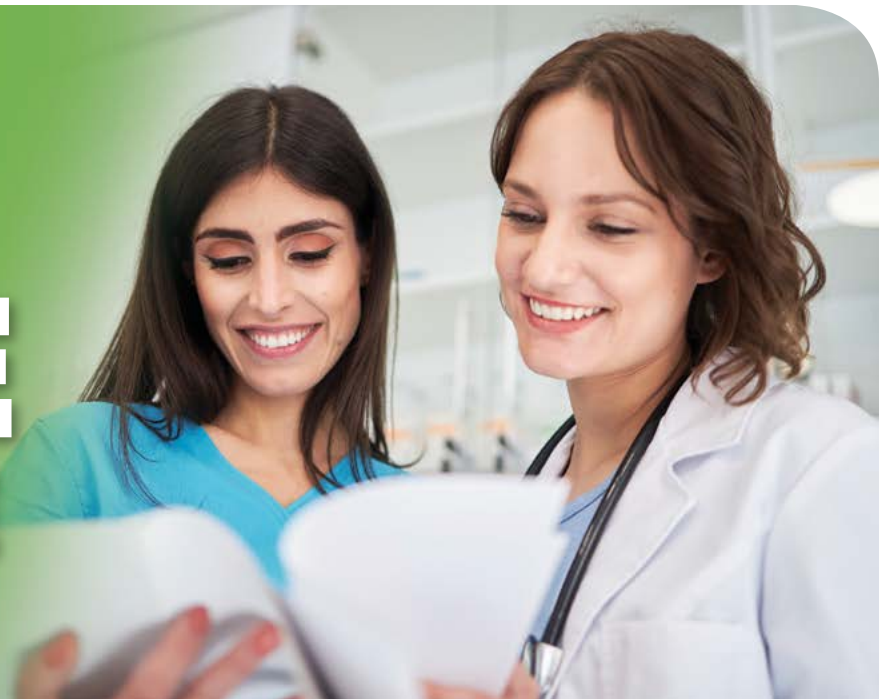
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If you have any questions, contact the  
IEHP Provider Call Center at **866-223-IEHP (4347)**  
or email **ProviderServices@iehp.org**



# A Message FROM THE CEO

At Inland Empire Health Plan (IEHP), our Mission, Vision and Values guide every decision

and every initiative. We are committed to continuous improvement and innovation to ensure our community receives quality care and services.

Of course, we can't do this alone. We are calling on YOU – our provider partners – to be leaders in our shared commitment to quality through collective accountability in delivering best practice care to our communities.

## What's at Stake

Care excellence is measured by quality performance benchmarks, which are defined by regulatory agencies based on clinical practice guidelines. These quality performance benchmarks can help providers and IEHP understand our effectiveness at delivering recommended clinical care to our members. They also allow us to assess how well we all are working together to provide quality care and services to our communities.

## Why it Matters

Unfortunately, failure to meet these performance standards could result in financial sanctions, membership enrollment impact and health plan payment rate withholds. It also puts our ability to remain in Covered California at risk. These negative impacts on IEHP could also potentially trickle down to our providers, resulting in possible budget cuts to incentive programs such as the Global Quality Pay For Performance.

In addition, new quality audit standards from the Department of Health Care Services (DHCS) require health plans to audit provider facilities and medical records. Penalties for failing new audit standards include no new membership assignment, corrective action plans, removal from the IEHP network and removal from all Medi-Cal Managed Care Plans networks.

