

Heartbeat

Best Practices: Controlling High Blood Pressure

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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

Best Practices:

CONTROLLING HIGH-BLOOD PRESSURE

Data from the American Heart Association reveals nearly half of American adults have high blood pressure (BP), and our Members are no exception. To combat this, the American Heart Association and American Medical Association launched “Target: BP”. The “BP Improvement Program” focuses on three critical areas for improving BP control:


- ✓ Measure blood pressure accurately.
- ✓ Act rapidly with a clear treatment plan.
- ✓ Partner with patients to facilitate self-measurement.

Explore resources at [TargetBP.org](https://www.targetbp.org) and consider joining their national recognition program.

As a reminder, home digital BP cuffs remain a covered benefit for IEHP Medi-Cal and Medicare D-SNP Members.

Providers can submit a “Medi-Cal Rx Prior Authorization (PA) Request Form” via the Medi-Cal Rx Secure Provider Portal or Fax to 800-869-4325. Regardless of whether the Member has Medi-Cal or Medicare coverage, the order will be processed under the Medi-Cal benefit.

The Medi-Cal Rx Prior Authorization Request Form is available on the “Forms & Information” page of the Medi-Cal Rx Provider Portal at: www.medi-calrx.dhcs.ca.gov/provider/forms.

Properly documented Self-Measured Blood Pressure (SMBP) measurements can maximize your efforts in the P4P Global Quality program when accurately coded via the routine encounter process. Refer to the program guide for specific necessary codes by scanning the QR code. 



For Members on BP medications, consider a 100-day supply and mail-order pharmacy services to improve adherence.

If treating Members with D-SNP or IEHP Covered, contact the mail-order Providers for enrollment:

- Birdi 855-873-8739 for IEHP Covered
- SortPak 877-570-7787 for IEHP Covered and D-SNP

Encourage Members to attend IEHP Health Education classes, focused on managing specific chronic conditions, at one of our Community Wellness Centers. Self-registration can be done through the IEHP Member Portal and walk-ins are always welcome.

Together we can help Members manage their blood pressure.



HELP PROTECT YOUR MEMBERS

Against the Flu ▶



Thank you for helping your patients prepare for this flu season. To combat the widespread misinformation surrounding current vaccines, provide Members with factual information about the flu vaccine based on the latest guidelines from the Centers for Disease Control and Prevention (CDC):

★ **COVID-19 and flu vaccines can be administered together during the same visit.** ¹

★ **Everyone aged 6 months and older (with rare exceptions) should receive BOTH COVID-19 and flu vaccines.** ¹

★ **The CDC recommends several new immunizations to protect those at higher risk of severe illness from RSV, including infants, toddlers, pregnant individuals, and adults aged 60 and older.** ^{2,3}

To help Members understand the importance of getting a flu shot, visit our resources page at: www.ProviderServices.iehp.org > Resources > Resources for Members > Health & Wellness



1. Centers for Disease Control and Prevention (CDC). CDC Recommends Updated 2024–2025 COVID-19 and Flu Vaccines for Fall/Winter Virus Season. <https://www.cdc.gov/media/releases/2024/s-t0627-vaccine-recommendations.html> Last Reviewed June 27, 2024.
2. Centers for Disease Control and Prevention (CDC). RSV Vaccines. <https://www.cdc.gov/rsv/vaccines/index.html> Last reviewed August 30, 2024.
3. Centers for Disease Control and Prevention (CDC). Respiratory Syncytial Virus (RSV) Immunizations. <https://www.cdc.gov/vaccines/vpd/rsv/index.html> Last reviewed September 4, 2024



Reimbursement:

- Eligible IEHP Medi-Cal Members aged 6 months to 18 years should receive flu vaccinations from their Primary Care Providers (PCP) utilizing serum provided by the Vaccines for Children (VFC) Program.
- Eligible IEHP Medi-Cal and IEHP Covered Members aged 18 and older should receive flu vaccinations from their PCP or Pharmacy Providers. Submit CMS 1500 claim forms for flu serum with the appropriate CPT code to:

For IEHP Medi-Cal Claims:

Inland Empire Health Plan Claims Dept.
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

For IEHP Covered Claims:

