

Global Quality P4P

| To: | IEHP – Global Quality P4P Participants (PCPs & IPA) |
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| 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.