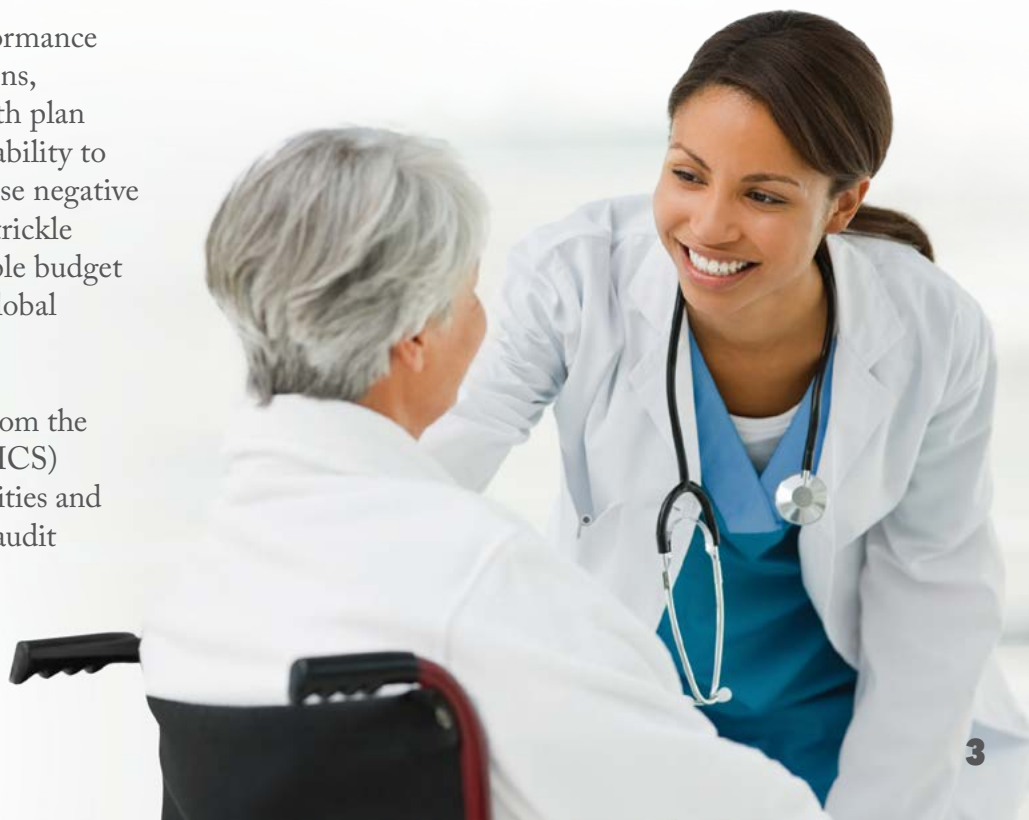
## How You Can Lead

We are asking our providers to be intentional and accountable. Every interaction is an opportunity to close care gaps around preventive and chronic care as well as ensure patient experience is 5 Stars.

Together, we can strive to achieve excellence in delivering quality care that improves the health of our communities. We are here to support you in your efforts. If you have questions or need assistance, please reach out to the Quality team at [QualityPrograms@iehp.org](mailto:QualityPrograms@iehp.org) or Provider Services at 909-890-2054.

Thank you for your continued partnership and collaboration.

Jarrod McNaughton, MBA, FACHE  
Chief Executive Officer  
Inland Empire Health Plan





# *Igniting Vibrant Health* **ACROSS THE IE**

IEHP Foundation is on a mission to inspire and ignite the health of the Inland Empire. Established in July 2021 by Inland Empire Health Plan (IEHP) as a separate 501 (c)(3) public charity, the foundation focuses on advancing Vibrant Health beyond traditional healthcare services to reach the most vulnerable populations, regardless of Medi-Cal membership.

As a separate organization, the Foundation has its own board of directors, mission, vision and values and is in the final stages of finalizing its inaugural strategic plan. In February 2024, the Foundation welcomed its new Chief Executive Officer (CEO) Greg Bradbard to help transition the organization from strategic planning to implementation, as it strives to advance health equity across the region.

With over 25 years of experience in nonprofit leadership, Bradbard's appointment reflects his dedication to supporting vulnerable populations through various roles in nonprofit organizations.

As CEO, Bradbard oversees the day-to-day operations of IEHP Foundation, drive funding priorities, and guide the organization in achieving its mission of

promoting health equity in the Inland Empire. In addition to establishing the Foundation as a leading philanthropic presence in the Inland Empire, Bradbard will also be working closely with the health plan leadership to tackle some of the broad regional issues that affect both IEHP members and the community at large.

While the health plan works directly with members and providers to improve health outcomes in the region, the Foundation partners and supports community-based organizations (CBOs) in San Bernardino and Riverside counties to address root causes, core needs and social determinants of health to advance health equity across the Inland Empire.

To help achieve its mission and vision, the Foundation will strategically invest in the strength of local community-based organizations through public policy and advocacy, regional capacity building and direct community investments.

There are many exciting updates coming up from the Foundation. Stay informed about their progress and latest news by visiting [IEHPFoundation.org](https://IEHPFoundation.org).