IEHP Covered Claims Dept
P.O. Box 4409
Rancho Cucamonga, CA 91729-4349

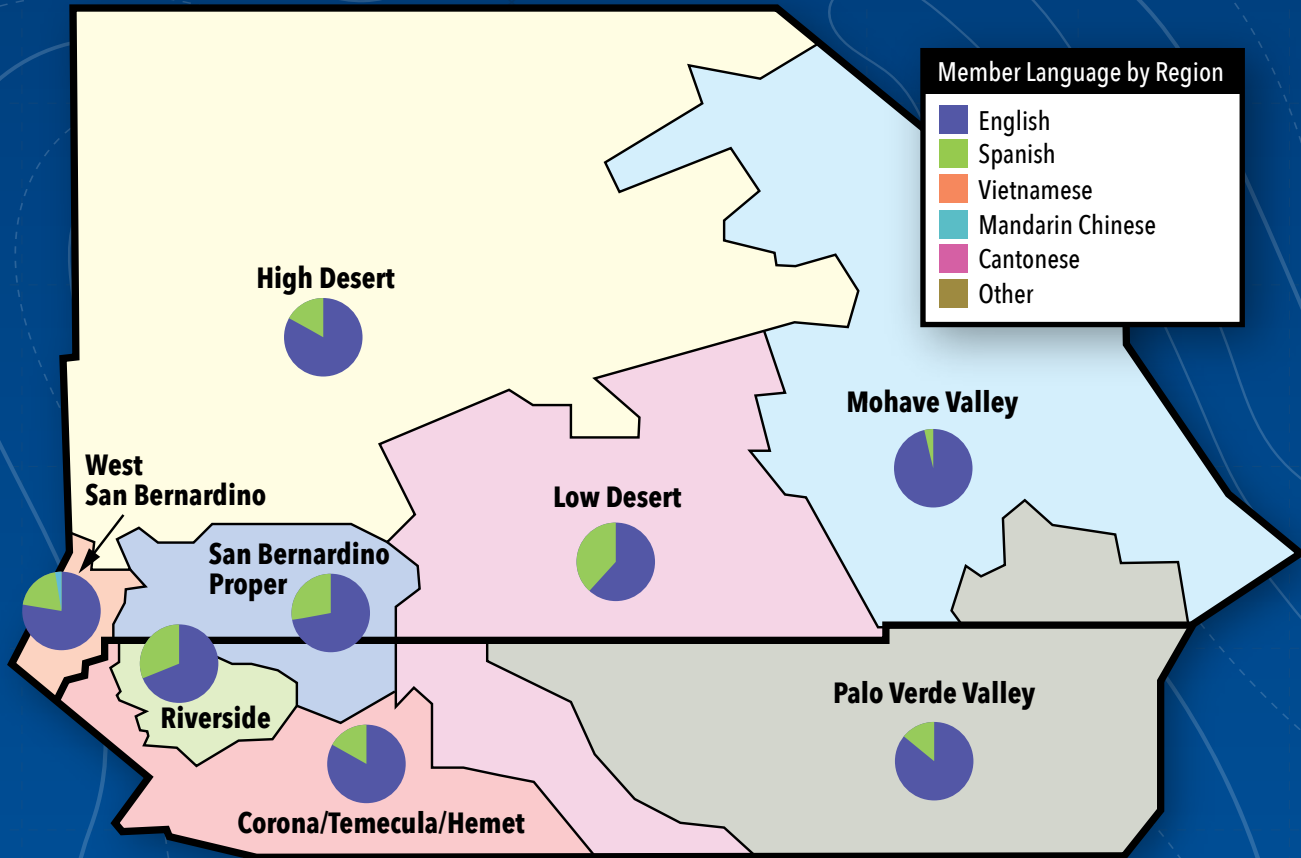
For IEHP DualChoice Claims:

Flu serum claims should be submitted to the Member's assigned IPA.

Continue to bill valid Medi-Cal procedure codes and modifiers when submitting service payment requests. For questions, contact the IEHP Provider Call Center at 909-890-2054 or email ProviderServices@iehp.org.

Member Spoken Language PERCENTAGE BY REGION

Knowing Members' spoken languages and requesting interpreters for appointments ensures that Members understand and comply with Provider guidance. Check out page 6 for information on interpreter services.



Member Region	English	Spanish	Vietnamese	Mandarin (Chinese)	Cantonese (Chinese)	Other
Corona / Temecula / Hemet	80.01%	18.85%	0.31%	0.62%	0.13%	0.08%
High Desert	83.35%	16.47%	0.09%	0.04%	0.02%	0.03%
Low Desert	65.41%	34.37%	0.13	0.04%	0.01%	0.03%
Mohave Valley	97.89%	2.11%	0.00%	0.00%	0.00%	0.00%
Palo Verde Valley	85.06%	14.88%	0.02%	0.03%	0.00%	0.02%
Riverside	69.62%	29.83%	0.34%	0.14%	0.03%	0.04%
San Bernardino Proper*	73.37%	25.98%	0.35%	0.20%	0.04%	0.06%
West San Bernardino**	76.01%	19.98%	0.64%	2.70%	0.44%	0.23%

* San Bernardino, Bloomington, Colton, Grand Terrace, Big Bear City, Big Bear Lake, Blue Jay, Crestline, Fontana, Lake Arrowhead, Rialto, Running Springs, Banning, Beaumont, Calimesa, Highland, Lome Linda, Redlands, Yucaipa.

** Alta Loma, Chino Hills, Pomona, Chino, Claremont, La Verne, Montclair, Upland, Ontario, Rancho Cucamonga.

2023 Global Quality P4P Program TOP 10 PROVIDERS

IEHP proudly acknowledges the Top-Quality Performers in the IEHP PCP 2023 Global Quality P4P Program. These Providers achieved the highest quality scores in the network, which range from 0 to 4.0. The ratings reflect their success in meeting established quality goals in key areas, including adult and child preventive health, chronic care, women's health, behavioral health, access to care, and Member satisfaction.

