

Fever in Children: What parents should know

Most children will get a fever. Parents need to know how to respond.

Take your child's temperature
Read and follow the instructions that come with your thermometer.
• **FOREHEAD:** Temporal artery thermometers can be used on children of any age.
• **EAR:** Tympanic thermometers can be used on children at least 6 months old.
• **ORAL:** Take temperature by mouth once a child is 4 years old.
• **RECTAL:** This offers the best temperature readings, especially for infants under 3 months.

What is a fever?
A fever happens when the body is fighting an infection or illness. The body heats up, making it a less comfortable place for germs to spread.

Some symptoms of a fever

- Sweating
- Shivering
- Dizziness
- Body aches / Headaches
- Feeling tired and weak

Do not use a mercury thermometer. If it breaks, it can be poisonous.

Help your child feel better

- Keep them hydrated.
- Keep their room cool.
- Dress them in light clothing and use a light blanket.
- Make sure they get rest.
- Try acetaminophen or ibuprofen. Be sure to use the correct dose. Do not use aspirin.
- Call their doctor for help.

Infants under 3 months should not take any medicine without checking with a doctor first.

Call your doctor if:

- Your child is younger than 3 months old with a temperature of 100.4°F or higher.
- Your child is 3 to 36 months old with a temperature of 100.4°F or higher for more than 72 hours.
- Your child's fever rises above 102°F, no matter what age.
- Your child has a fever that is on and off for a week, no matter what age.

Seek medical care right away if your child has a fever and:

- Trouble breathing
- Seizures
- A rash or purple spots
- Vomiting, diarrhea
- Severe headache or stomach pain

Get advice from a nurse
If you need help, you're not alone. Call our 24-Hour Nurse Advice Line at 1-800-244-IEHP (4347) or 711 for TTY users.

IEHP
Inland Empire Health Plan
iehp.org

Member Services: 1-800-440-IEHP (4347), Monday-Friday, 7 a.m.-7 p.m. and Saturday-Sunday, 8 a.m.-5 p.m. TTY 1-800-718-IEHP (4347). Stay connected. Follow us @iehp

Diabetes: What's Next?

Diabetes: What You Need to Know

Treatment Goals
The main goal for diabetes self-care is to keep blood sugar levels close to normal. The American Diabetes Association suggests these targets:

- No less than 80 (before a meal)
- Less than 180 mg/dL one to two hours after starting a meal
- Less than 7% (A1c every three months)

Your personal targets may be different. Ask your Doctor what your targets are. Your Doctor will ask to see you on a regular basis to see how well your diabetes is controlled. Please don't skip these visits, even if you are doing well.

What is Diabetes?
Diabetes is a serious condition in which the body is not able to use food for energy. When a person has diabetes, the pancreas does not make enough insulin, or the body does not use the insulin as well as it should. This causes the sugar in the blood to rise.

If not controlled, high blood sugar levels will damage organs and lead to health problems like heart disease, nerve damage and kidney failure.

You Can Do It!
Finding out you have diabetes is a big deal. It's normal to feel scared, angry, confused or sad. You are not alone. It takes time to learn the skills you need to help manage your diabetes.

Talk to your Doctor today and ask for your Diabetesglucose A1C record. Know this number!

Sign up for a Diabetes Self-Management class at the IEHP Member Portal. Learn how to live right and get the skills you need to manage your diabetes each day.

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Managing Blood Pressure

Healthy habits can prevent high blood pressure.

What is blood pressure?
Your heart is a muscle that pumps blood through vessels in your body. Blood pressure is the force of your blood pushing against the walls of your blood vessels.

There are two numbers you are on a blood pressure reading:

- The top number measures the force of blood in your heart contracts and is called the **systolic** blood pressure.
- The bottom number measures the force when your heart is resting between beats. This is called the **diastolic** blood pressure.

Know your numbers
Get your blood pressure checked at a doctor's office, your doctor's office, at home with your own blood pressure cuff. Find your reading on the following chart.

Before you check your blood pressure:

1. Don't smoke, drink anything with caffeine, or exercise for 30 minutes.
2. Sit in a chair with your back straight and your feet flat on the ground.
3. Relax and rest for five minutes.

Tips to control blood pressure

- Eat a healthy diet, high in fresh fruits and vegetables that are low in fat and salt.
- Cut back on processed food and cooking with oil. Add more fresh herbs for flavor instead!
- Limit alcohol (no more than two drinks a day for men and one drink a day for women).
- Avoid or quit smoking.

What the numbers mean:

Normal	Below 120	Below 80
At-Risk	120-139	80-89
High Blood Pressure	140-159	90-99
Stage 1	160-179	100-109
Stage 2	180 or higher	110 or higher

Learn ways to prevent or control high blood pressure.