# Healthy Living: MY BEST SELF

"Healthy Living: My Best Self," is a new IEHP wellness program designed to help individuals adopt healthy lifestyle habits. Participants are guided on setting personal goals, following a supportive routine for body and mind, and achieving a healthy weight, all at no cost.

The program was developed by IEHP health educators, who interact with members daily to establish new goals, offer health advice, and help prevent or manage chronic conditions. This program is available to both IEHP members and non-members.

Participants can monitor their progress through a guidebook with useful tips, an online program portal, and in-person nutrition and exercise classes offered at our Community Wellness Centers in San Bernardino, Victorville, and Riverside, the First 5 Family Resource Center in Perris, Mecca, and Desert Hot Springs, and a forthcoming location in Ontario.

As a provider, you can directly refer members to beneficial programs via the Provider Portal under the "Health & Wellness" tab. By filling out the Health

Education Request form, you can assign a member to programs designed to address the following:

- Asthma
- Diabetes Self-Management
- Weight Management
- Perinatal Health
- Tobacco Cessation
- Healthy Heart

Once a referral is submitted, a member of the Health Education, Promotion & Preventive team will contact the member to discuss available programs and resources. You can track referrals via the Provider Portal to verify member participation in health education programs.



IEHP members can sign up through the IEHP member Portal at **IEHP.org** by selecting "Member Login" and then "Health and Wellness" to choose the appropriate class. Non-members can register via the "Events" tab at

**IEHP.org** or by attending any class site where registration, though not required, is encouraged.

Contact Member Services for more information at **800-440-IEHP (4347)**.

# PROVIDER QUALITY PERFORMANCE *Learning Guide*



We are delighted to offer the Provider Quality Performance Learning Guide. These interactive modules are available at [ProviderServices.iehp.org](http://ProviderServices.iehp.org) in the Programs and Services section under Provider Incentive Programs. The Quality Performance Learning Guide offers resources and tools to support HEDIS measures and optimize Global Quality P4P scores.

We hope that these electronic learning guides support providers and their teams in closing preventive care gaps and helping members achieve optimal health.

Make sure to visit our website regularly as we will continue to add new modules.

## **Question or feedback?**

Contact the Provider Call Center team at 909-890-2054 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

## **Learning Modules include:**

- Well-Child Visits in the First 30 Months (W30)
- Child and Adolescent Well-Care Visits (WCV)
- Childhood Immunization Status (CIS)
- Immunizations for Adolescents (IMA)
- Developmental Screening in the First Three Years of Life (DEV)
- Lead Screening in Children (LSC)
- Topical Fluoride for Children (TFL-CH)

## **Each module includes:**

- Measure Overview
- Keys to Success
- Tools for Practice Improvement
- Tips for Outreach and Communication

# ENHANCED CARE MANAGEMENT: *Serving Members with High Utilization*

Enhanced Care Management (ECM) is a no-cost Medi-Cal benefit designed to address both the clinical and non-clinical needs of our members with high-utilization of services through coordination and comprehensive care management.

ECM provides eligible members with a care team consisting of a Nurse Care Manager, Behavioral Health Care Manager, Care Coordinator and a Community Health Worker.

The care team collaborates with the member's PCP, specialists, and their family support system to efficiently manage and coordinate health care needs including primary care, community-based long-term services and supports, social services, behavioral, developmental, and oral health.

## Who is eligible?

ECM is for IEHP members of any age who:

- Are homeless with complex health and/or behavioral health needs.
- Have frequent hospital admissions, short-term skilled nursing facility stays or emergency room visits.
- Have a serious mental illness or substance use disorder with complex social needs.
- Are at risk for institutional long-term care.
- Are nursing facility residents who want to transition into the community.
- Are transitioning from incarceration within Riverside or San Bernardino County with complex health or mental health needs, substance use disorder, brain injury or HIV.
- Have complex physical, behavioral or developmental health needs.
- Are currently pregnant or within 12 months after giving birth.

## What are ECM Benefits?

The members' care team will assist with the following:

- Locate doctors and arrange appointments for physical, mental and substance use health needs.
- Ensure all providers are kept up to date.
- Set up transportation to doctor visits.



- Arrange follow-up services following a hospital discharge.
- Manage medication needs.
- Connect members to local resources, including food and social services.

## How do members sign up for ECM?

Members can self-refer by contacting IEHP Member Services at 800-440-4347, Monday through Friday, 7am-7pm and Saturday through Sunday, 8am-5pm.