The top performers for the 2024 GQ P4P Program will be determined by Summer 2025.

Congratulations on delivering optimal care to our Members!



James Juenin Wu, MD
Pediatrics, Pomona
Score: 3.7



Sushil P Anand, MD
Pediatrics, Corona
Score: 3.7



Irmgard Tackie, MD
Pediatrics, Fontana
Score: 3.6



Aruna Pallapati, MD
Pediatrics, Riverside
Score: 3.6



Jennifer Kim Pyon, MD
Pediatrics, Upland
Score: 3.6



Christie To-Trinh Hua, MD
Family Practice, Indio
Score: 3.6



Anuradha Sathya, MD
Family Practice, Corona
Score: 3.6



Edgar E. Alfaro-McField, MD
General Practice & Pediatrics,
San Bernardino, CA
Score: 3.6



Romeo Samouh, MD
Family Practice, Upland
Score: 3.5



Rosario Badar Retino, MD
Pediatrics, Ontario
Score: 3.5



Reminder!

FREE INTERPRETER SERVICES

for Member Medical Appointments

Interpreter Services are a covered benefit for Member appointments. IEHP arranges and pays for interpreter services to ensure that Members can access care with ease.

If you do not have medical staff who are qualified to interpret in the Member's preferred language, contact IEHP Member Services at 800-440-4347 or 711 for TTY at least five (5) working days prior to the Member's appointment to arrange for interpreter services.

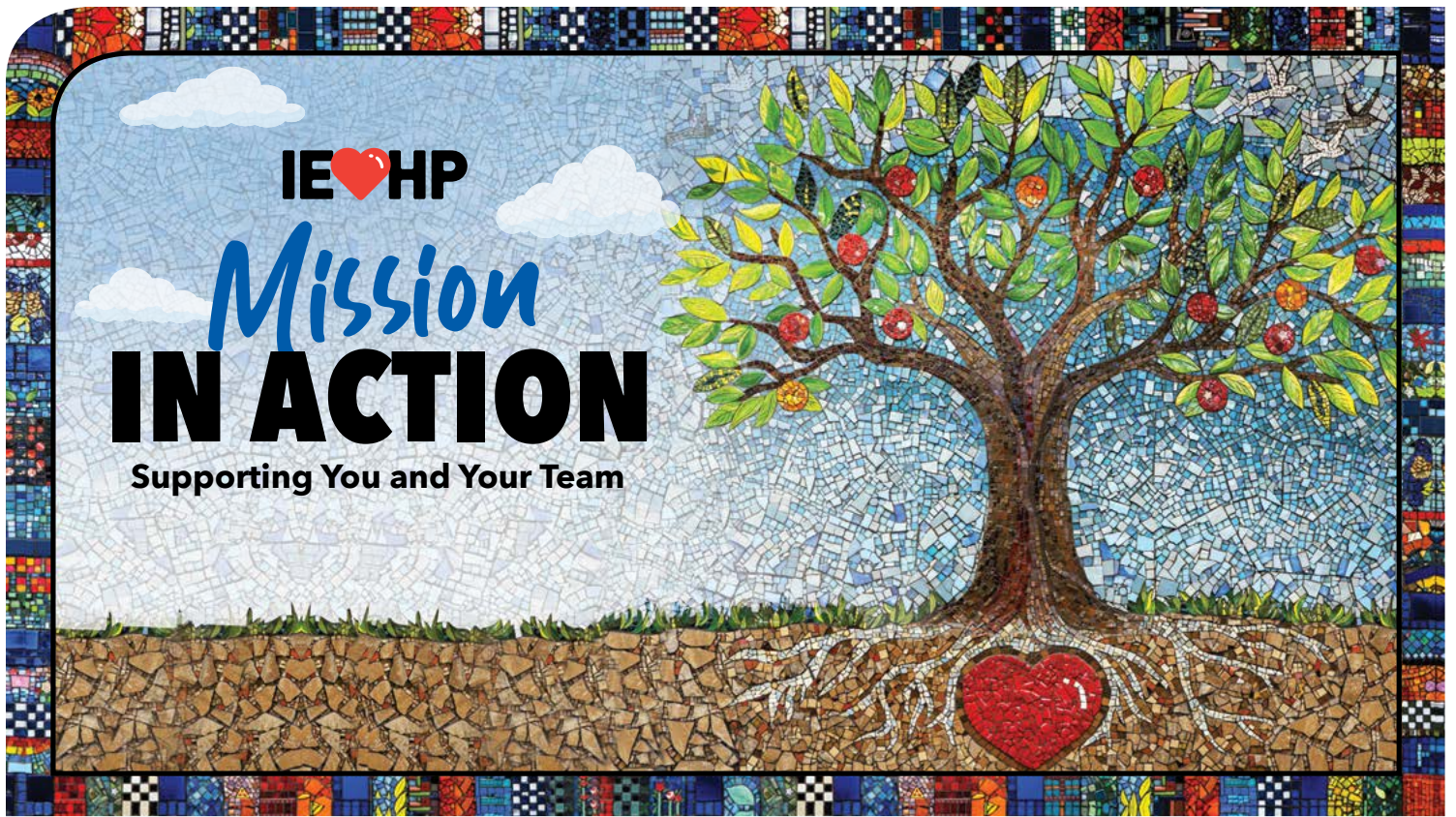
We will arrange for an interpreter to be present at the Member's appointment, accommodating various languages, including American Sign Language.

