

Global Quality P4P

To:	IEHP – Global Quality P4P Participants (PCPs & IPA)
From:	IEHP – Quality Programs
Date:	July 3, 2024
Subject:	Global Quality P4P Reminder – Alternative Member Contact Information

REMINDER: We have new sources of additional contact information for Members, available on the secure Provider Portal. This will make it easier to reach Members, using newly available phone numbers and addresses.

Additional Member contact information can help your office:

- 1. Reach Members for routine appointment scheduling.
- 2. Close preventive gaps in care.
- 3. Establish care with newly assigned Members.

How to View Additional Member Information:

- Step 1: Log into the Provider Portal.
- Step 2: Eligibility > Search for Member > Select "Additional Contact Info" icon.

Home	E	Eligibility						
Eligibility	Providers must verify eligibility on the Date of Service (DOS) prior to rendering service to an IEHP Member.							
Care Management	~	As a reminder, please save a copy of Member's eligibility on the Date of Service (DOS) for your records.						
Rosters	Eligibility history available from 06/20/2021							
Encounter	Other Health Coverage FAQs Please note, for IEHP Covered Members, AEVS cannot be utilized to verify eligibility, nor will Other Health Coverage (OHC) apply.							
Pharmacy	•							
Claims Status	Se	Search Again						
Hospice (Medi-Cal)	· .							
Referrals	*	Search Results Verification Number: 17103548 on Jun 20, 2024 at 5:10 PM						
Finance	~ _							
P4P	~ Q IE	HPID »	DOS: 06/20/2024	Additional Contact Info				
Health & Wellness	•	COVID-19 Vaccination S	💮 Medi	Hedical History Record				
Clinical Resources and Tools		, and the simulation date.	,,					
Reports	, e	Member	IEHP ID	Status				
-		CIN	Gender	DOB				

You can view alternative phone numbers, the source of the reported information and when the additional information was received by IEHP.

tal					IE 4	袋 My Account
	Additional Con	act Informa	ation			×
	Alternate Phone	Numbers				Î
ent	Phone Number	Туре	Source	D	ate Received	
		Home	Member Repo	orted 0	1/11/2023	(OHC) a
		Other	HIE-Manifest M	Medex 12	2/04/2021	(0110)
	Alternate Addre	sses				
Cal)	Address			Source	Date Received	
				PBM-Magellan	01/24/2023	
				PBM-SS&C	12/30/2021	<u></u>
ess				HIE-Manifest Medex	12/04/2021	Medic
es an			Close			•
			_			
	1	lid Code		County	Plo	n

Please utilize this additional contact information to maximize your Member outreach efforts. We appreciate your partnership to ensure Members receive the care they need.

As a reminder, the 2024 GQ P4P IPA Program Guide is located at: <u>www.providerservices.iehp.org</u> > Programs & Services > Provider Incentive Programs > Pay for Performance Program > Global Quality P4P Program or click <u>here</u>.

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 or email <u>ProviderServices@iehp.org</u>. You can also connect with IEHP's Quality Department at <u>QualityPrograms@iehp.org</u>.

All communications sent by IEHP can be found at: <u>www.providerservices.iehp.org</u> > News and Updates > Notices.