Providers may also refer a member by calling the IEHP Provider Call Center at 909-890-2054 or emailing IEHP's Care Extender team at [ECMCareExtenders@iehp.org](mailto:ECMCareExtenders@iehp.org) and include the following member details:

- Member ID
- Best Contact Number
- Full Name
- Preferred Language

If you have any questions or would like to receive Enhanced Care Management brochures to share with your members, please contact IEHP Provider Relations at 909-890-2054.

# Living the Mission OFFICE STAFF AWARD

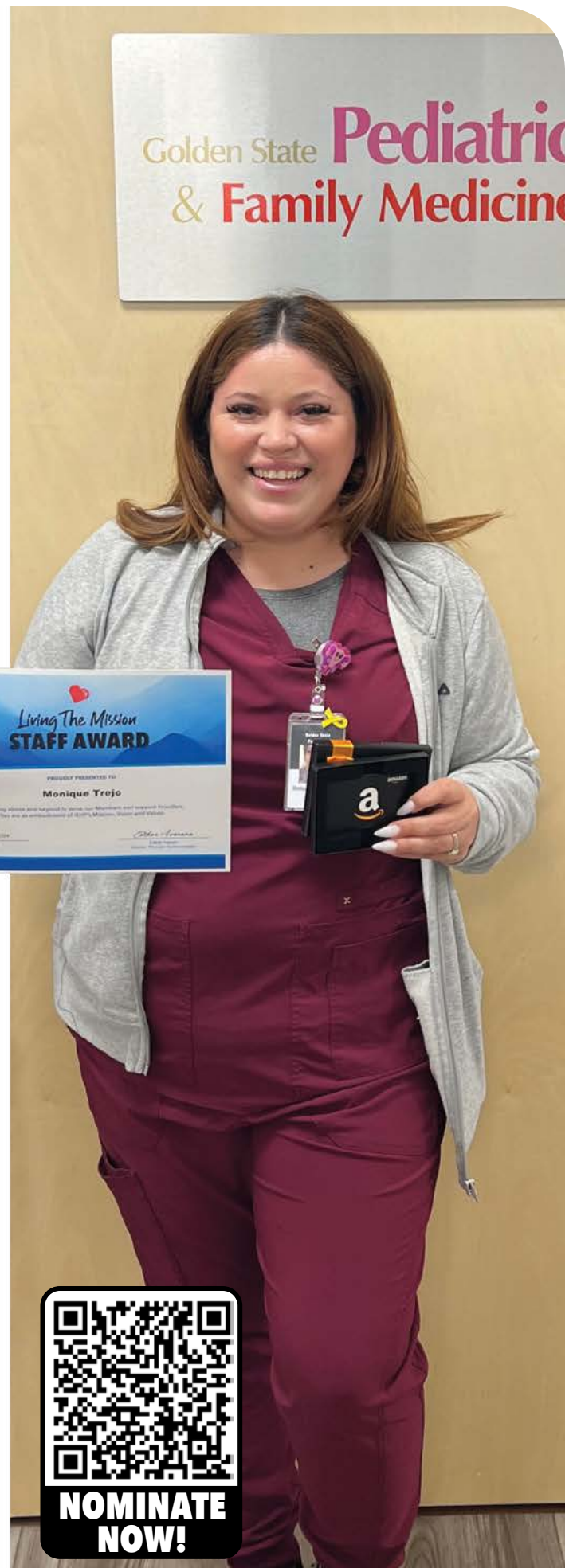
**Monique Trejo**, the referral coordinator at Dr. Namita Mohideen's pediatric office in Fontana, stands out as a model employee. Admired by her colleagues locally and throughout the Inland Empire, she is known for her meticulous approach. Monique's exceptional documentation and prompt follow-ups have garnered praise from patients who rely on timely referrals. Her efficient methods have even been adopted by other referral coordinators within the Golden State Pediatrics system.

Monique's dedication shines in her efforts to assist patients struggling to schedule specialist appointments. Unlike the standard process of providing referrals and leaving patients to schedule appointments, Monique takes it upon herself to facilitate appointments with specialists, ensuring seamless care for each patient.

Recognized by her peers Melissa Avila and Maira Zavala, Office Manager, Monique was nominated for her positive outlook, excellent attitude, and strong work ethic. Her professionalism and optimistic demeanor create a foundation of trust for staff and patients, fostering open communication and a sense of security for all who visit the office.