For after-hours telephone interpreter services, call IEHP 24-Hour Nurse Advise Line at 888-244-4347 or 711 for TTY.

For questions, contact the IEHP Provider Call Center at 909-890-2054 or email ProviderServices@iehp.org.

Key Reminders:

- All requests for interpretation services must be scheduled and authorized by IEHP.
- Members have the right to request an interpreter at no cost for discussions regarding medical and behavioral health information.
- Members are neither required nor encouraged to use family Members or friends as interpreters during medical appointments, unless specifically requested.
- Minors should not serve as interpreters (except in a medical emergency when no interpreter is available).



At IEHP, our Mission statement is clear: **We Heal and Inspire the Human Spirit.** This commitment extends not only to those we serve but to each Member of our team. IEHP genuinely cares about you – your well-being and how you experience your work. Research indicates that the meaning and joy we derive from our work impacts how we care for patients and one another.

Imagine looking forward to work every day, enjoying the company of your colleagues, feeling a profound sense of meaning and joy in serving others, and recalling what drew you to the sacred field of healthcare.

We believe it is possible to rediscover the joy in our work.

Purpose:

The IEHP Mission Team provides a coaching and facilitating approach that emphasize the relational and aspirational elements of our work. This includes fostering personal and collective meaning, purpose, and joy, all supported by strong relationships and enhanced through cultivating compassion and resilience.

Impact:

Compassion heals. Deepening our compassion enhances our ability to care and be present, which positively affects the patient experience and has been shown to improve clinical outcomes. This, in turn, renews our sense of purpose.

In healthcare, we recognize that when patients feel acknowledged as individuals and perceive their caregivers as attentive, compassionate, present, and respectful, they are more likely to engage in their care, decision-making, and follow through with their treatment plans.

Your Investment:

The IEHP Mission Team offers various support formats, including:

- 30-60 minute topical sessions delivered at your location, which can be built upon over four or more sessions.
- 3-4 hour renewal retreats at your site or IEHP headquarters.
- Conversation tools and team activities that can be utilized in huddles and team meetings.
- Virtual formats are also available.

Interested in having our Mission Coaches engage with you and your practice? Simply scan the QR code with a mobile device and complete our brief interest form.



Our goal is to support you by listening and providing experiences that will enhance your resilience and joy in your work.

For questions, contact DGMissionTeam@iehp.org

Living the Mission OFFICE STAFF AWARD

Ashley Guerrero is the Lead Back Office Medical Assistant for Dr. Michael Benavidez at BenaCare Medical Center in Upland, CA. For the past three years, Ashley has been the first point of contact for patients. Her responsibilities include taking vital signs, submitting referrals, patient outreach, educating patients about preventive services and scheduling follow up appointments.

Dr. Benavidez nominated Ashley for this award after observing her exceptional support for a patient recently diagnosed with cancer.

He stated, “Knowing the patient may have been nervous and worried, in addition to coming to terms with the diagnosis, Ashley went out of her way to help the patient through complicated insurance matters, so she had very little to worry about. She made sure the patient had the referrals she needed, assisted her with getting appointments set up, including having some scheduled within just a few days.”

As the lead medical assistant, Ashley demonstrates outstanding leadership within her team. She trains staff to ensure compliance with all processes and procedures and consistently motivates her colleagues to meet their goals. Ashley is committed to advancing her professional career. She is currently studying to become a nurse practitioner, applying her academic knowledge to her daily responsibilities.

In her spare time, Ashley dedicates her time to her 8-year-old daughter and fiancé. She also enjoys music and attending concerts with friends.

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.** ▶



Schedule

IEHP COVERED MEMBERS

for Preventive Care Services - Bill Fee-For-Service



Preventive screenings and timely care are essential to optimal health for all IEHP Members. Included, of course, are our IEHP Covered Members.

As IEHP Covered is IEHP's newest product, we want to take this opportunity to provide reminders about identifying IEHP Covered Members and billing procedures.

PCPs can filter their assigned roster on IEHP's secure Provider Portal by line of business to identify the IEHP Covered Members assigned to your practice.

Please remember, IEHP Covered (CCA) is a fee-for-service contract, not capitation, so ensure your office bills and codes to the highest specificity for every service rendered to an IEHP Covered Member. It is critical that every service and diagnosis code is reported so we can monitor IEHP Covered Members services and report this information to our regulators.

If you have any questions about IEHP Covered, please reach out to your IEHP Provider Relations Manager for support or call IEHP's Provider Call Center at 866-223-4347 or email ProviderServices@iehp.org.

