



We heal and inspire the human spirit.

To: IEHP Direct PCPs

From: IEHP – Provider Relations

Date: May 31, 2024

Subject: Primary Care Roster: Members Who Have Not Visited PCP in Prior 12 Months

A new roster of your assigned IEHP Direct Members who have not accessed primary care in the past 12 months is now available on the provider portal.

IEHP launched an ongoing text outreach campaign, beginning in September 2023, to alert these Members to the need to schedule preventive care services with their PCPs and offered help in scheduling these appointments.

1. This roster shares the outcome of this text outreach campaign, including the responsiveness of the Members and requests for assistance.

- When the Member receives primary care services, IEHP will capture this information via the PCP encounter data received, and Members will be removed from the roster.

2. The roster can be converted to CSV and downloaded.

3. The Member’s Finalized Administrative Risk (FAR) score is available through the icon pictured below.

4. Date of Member’s most recent PCP visit will appear, as available through data reported to the plan.

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Last Updated on 5/1/2024 Member(s) Found: 485

Member Phone	Member DOB (Age)	PCP	NPI

Member's Effective Date	Campaign Outcome	Member's Last Visit
02/01/2023	No Reply 1	4

We encourage you to use this information to perform outreach activities to Members who have not established care with your practice or been seen in the last 12 months. Together, we can help Members get the preventive care they need and establish a relationship with their PCP.

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at www.providerservices.iehp.org/en/home > Provider Central > News and Updates > Notices