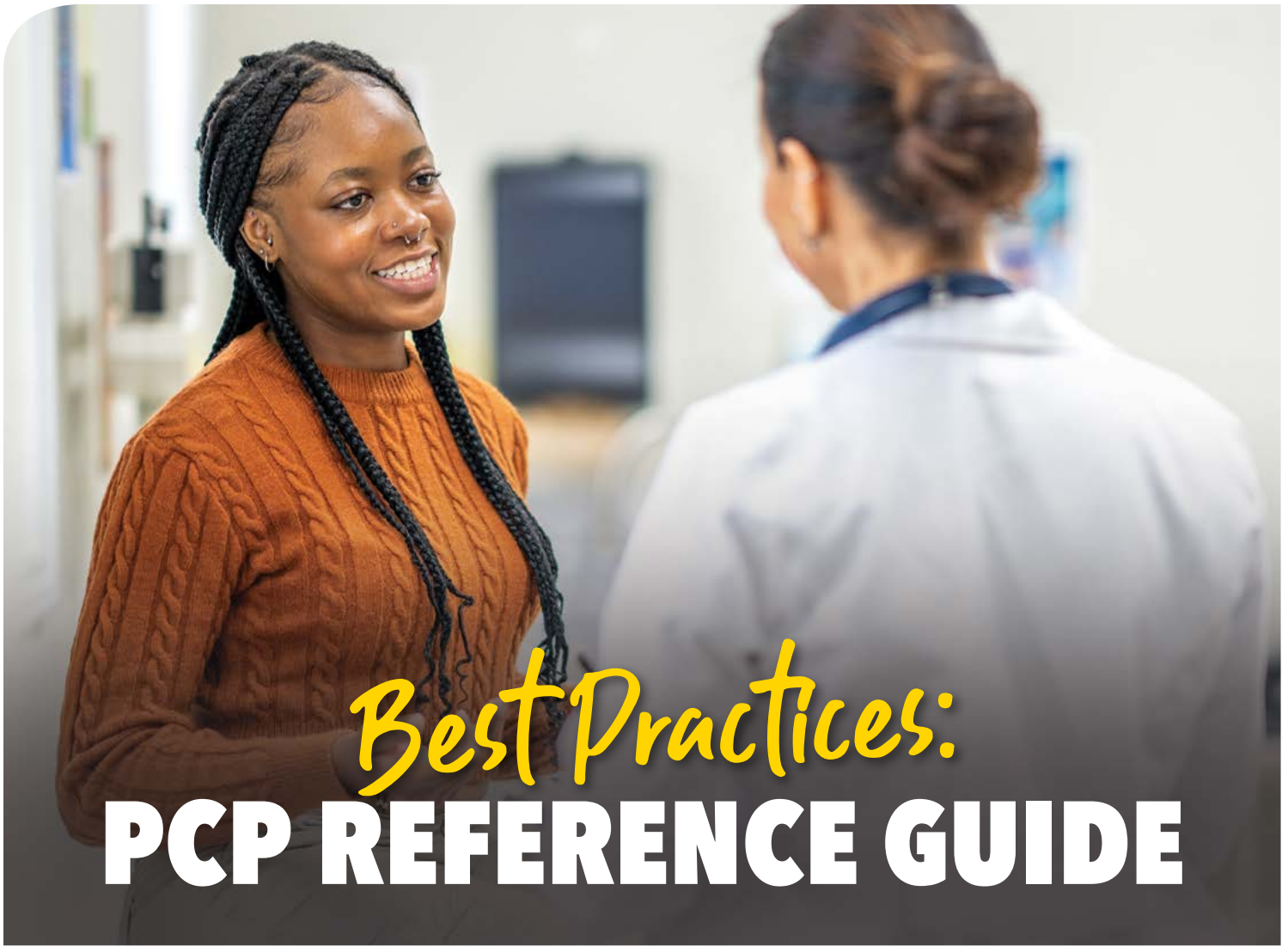
Outside of work, Monique finds joy in spending time with her children, hitting the gym, and sharing moments through Instagram. IEHP proudly presents Monique with the Living the Mission Office Staff Award as a token of appreciation for her exceptional contributions. Congratulations, Monique, and thank you for your dedication!