CHW

IMPROVES PATIENT OUTCOMES

at a San Bernardino Clinic

Community Health Workers (CHW) are frontline public health workers who work alongside our Providers and office staff to connect Members with healthcare and social services. IEHP created the CHW Workforce Development Team (WDT) and initiated the CHW Pilot Program to support these efforts.

Victoria Scarnici, a recent graduate from the CHW WDT's Pilot Program, was assigned to Metropolitan Family Clinic in San Bernardino, one of the first Provider sites to participate in the program. Through her lived experience, Victoria successfully built trust and rapport with over 200 Member encounters.

After partnering with Victoria, Sandra Gonzalez, the Administrative Assistant at Metropolitan Family Clinic, began noticing positive shifts in patient outcomes.

"There was a significant improvement in patient engagement and adherence to treatment plans," Sandra remarked. "CHWs facilitate better communication between patients and healthcare Providers, leading to more personalized care and increased patient satisfaction."

During her time at Metropolitan Family Clinic, Victoria was assigned a Member who had tragically lost both her husband and 9-year-old son, leaving her in a state of depression. Feeling isolated in her grief, this Member was unwilling to engage with anyone or accept any support or services.

After connecting with the Member, Victoria shared that she too had lost a son and could empathize with her pain. Through this shared vulnerability, Victoria was able to connect with the Member, opening her up to the help she needed. Reflecting on their bond, Victoria shared, "It was a beautiful and potentially life-saving connection."

Victoria expressed that while she always had a desire to help others, she was uncertain about the path to take, and the CHW Residency Program helped her discover her life's purpose. She stated, "This program has allowed me to be grateful for my past because I



connect with so many Members in such a special way - it's incredible."

Victoria's insights into her journey as a CHW highlight the significance of this benefit and how it can change the healthcare trajectory for Members.


"CHWs play a vital role in bridging gaps between healthcare Providers and the communities they serve," Sandra said when asked if she would recommend the CHW program to other Provider offices. "Their presence can lead to improved health outcomes, reduced healthcare costs, and stronger community relationships. They are an invaluable asset to any healthcare team."

Seeing the value in the program, Metropolitan Family Clinic went on to hire three full-time CHWs who trained under Victoria's supervision and completed the CHW training program at IEHP.

Want to learn more about adding a CHW to your practice? Read our "Overcome Barriers in Health Care - Hire a CHW!" article on the next page.

OVERCOME BARRIERS IN HEALTH CARE

Hire a CHW!



The Department of Health Care Services (DHCS) introduced the Community Health Worker (CHW) program as a Medi-Cal benefit effective July 1, 2022. To participate, Providers can express their interest by sending an email to CHW@iehp.org to begin the process.

Providers can hire a CHW to support Member outreach and connect them with resources to address chronic conditions, preventative health care needs, and health-related social needs across Riverside and San Bernardino counties.

CHWs focus their efforts on communities in which they have lived experience. Their services are an integral part of Enhanced Care Management and

Community Supports and Providers who contract with IEHP to have a CHW can bill the plan for services rendered.

CHWs identify health issues and barriers to care, such as transportation challenges. They also gather data and advocate for both individual and community health needs. Additionally, they assist Members in communicating with healthcare Providers, office staff, and social service agencies.

Email CHW@iehp.org to learn more about how to partner with a CHW to help our Members overcome barriers to health care and support optimal health for our community.



ENHANCE MEMBER CARE

with Our Community Support Services

Community Supports (CS) are optional benefits that IEHP is proud to offer to support the needs of Members, contributing to better health outcomes.

These services are designed to be medically appropriate and cost-effective, and include:

- ✓ Asthma Remediation
- ✓ Community Transition Services/Nursing Facility Transition to a Home
- ✓ Environmental Accessibility Adaptations (Home Modifications)
- ✓ Housing Deposits
- ✓ Housing Transition Navigation Services
- ✓ Medically Supportive Food/Meals/Medically Tailored Meals
- ✓ Nursing Facility Transition/Diversion to Assisted Living Facilities
- ✓ Recuperative Care (Medical Respite)
- ✓ Short-Term Post-Hospitalization Housing
- ✓ Sobering Centers (Riverside County)
- ✓ Day Habilitation Programs
- ✓ Respite Services
- ✓ Personal Care and Homemaker Services

For additional details scan the QR code or visit ProviderServices.iehp.org > Programs & Services > Community Supports



If a Member could benefit from a CS service, submit a referral to Utilization Management (UM) through the portal or by fax at 909-890-5751.

For a complete list of Member eligibility criteria visit ProviderServices.iehp.org > Resources > Resources for Providers > Utilization Management Clinical Criteria > Community Supports Services

These services are accessible to both Medi-Cal and DualChoice Members, and Providers have the option to submit multiple referrals for a single Member.

Referrals are typically processed within 5 to 7 business days, while expedited referrals are handled within 24 to 72 hours. Both Provider and Member will receive notification regarding the referral outcome. Providers can also monitor the status of referrals through the portal on the Referral Status page.

