



*We heal and inspire the human spirit.*

**To:** IEHP GPs, FPs & Peds PCPs  
**From:** IEHP - Quality  
**Date:** February 21, 2025  
**Subject:** **2025 Medi-Cal Member Incentive FAQs**

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Ensuring Members receive preventive care requires the combined efforts of Providers and Members. Please leverage our Preventive Care Rosters to alert Members to potential care gaps and about their potential incentives. Member incentives help our Providers hit their P4P measurement goals.

### **What is the Member Incentive Program?**

- Members are incentivized to complete needed immunizations and close gaps in care.

### **Who is eligible for the Member Incentive Program?**

- Members are identified in the target population by specific measure and age parameters.
  - Not all Medi-Cal Members are eligible for the Member Incentive Program.

### **How are Members notified?**

- Qualifying Members will receive notification of the incentive program that includes education on the health benefits of completing the specific immunization, instructions to visit the PCP to obtain the needed services, and how to receive the incentive.

### **How do Members Receive the Incentive?**

- Member must be eligible for the measure.
- Complete the immunization listed on the letter(s) by the stated deadline.
- Encounter must be submitted by Provider and received by IEHP, directly or as applicable through the IPA, via standard billing and encounter reporting.

### **What is the Member Incentive?**

- Members may choose from a selection of gift cards.
- Once IEHP receives the encounter or claim as proof of service, Member will be mailed a **reward certificate** within two weeks, with a **unique claim code** and instructions to claim the gift card, via telephone, on-line or mail.
- Members can expect to receive their gift card 2 -3 weeks after making the gift card selection.

**2025 Member Incentives**

Please note: No orders are necessary, but a PCP visit is required.

<b>Immunization</b>	<b>Member Eligibility</b>	<b>Notification Date</b>	<b>Incentive</b>
Immunizations- Flu & Rotavirus (0-12 months)	Each month, IEHP reviews enrollment data to identify newly enrolled Members 0-2 months of age.	New Member 0-2 Months of Age	\$200
Immunizations- HPV (12-13 years)	Each month, IEHP reviews enrollment data to identify Members turning 9 and 12 years of age.	Month Member turns 9 or 12 Years of Age	\$50 – first dose \$150 - series completion

<b>Immunization</b>	<b>Deadline for Member to complete service</b>
<b>Immunizations - Flu &amp; Rotavirus (0-12 months)</b>	Member is eligible for a gift card if the Flu vaccine <b>AND</b> Rotavirus series is completed by the child's 1 <sup>st</sup> birthday
<b>Immunizations - HPV (9-13 years)</b>	Member is eligible for a \$50 gift card after the first dose of HPV vaccine is administered and a \$150 gift card when the HPV series (2 or 3 doses) is completed by the child's 13 <sup>th</sup> birthday.

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

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