The Living the Mission Office Staff Award recognizes team members who embody IEHP's Mission, Vision, and Values by going the extra mile to serve members and support providers. To nominate a deserving team member who reflects these principles, simply scan the QR code with your mobile device and complete the questionnaire. ▶



**NOMINATE  
NOW!**





# Best Practices: PCP REFERENCE GUIDE

We value your commitment to providing high-quality healthcare to our members. IEHP supports our PCP network with Provider Best Practices to guide treatment approaches. Best practices are a result of data driven learning and insights from high-performing IEHP PCPs.

Cancer Screenings	
<b>Cervical Cancer Screening</b>	<ul style="list-style-type: none"> <li>- Use LabCorp test 193060 or Quest Test 91384 for age-based testing in average-risk patients to align with clinical guidelines.</li> <li>- Submit historical cervical cancer screening data to IEHP if done by another provider.</li> </ul>
<b>Breast Cancer Screening</b>	<ul style="list-style-type: none"> <li>- When providers opt-in for the IEHP standing order program, IEHP will outreach to members due for mammography.</li> <li>- Schedule mammogram appointment directly with the imaging facility.</li> </ul>
<b>Colorectal Cancer Screening</b>	<ul style="list-style-type: none"> <li>- When providers opt-in for the IEHP standing order program, IEHP will outreach to members due for colorectal cancer screening.</li> <li>- Use shared decision-making to select the best screening method.</li> </ul>

Continued...

## Child Health

<b>Immunizations</b>	<ul style="list-style-type: none"> <li>- Vaccinate during sick visits with provider discretion and parental/guardian consent.</li> <li>- Early childhood immunizations (CIS-10) are due by the child's 2nd birthday, while adolescent immunizations (IMA) are due by the child's 13th birthday.</li> <li>- Document all immunizations in the California Immunization Registry (CAIR), whether given in your office or elsewhere.</li> <li>- An initial flu shot series requires a follow up vaccine at least four weeks apart.</li> <li>- The 2-dose ROTARIX no longer requires reconstitution or dilution</li> <li>- Include the flu vaccine in routine immunization schedules with proactive language like "your child is due for a flu shot today".</li> </ul>
<b>Well-Care Visits</b>	<ul style="list-style-type: none"> <li>- Send reminders via text, email, or voicemail one week and again one day before appointment.</li> <li>- Schedule multiple future appointments to help parents/guardians stay on track.</li> <li>- Turn acute care visits to well-child visits when suitable.</li> <li>- Collaborate with OB-GYNs for post-partum visits alongside well-child appointments.</li> <li>- Provide developmental screenings, blood tests, fluoride varnish, and counseling as per the AAP <a href="#">periodicity schedule</a>.</li> <li>- Reschedule all no-show appointments.</li> </ul>

## Adult Health

<b>Asthma Care</b>	<ul style="list-style-type: none"> <li>- Inform patients of the benefits of adhering to controller medications to avoid exacerbations.</li> <li>- Promote IEHP's free <a href="#">Health Education classes</a>.</li> </ul>
<b>Controlling Blood Pressure</b>	<ul style="list-style-type: none"> <li>- Encourage "auto-refill" and 3-month prescriptions where available.</li> <li>- Promote IEHP's free <a href="#">Health Education classes</a>.</li> </ul>
<b>Diabetes Care</b>	<ul style="list-style-type: none"> <li>- To register for a free Diabetes Self-Management Workshop, members can contact the Health Education Department at 866-224-IEHP (4347) or TTY users can call 866-224-IEHP (4347).</li> <li>- When providers opt-in for the IEHP standing order program, IEHP will outreach to members due for diabetes care.</li> <li>- To reduce the risk of stroke and heart attack, control blood sugar and blood pressure, protect kidneys with an ACE/ARB, and screen regularly for retinopathy and nephropathy signs.</li> <li>- Use the <a href="#">ASCVD Risk Calculator</a> to determine the intensity level of statin needed to decrease the risk of a cardiovascular disease event.</li> </ul>
<b>Adult Immunizations</b>	<ul style="list-style-type: none"> <li>- Offer an annual flu shot to every patient.</li> <li>- Help patients avoid shingles with 2 doses of the Zoster Vaccine (RZV) given 2-6 months apart starting at 50 years old.</li> <li>- Ensure adults 65 and older have had a pneumococcal vaccine</li> <li>- Td or Tdap should be given to adults every 10 years.</li> </ul>