For questions, contact IEHP Provider Call Center at 866-223-4347 or email ProviderServices@iehp.org.

Living the Mission Awards



IEHP's *Living the Mission Awards* honor providers, community partners, and entities whose actions and contributions embody IEHP's Mission, Vision, and Values. The nomination window opens each year from November 1 through January 31.

Five different *Living the Mission Awards* are conferred each year at the IEHP Annual Mission Conference:

INSPIRE AWARD

This award honors a provider, entity, or community partner that exemplifies IEHP's Mission, "We heal and inspire the human spirit." This is demonstrated by:

- Having compassion that extends to all the people they serve
- Investing time and energy in their community through acts of service
- Inspiring and motivating others to serve and to be their best
- Being a servant-leader that others want to follow and emulate

OPTIMAL CARE AWARDS (2)

These awards honor providers or entities that exemplify world-class care and outcomes in preventive care, chronic care, or hospital care. This is demonstrated by:

- Clinical care and outcomes that exceed national benchmarks and consistently follow best practice
- Care that is seamlessly coordinated from prevention through the whole care continuum
- Care that is built on cultural humility and respectful, holistic, human-centered experiences

Note: This award is based on IEHP review of clinical outcome data and is not open for public nomination.

VIBRANT HEALTH AWARD

This award honors a provider, entity, or community partner that exemplifies engagement with the well-being and joyful life of the residents of the Inland Empire. This is demonstrated by:

- Passionate participation in raising awareness of and reducing the social determinants of ill-health
- Actively supporting core individual and community needs such as food security, shelter, and safety
- Working to ensure health and well-being are equitably experienced across our diverse communities

CREATIVITY AND INNOVATION AWARD

This award honors a provider, entity, or community partner that exemplifies the courage to "break the mold" to address the health concerns of the residents of the Inland Empire. This is demonstrated by:

- Daring to experiment and do something to truly shift the paradigm
- Innovating to improve care for our communities

Living the Mission Awards

Nomination Form



Ways to nominate:

- 1 Scan the QR code to submit your nomination, or fill it out on our "Living the Mission Awards" webpage: livingthemissionawards.iehp.org
- 2 Or, complete the form below and email it to: LivingTheMissionAwards@iehp.org

Please choose only ONE award category/nominee per form.

Your name: _____ Your phone: _____

I am nominating _____ as a candidate for the following award:

- INSPIRE AWARD
- VIBRANT HEALTH AWARD
- CREATIVITY AND INNOVATION AWARD

Describe specific examples of why you are nominating this candidate(s):

Candidate's contact information:

Name: _____

Address: _____

Phone: _____ Email: _____

Thank you for your nomination. Our selection committee will carefully consider all nominations submitted. Selection will occur by March and the awardees will be honored at the next annual IEHP Mission Conference and publicly recognized through various communications.

Nominations will be accepted up to January 31, 2025.

Questions? Need help with your nomination? Please email LivingTheMissionAwards@iehp.org



Reminder!

TIMELY REFERRAL SUBMISSIONS Are Essential for Optimal Health

We value our Primary Care Providers (PCPs) and the pivotal role they play in delivering care and submitting timely referrals for specialty care. Referral delays can result in potential harm to patients, escalation for compliance review and grievances. In some instances, specialists and other Providers may submit referrals for follow ups or additional care needs and it is imperative these follow timeliness standards too.

To ensure compliant referrals submissions, remember:

- Urgent preservice and urgent concurrent referrals must be submitted by Providers within 24 hours of identifying the need for a referral.¹
- For non-urgent preservice or concurrent referrals, Providers have two (2) working days from the point of determining the need for a referral to submit the referral along with all necessary documentation.¹

IEHP's regulators, like the Department of Health Care Services, review timeliness of referral submissions and whether all necessary medical documentation was provided to IEHP or our IPAs to make an authorization determination. To prevent delays in care, it is crucial to include all relevant documentation that demonstrates medical necessity when submitting a referral.

Specialists are required to provide documentation of their services to the Member's PCP within two weeks of the Member's visit.¹ Timely provision allows the PCP office to develop a follow-up care plan with the Member, if necessary, and close the loop. This contributes to higher Member satisfaction.

IEHP is here to support the training of our Provider network on these standards. For questions, call the Provider Call Center at 866-223-4347 or email ProviderServices@iehp.org.

1. *Medi-Cal – Utilization Management Policy MC_14A1*
DualChoice – Utilization Management Policy MA_14A1
IEHP Covered (CCA) – Utilization Management Policy CCA_09A1

Digital Member ID Cards Serve as Valid Proof of IEHP Coverage

A physical IEHP Member ID card is not required for access to care now that digital ID cards are available.

Members can access their digital ID card via IEHP's Member Portal or the "IEHP Smart Care" app. New users must download the app and select "Register Account" to get started.

A digital Member ID card:

- ✓ Provides instant eligibility verification.
- ✓ Reflects up-to-date contact and coverage information.
- ✓ Serves as valid proof of insurance, ensuring Members are not denied service for not having a physical ID card.