- Get started by visiting www.iehp.org and choosing the "Learning Center" tab.
- Older "Chicks," find free classes and health care closer in the Inland Empire.
- Talk with your doctor about what health would be right for you.

Want to learn more?
NHCI - American Heart Association heart.org

The Centers for Disease Control and Prevention <http://www.cdc.gov/ncbip/pressroom/index.htm>

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IEHP Member Brochures

IEHP HEALTH AND WELLNESS

Live Healthier!
IEHP, your Inland Empire Health Plan, offers free health and wellness programs and classes to help you improve your physical, mental and social well-being.

WHY SHOULD I ENROLL?
You will learn new skills to help you practice healthy habits. These habits can help lower risks and prevent long-term health issues.

WHAT WILL I LEARN?
Take a class or get materials on topics such as:

- Managing Illness (examples: asthma, diabetes and high blood pressure)
- Prenatal Care
- Early Childhood and Well-Being
- Senior Health
- Weight Management
- Healthy Living (examples: stress management, keeping a healthy heart and smoking cessation)

HOW DO I GET STARTED?

STEP 1: It's easy. Scan the QR code to visit our calendar of events.

STEP 2: Find the class you want to take. Then click the plus signs on the right side of the page for a link to enroll.

STEP 3: Complete the forms to enroll. You should get an email for confirmation for online classes and a mailed letter for in-person classes.

OTHER WAYS TO REGISTER?
Register online through your My IEHP Health Account (or create a new account) at www.iehp.org. If you don't have internet access, call IEHP Member Services for help.

IEHP Member Services: 1-800-440-IEHP (4347), Monday-Friday, 7 a.m.-7 p.m. and Saturday-Sunday, 8 a.m.-5 p.m. TTY users should call 1-800-718-4347

Get The Care You Need

Complex Case Management Program

You are not alone. Do you need help managing your illness? Do you need help coordinating care with your doctor? IEHP can help!

Complex Case Management (CCM)
Our CCM Program assists members who have gone through a major trauma or injury, have a health condition that requires intensive care, or a severe illness, like:
• Heart, lung or kidney disease
• AIDS
• Neurologic C
• Any chronic, uncontrolled condition

Interdisciplinary Care Team (ICT)
Our ICT will meet with you and your doctor to manage your illness and make sure you get the care and resources you need every day of the way.

Dedicated team of experts
Our ICT consists of your Primary Care Doctor, Specialists, Complex Case Management Case Coordinator and Community Health Workers. Our expert team will work with you to:

- Support your health needs
- Develop a personalized plan of care
- Address your mental health
- Get needed resources and social services
- Learn about your benefits and how to use them
- Work with providers to get needed medical equipment

How the program works

1. You must meet with a health survey to assess your needs.
2. If you are eligible and wish to opt in, you will be enrolled.
3. Once enrolled, you will be assigned a primary case manager, who will:
• Contact you at least once every 30 days to discuss your health goals
• Assist you with a plan to meet your goals

Note: You may opt out of the CCM program any time by calling IEHP Member Services.

Key program features

- Flexible independence and improve your quality of life.
- Teach you how to access care to get your needs met.
- Prepare you to manage your own care over time.
- Connect you to resources to help overcome barriers and gaps in care.
- Support your non-medical needs (or social determinants of health).

ASK FOR THE COMPLEX CASE MANAGEMENT PROGRAM

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IEHP Member Services: 1-800-440-IEHP (4347), 1-800-718-IEHP (4347) TTY Monday-Friday, 7 a.m.-7 p.m. Saturday-Sunday, 8 a.m.-5 p.m. Stay connected. Follow us @iehp

Open Access Program

For IEHP members in foster care

Making it simpler for a foster child to get health care
If you're a foster parent of a youth in the foster care system, IEHP applies you. You are sharing the experience of building a healthy life together. Many children enter foster care with physical or behavioral health concerns. Our Open Access Team offers Case Management and Care Coordination assistance. We can help you find a medical or behavioral health professional in your area.

Who is eligible for the Open Access Program?
This unique program is available through IEHP. It is only for foster youth who are IEHP Medi-Cal members from San Bernardino or Riverside counties. They are eligible from birth to age 21.

Open Access removes the barriers to care.
Because of Open Access, you can take your foster child to any doctor in the IEHP Open Access network, no matter where you live in the Inland Empire. This helps you see your child and allow your child to receive ongoing medical care.

If you need help locating an Open Access provider:
We'll help you find one. Call IEHP's Open Access team at: **1-800-706-4347** or **1-800-718-4347** for TTY users. You can also find an IEHP doctor at iehp.org

- Select "Find a Doctor."
- Under "Search Filter," choose "Open Access" in the drop-down menu.
- Follow prompts for a list of doctors near you.

