



We heal and inspire the human spirit.

To: All IEHP Medi-Cal PCPs
From: IEHP – Provider Relations
Date: August 25, 2023
Subject: Member Services Appointment Center

We understand it can be challenging to reach your assigned IEHP Members to schedule them for preventive care services.

In the interest of helping Members and PCPs connect, **IEHP has created an Appointment Call Center, a division of our Member Services team, to assist Members in scheduling these important appointments with your office.**

IEHP's Appointment Call Center contacts your office with the Member on the line to set up an appointment. We will make three (3) attempts to reach your office.

Appointments requested are for the following services based on HEDIS/HEDIM/MCAS standards. IEHP systems are flagged to reflect if a Member has a care gap and prompt the outreach to your office for an appointment:

- Hemoglobin A1C Labs
- Breast Cancer Screening
- Well Child Exams
- Postpartum Care
- Kidney Health Evaluation Labs
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Blood Lead Screening
- Asthma
- Dilated Retinal Exam (Eye Exam for Member with Diabetes) – Calls will be made to Vision Providers to schedule these appointments.

When your office is contacted, please work with the Appointment Call Center Representative to schedule Members for an appointment within access standards of 10 business days.

As a reminder, the appointments requested do not require prior authorization.

We appreciate your partnership to provide prompt access to care for our community.

As a reminder, all IEHP communications can 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