Don't forget! If a Member lacks both a physical and digital ID card, Provider offices can print a temporary ID card via the Provider Portal under the Member's Eligibility screen.

This temporary ID card resembles a physical ID card but will have an expiration date printed on the bottom. Members can also call the IEHP Member Services team to request a new physical ID card be mailed to them at no charge.

Our IEHP Member Services team is available by contacting the line of business affiliated with the Member's eligibility: Medi-Cal 800-440-4347; Medicare 800-633-4227; IEHP Covered 855-438-4347; or email MemberServices@iehp.org.

For Provider inquiries, contact IEHP Provider Call Center at 866-223-4347 or email ProviderServices@iehp.org.



Notify Us if Your Office is Impacted by Fires or High Winds

When natural disasters strike, such as wild fires or earthquakes, or power is impacted by high winds, IEHP actively outreaches to impacted Members to offer guidance and assistance.

We are equally concerned about our Providers who serve impacted areas, and we are here to help.

If your practice is forced to close temporarily or modify operations, such as providing telehealth only appointments or reduced hours, please contact:

- IEHP Provider Call Center at 909-890-2054, 866-223-4347; or
- Email ProviderServices@iehp.org

Notifying IEHP will help us stay up to date on the impact of disasters and assess the needs of our Members and Providers. If your office is forced to close, please contact patients whose appointments may need to be rescheduled and update office voicemails with relevant information.



Thank you for your service to our communities. We are here to serve you.

Pediatric Lead Testing

The Department of Health Care Services (DHCS) mandates blood lead screening for all Medi-Cal enrolled children at 12 and 24 months. This test is crucial for early detection of lead exposure, which can lead to impaired growth, hearing problems, hyperactivity, reduced IQ, and learning challenges.

Screenings can be conducted via capillary (fingerstick) or venous blood draw, with capillary testing being more convenient for young Members. Training assistance is available by reaching out to your LabCorp or Quest representatives.

Lead Screening is a key measure in the IEHP GP P4P program and qualifies for a Quality Bonus if completed by the Member's second birthday. Take a moment to review your "Preventive Care" Rosters on the portal to schedule Members for a screening.

For more information, refer to the "Quality Performance Learning Guide" for "Lead Screening in Children" by scanning the QR code or by visiting

[ProviderServices.iehp.org](https://www.provider-services.iehp.org) >

Programs & Services > Provider Incentive Programs > Quality Performance Learning Guide > Lead Screening in Children (LSC).

For educational brochures on the importance of lead screening, contact your Provider Relations Manager or visit our website at [IEHP.org](https://www.iehp.org) > Staying Healthy > Kids and Teens.

Thank you for your dedication to pediatric care.



We've Updated Our Non-Emergency Medical Transportation Requests

Effective September 5, 2024, IEHP requires a minimum of five (5) calendar-day notice for transportation arrangements to medical, behavioral health, substance use disorder, and dental appointments to avoid scheduling conflicts. All NEMT services require a Physician Certification Statement (PCS) that must be submitted at the time transportation is requested.

If a five (5) calendar-day notice is not feasible (ex., a follow-up appointment scheduled three (3) days after discharge), our team will work with our vendors to accommodate but cannot guarantee reservations due to vendor availability.

Please contact:

- **Transportation Services Call Center** (regular business hours):
Monday-Friday, 7am-7pm: 951-374-3441
Saturday-Sunday (including holidays), 8am-5pm:
800-440-4347 (Option 2)
- **Call the Car** (after hours):
24/7 real-time prioritization: 855-490-3817

When requesting transportation, please have the following Member information ready:

- Name & IEHP ID.
- Height & weight if traveling by wheelchair or gurney.
- Pick up address, including facility name and phone number.
- Drop off address, including facility name and phone number.
- Date and time of appointment(s).
- Level of service.
- For Critical Care Transport (CCT) - Sending and receiving physician name.
- Additional attendant or caregiver accompanying the Member.



UPCOMING EVENTS

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

YOU'RE INVITED

AI SECOND ANNUAL HEALTHCARE CONFERENCE

an experiential deep dive into the latest technological transformation for physicians, healthcare executives, innovators and health plans.



Healthcare AI has advanced at an astonishing rate never considered possible previously. With enormous impact on healthcare delivery, practice efficiency, patient outcomes and provider quality of life, AI is reshaping our entire healthcare ecosystem in a manner that sets the course for the future of healthcare delivery. Join us for an unforgettable eye-opening multidimensional journey into what you can do today to positively transform your medical practice.

SPEAKERS AND TOPICS



Eric Lee, M.D.

Medical Director, Clinical Informatics - AltaMed Health Services

Topic: AI Transformation Roadmap

Explore the essential steps and strategies to navigate the AI Transformation Roadmap, empowering innovation and driving success in the age of intelligent technology.



Ardash Gosu

Consulting Managing Director - Deloitte Consulting LLP

Topic: AI Disruption - solving the healthcare crisis

Discover how AI-driven innovation is disrupting the healthcare industry, offering groundbreaking solutions to tackle the ongoing healthcare crisis.



