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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”.

The screenshot shows the IEHP Provider Portal interface. On the left is a navigation menu with the following items: Home, Eligibility, Care Management, Rosters, Encounter, Pharmacy, Claims Status, Hospice (Medi-Cal), Referrals, Finance, P4P, Health & Wellness, Health Education Request (highlighted with a red box and arrow), Health Appraisal Results, Clinical Resources and Tools, and Reports. On the right is the 'Program Requesting' section. It contains the instruction: 'Please select the topic(s) that the Member can benefit from learning at this time. To ensure Member's success, it is recommended that you select no more than 2 topics at a time.' Below this are several checkboxes: Advance Care Directive, Early Childhood (0-5 years), Perinatal Health, Asthma, Health Navigation (checked and highlighted with a red box and arrow), Tobacco Cessation, Diabetes Self-Management, Healthy Heart, and Weight Management.

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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