



We heal and inspire the human spirit.

To: All PCPs, Specialists, IPAS, and Behavioral Health Providers
From: IEHP - Community Supports Department
Date: June 29, 2023
Subject: **Three (3) New Community Supports Available for Members on July 1, 2023!**

Effective July 1, 2023, we are offering **three (3) New Community Supports services** for eligible Members. These services are available as medically appropriate, cost-effective alternatives to standard benefits.

The fourteen (14) Department of Health Care Services (DHCS) pre-approved Community Supports are:

3 NEW Services effective July 1, 2023:

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

How do I Refer Members for Community Supports? Via the IEHP eAuth portal:

The screenshot shows the 'Service Requested' dropdown menu in the IEHP eAuth portal. The menu lists various services, with 'Community Supports Services' highlighted in a red box. Below the menu, there are buttons for 'Expedited', 'Standard Pre-Service', and 'Standard Post-Service'. At the bottom, there is a 'Service Information' section with a search bar for 'Service Requested'.

Use the secure IEHP Provider Portal to refer any Member, including Members assigned to an IPA, via eAuth: Referrals > Service Requested > Community Support Services (choose programs from the dropdown)

Members can also self-refer for Community Supports by calling Member Services at: (800) 440-IEHP (4347).

For detailed information about our Community Support services: www.iehp.org > For Providers > Special Programs > Community Supports

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org.