


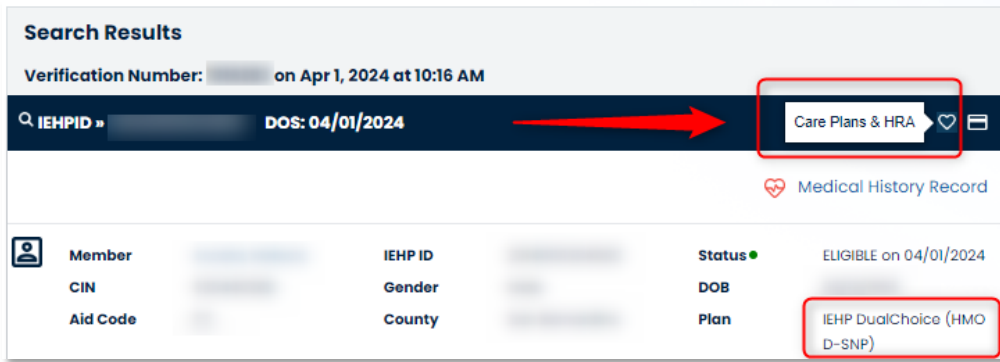


We heal and inspire the human spirit.

To: All PCPs, Specialists, SNFs, ICF/DD and CBAS
From: IEHP – Provider Relations
Date: April 2, 2025
Subject: **Care Plans and Health Risk Assessments (HRAs) Reminder**

Care Plans and Health Risk Assessments (HRA) for IEHP DualChoice (HMO D-SNP) and Medi-Cal Seniors and Persons with Disabilities are available via the heart icon  located in the upper right corner of the Eligibility verification.

The HRA is a required, Member self-determined, health and wellness survey that informs the development of the Care Plan. IEHP Member Services and our Behavioral Health/Care Management teams often help Members complete HRAs. Please review the HRAs and Care Plans and provide input to address the care needs identified through the HRA.



How do Members Complete the HRA?

- The HRA is sent to the Member’s address and includes a self-addressed, stamped envelope for easy return.
- DualChoice Members can call IEHP DualChoice Member Services for assistance at 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. Members can also fill out the form in person at IEHP.
- If your practice would like to help a Member complete their HRA, HRAs can be downloaded from the Assigned Roster page of the Portal or the IEHP website in all four threshold languages: ProviderServices.iehp.org > Provider Resources > Forms > UM/CM. Form can be faxed to our Member Services Dept at 909-279-2501 or mailed to:

IEHP – Attn: Health Risk Assessment Team
 10801 6th Street
 Rancho Cucamonga, CA 91730

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223- 4347 or email ProviderServices@iehp.org

All IEHP communications are found at: www.providerservices.iehp.org > News and Updates > Notices