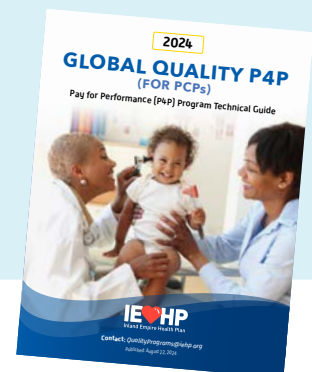
# Overarching PCP BEST PRACTICES

- ✓ Introduce the [Quality Performance Learning Guide](#) to your team on IEHP's website [ProviderServices.iehp.org](#) > Programs & Services > Provider Incentives Program > Quality Performance Learning Guide.
- ✓ Hold regular staff meetings with continued feedback on priority measures.
- ✓ Address open care gaps at any visit type.
- ✓ Reschedule appointments for no-shows.
- ✓ Implement office-based standing orders to empower office staff to provide patients with orders, referrals, or appropriate immunizations.
- ✓ Train front office staff on utilizing IEHP Preventive Care and Global Quality P4P member rosters and coordinate outreach efforts.
- ✓ Stay up to date on IEHP member incentives.
- ✓ Hire dedicated staff who focus on assigned P4P measures.
- ✓ Complete internal audits for P4P compliance and documentation.
- ✓ Recruit NPs or PAs to improve appointment availability.
- ✓ Create Electronic Health Record (EHR) templates designed to optimize compliance of priority measures.
- ✓ Submit historical data as soon as it becomes available.
- ✓ Submit timely and accurate encounter data and claims (consider contracting with a professional biller).
- ✓ Reconcile appointment log with claims submitted to IEHP.
- ✓ Reconcile Remittance Advice against claims submitted.
- ✓ Correct and resubmit denied or rejected claims.
- ✓ Follow Department of Managed Health Care's appointment availability guideline to support scheduling of preventive care visits.

To maximize your efforts in the P4P Program, continue to utilize the Global Quality P4P Program Guide by scanning the QR code with your mobile device:



For questions, contact the IEHP Provider Call Center at 909-890-2054, 866-223-4347 or by emailing [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).



## SOCAL DOC JOBS



The Riverside County Medical Association (RCMA), San Bernardino County Medical Society (SBCMS), and IEHP have partnered to offer IEHP providers access to SoCal Doc Jobs, a secure and user-friendly web platform.

On SoCal Doc Jobs, physicians can post job opportunities for medical and office staff for free, and candidates can easily apply for positions. This platform provides visibility for your job openings, making it easier to hire and retain clinical staff who want to serve the community.

### The benefits of SoCal Doc Jobs include:

- A simplified, free process for IEHP providers to post open job opportunities.
- Easy navigation for job seekers to find and apply for open positions.
- A reliable platform for employers to find qualified clinical staff.

Join us in strengthening the healthcare system and ensuring optimal care for communities.

For more information, please visit [SoCalDocJobs.com](http://SoCalDocJobs.com) or contact the Riverside County Medical Association at 951-686-3342 or via email at [membership@rcmadocs.org](mailto:membership@rcmadocs.org).

## FREE INTERPRETER SERVICE A Benefit for Member Appointments

IEHP arranges and pays for interpreter services to ensure clear communication between our providers and members during office visits. Contact IEHP Member Services at 800-440-IEHP (4347) or 711 for TTY at least five (5) working days before the appointment if medical staff proficient in the member's preferred language is unavailable. We will arrange for an interpreter to be present at the member's appointment, accommodating many languages, including American Sign Language.

### Reminders:

- All requests for interpretation services must be scheduled and authorized by IEHP.
- It is NOT advised for members to use family or friends as interpreters during medical appointments unless requested.
- Minors should NOT serve as interpreters unless it's a medical emergency with no other options available.
- For after-hours telephone interpreter services, call IEHP 24-Hour Nurse Advice Line at 888-244-IEHP (4347) or 711 for TTY.

For questions, please contact the IEHP Provider Call Center at 909-890-2054 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).



# IEHP TRANSPORTATION SERVICES

## Call the Car



IEHP's transportation vendor, Call the Car (CTC), offers comprehensive transportation services to all providers within the IEHP network.

CTC offers curb-to-curb services for ambulatory members who do not require assistance, similar to Uber and Lyft. Additionally, CTC provides door-to-door services for members who require wheelchair, gurney, or ambulance level assistance for transportation to medical appointments.

