

We heal and inspire the human spirit.

To: All PCPs, Specialists & IPAs

From: IEHP Health Education, Promotion & Prevention

Date: July 18, 2024

Subject: New Health Navigation Services

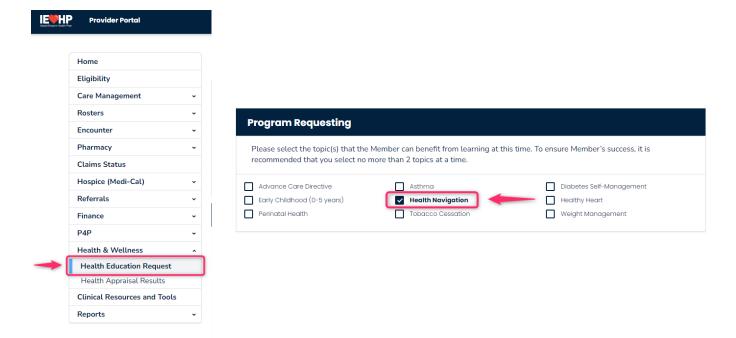
We are delighted to share information about the Health Navigation services provided by the Community Health Workers (CHWs) within our Health Education department. These services are designed to assist our members navigate the health care system more efficiently, promoting overall health and well-being.

The goal is to ensure that members receive the support needed to overcome healthcare system complexities and address any barriers that may impact their health.

Health Navigation Services Include:

- Addressing Health-Related Social Needs: Identifying and addressing social factors that impact health.
- Perform Outreach and Resource Coordination: Encouraging and facilitating the use of appropriate preventive services.

To refer a member, log in to the Provider Portal and complete a "Health Education Request", selecting the "Health Navigation" option in the "Program Requesting" section. After submitting a request, allow 14 business days to check on the status, which can be viewed under "Referrals".



If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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