Josh Margulies

VP Strategic Customer Engagement - Suki

Topic: Your Latest Hire: an enterprise-grade AI assistant

Learn how integrating an enterprise-grade AI assistant can revolutionize your business operations, boosting efficiency and productivity like never before.



Ajay Gopal, PhD

Co-Founder and CEO - Rx Studio

Topic: AI Prescribing: the science of personalizing pharmacotherapy

Delve into AI Prescribing and discover how advanced algorithms are revolutionizing pharmacotherapy through personalized, data-driven treatment solutions.



Friday, April 25, 2025
8:30am to 3:30pm



The Atrium at IEHP
10801 Sixth Street
Rancho Cucamonga, 91730



Registration Fee:
\$149 per person
FREE for Residents and
Medical Students
Earn up to 5 CME credits



Register to attend at:
rcmadocs.org/aiconference
or scan the QR code for
registration **RSVP required**



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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: Fresno Madera Medical Society designates this live activity for a maximum of 5 AMA PRA Category 1 CME Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Hosts:



For more information or to register please contact Riverside County Medical Association
Dawne Bonanno at (800) 472-6204 or dbonanno@rcmadocs.org

UPCOMING EVENTS



Share your specialty with
medical students
at an evening of...



SPEED MENTORING

Come and Represent Your Specialty!

Wednesday, February 5th | 6:00 PM - 8:00 PM

(Dinner will be served)

UCR School of Medicine Building II
92521 Botanic Gardens Dr., Room 104/106

(Free parking in parking lot 13)

ALL
SPECIALTIES
WELCOME!

As you know the road to medicine is a long journey, and the next generation of physicians need our support. In partnership with the UC Riverside School of Medicine, RCMA is sponsoring an evening of Speed Mentoring. Speed Mentoring is similar to Speed Dating. Physicians with similar specialties will be grouped together at tables while medical students rotate through each table asking questions and learning about each specialty. **Though all specialties are welcome, specialists are especially encouraged to participate.**



RSVP ONLINE



Please RSVP to RCMA at membership@rcmadocs.org,
(800) 472-6204, QR Code or www.rcmadocs.org/events

Mission Moment

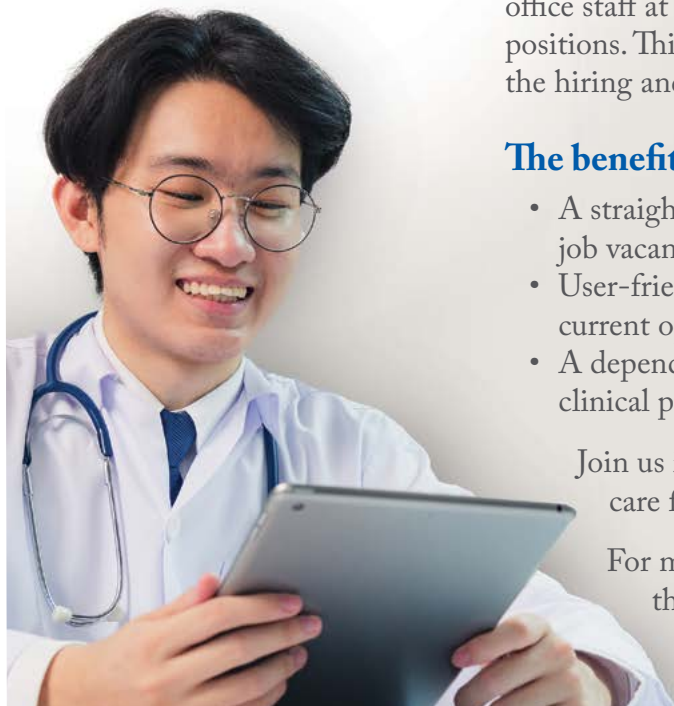
"KEEP CARL ALIVE"

An IEHP Member's Inspiring Recovery



Scan the QR code to watch IEHP's empowering video interview with Carl D.

Warning: You better bring a box of tissues for this one.



To tackle the shortage of PCPs and specialists in the Inland Southern California area, the Riverside County Medical Association, San Bernardino Medical Society, and IEHP have partnered to offer SoCal Doc Jobs, a secure and user-friendly web platform for Providers.

On SoCal Doc Jobs, physicians can post job opportunities for medical and office staff at no cost, while candidates can conveniently apply for available positions. This platform enhances the visibility of job listings, facilitating the hiring and retention of clinical staff eager to serve the community.

The benefits of SoCal Doc Jobs include:

- A straightforward, no-cost process for IEHP Providers to advertise job vacancies.
- User-friendly navigation for job seekers to discover and apply for current openings.
- A dependable platform for employers to connect with qualified clinical personnel.

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

For more information, please visit SoCalDocJobs.com or contact the Riverside County Medical Association at 951-686-3342 or via email at Membership@RCMAdocs.org.



Inland Empire Health Plan

P.O. Box 1800

Rancho Cucamonga, CA 91729-1800

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



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



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