Providers must complete the Non-Emergency Medical Transportation (NEMT) Physician Certification Statement (PCS) form before any transportation can be provided. NEMT forms can be found and submitted electronically through IEHP's Secure Provider Portal. The certification will remain valid for twelve (12) months from the transportation start date, which corresponds to the member's appointment date noted on the form.

Once the NEMT PCS form is submitted, members can contact IEHP Member Services at 800-440-4347,

option 2, to schedule transportation at least two (2) days before each appointment. For curb-to-curb transportation requests, members are advised to contact CTC directly at 855-673-3195 to make the necessary arrangements.

IEHP can authorize transportation requests telephonically for urgent medically necessary services if a PCS form could not have been submitted beforehand. However, providers must submit an NEMT PCS form post-service for the authorization to be valid.

This process applies to all IEHP Members regardless of line of business and assigned IPA, except for IEHP Covered (CCA) Members.

**IEHP Member Services Hours –**  
Monday through Friday 7am-7pm  
Weekends 8am-5pm

For questions, contact the IEHP Provider Call Center at 909-890-2054 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).

*If the Provider Portal is not accessible, the NEMT PCS Form is also located on the IEHP website path provided below. Completed forms can be submitted via fax to 909-912-1049.*

*[Providerservices.iehp.org](http://Providerservices.iehp.org) > Resources > Resources for Providers > Forms > UM/CM*

# UPCOMING EVENTS

## ATTENTION PHYSICIANS



# COMPREHENSIVE PRACTICE OPTIMIZATION WEBINAR



### Join Our 2-Part Virtual Class Tailored for Physicians of All Specialties!



Book can be purchased from RCMA

**Feeling overwhelmed by the ever-changing healthcare landscape?** Our Practice Optimization Workshop empowers physicians like YOU to **reclaim control and achieve peak performance**. This dynamic 2-part virtual series dives deep into proven strategies to optimize your practice, regardless of your specialty.

Drawing inspiration from the insightful book, *The Patient Who Swallowed A Mouse*, this workshop features:

- Engaging exercises to enhance awareness & problem-solving skills
- Evidence-based strategies to unlock your practice's full potential
- Actionable insights to streamline operations and boost efficiency

### Elevate your practice and empower your staff to reach new heights!

- **Practice Health Check:** Gain insights into your current state
- **Unlock Hidden Efficiency:** Discover key practice operations insights
- **Empower Your Staff & Practice:** Foster a team-based care culture
- **Thrive, Not Survive:** Achieve a healthy work-life balance
- **Set Your Practice on Course:** Define your true north
- **Rebuild & Reimagine:** Implement practical strategies for practice optimization

### Join us to improve your practice's performance!

For more information call RCMA at 951-686-3342 or visit [www.rcmadocs.org/practiceoptimization](http://www.rcmadocs.org/practiceoptimization)

## REGISTER TODAY!

Tuesday, August 20<sup>th</sup>  
& August 27<sup>th</sup>  
6:00 - 7:30 pm



#### TUITION:

RCMA & IEFMC Members – \$99  
CMA Members – \$99  
Non Members – \$199

#### CME

This program qualifies for 3.0 hours of AMA PRA Category 1 Credits™



#### Presenter:

**Barry Bittman, M.D.**

Chief of Population Health & Quality Officer  
Inland Empire Foundation for Medical Care



**Accreditation Statement:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the California Medical Association (CMA) through the joint providership of Fresno Madera Medical Society and Riverside County Medical Association, Fresno Madera Medical Society is accredited by the California Medical Association (CMA) to provide continuing medical education for physicians.

**Credit Designation Statement:** FMMS designates this live activity for a maximum of 3.0 hours of AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

*Riverside County Medical Association presents...*

## **Colors of Morocco**

with Optional 4-Night Northern Morocco: Chefchaouen & Tangier Pre Tour Extension

**February 13 – 27, 2025**



For more information contact  
Collette  
**(800) 581-8942**  
**Please Refer to Booking # 1210263**



P.O. Box 1800  
Rancho Cucamonga, CA 91729-1800

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U.S. POSTAGE

**PAID**  
IEHP

Is your practice moving?  
Have a new phone number?  
Email us promptly all  
updates to your practice:  
**ProviderUpdates@iehp.org**

**Thank you for helping us keep your  
information up to date for our members.**



If you have any questions, contact the  
IEHP Provider Call Center at **909-890-2054**  
or email **ProviderServices@iehp.org**



Stay connected. Follow us!