Get a clearer understanding of health history.
When foster children change placement, their health record can be incomplete or lost. The IEHP Open Access Team can help with reviewing available medical records, and connecting you with services offered by IEHP.

See our doctors - even without your IEHP Member Card.
Suppose your child needs to see a doctor, but you misplaced your IEHP Member Card. No problem. An IEHP Open Access doctor can go online and quickly confirm your child's eligibility.

Get extra resources for your child's optimal health.
Our Open Access Team makes it simple for your foster child to get ongoing care. Our team offers:

- Education - to share information on health and wellness, benefits, and resources available in the Inland Empire. IEHP also holds many workshops and classes at our Community Resource Centers. Visit iehp.org for a class schedule.
- Care Coordination - to connect you to health care providers who can help with your foster child's needs. Our Care Coordinators can assist with scheduling appointments, arranging transportation and more.
- Case Management - to provide ongoing support to identify and fully address health care needs.

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Open Access Team: 1-800-706-4347 Monday-Friday, 8 a.m.-5 p.m. TTY users should call 1-800-718-4347

ENHANCED CARE MANAGEMENT (ECM)

ENHANCED CARE MANAGEMENT (ECM)
Get the Care You Need

WHEN YOU NEED EXTRA CARE
We understand that certain health conditions like diabetes, hypertension, or substance use disorder can be complex, confusing, and hard to manage on your own. IEHP's ECM offers supportive services to address your health needs to care for your body and mind.

You may qualify for ECM with IEHP if your doctor orders you under "WHO IS ELIGIBLE?" and need more help managing your health.

WHO IS ELIGIBLE?
The IEHP ECM is for Members who have:
• Diagnosed with complex health condition or behavioral health needs.
• A serious mental illness or substance use disorder with complex social needs.
• Complex needs and are transitioning from incarceration to Riverside County.

HOW YOUR CARE TEAM CAN HELP YOU
If you qualify for ECM, you will get a care team who will work with you to manage your health needs. Your care team may include:
• Nurse Case Manager
• Behavioral Health Case Manager
• Care Coordinator
• Community Health Worker

WHAT IEHP'S ECM INCLUDES
If you join ECM, it will include any benefits you have now. You can keep your Doctor and Provider and get help to:
• Find a doctor and get an appointment for physical, mental, and substance use health needs.
• Keep all your Providers fully informed.
• Get transportation to your Doctor visits.
• Get help with services after you leave the hospital.
• Manage all your medications.
• Get help connecting to local resources such as school or other social services.

SUPPORT WHEN YOU NEED IT
Your care team will meet with you in person or in person and may even go to your location. You can also call the IEHP ECM phone or IEHP Member Services at the number below to get your ECM.

Call IEHP Member Services: 1-800-440-4347 Monday-Friday, 7 a.m.-7 p.m. TTY users should call 1-800-718-4347

MEDI-CAL NOW for more ADULTS and KIDS!

WHY DO MORE THAN 8 OUT OF 10 MEDI-CAL ENROLLEES CHOOSE IEHP?

PAY \$0 MONTHLY PREMIUM

- Doctor visits
- Specialist visits
- Hospital services
- Prescription drugs (through CACO Program)
- Vision Exams (Home and In-office)
- Long Term Services and Supports (through LSS Program)
- Dental (through Dental Care)

OUR LARGE PROVIDER NETWORK

1,620+ Primary Care Physicians (PCPs)
1,620+ Specialists and Behavioral Health Providers
4,700+ Vision Providers
300+ Hospitals
200+ Clinics

EXTRA SERVICES FOR \$0

- Health Assessments, Weight Management, High Blood Pressure, and more.
- Social Support: Food, housing, transportation, language interpreters, Health Navigators, and more.
- An Integrated Care Team: Our Doctors, Specialists, Hospitalists, and other health providers work together to coordinate your care.

MANY OPTIONS TO GET CARE - DAY OR NIGHT

- **Primary Care Doctor** (These are the doctors you see most often. If you need a Specialist, your doctor may refer you to one.)
- **24-Hour Nurse Advice Line** (Medical advice for Nurses, NPs, PAs, etc. If you need a Specialist, your doctor may refer you to one.)
- **Urgent Care Clinic** (Most have walk-in clinics. Many are open 24 hours and weekends. Visit www.iehp.org or call the 24-Hour Nurse Advice Line.)

WHO IS ELIGIBLE FOR MEDI-CAL BENEFITS?
More low-income adults and kids are eligible than ever before!
• Families with young or older kids
• Seniors and Single Adults
• Families without children
• People with disabilities
• Undocumented adults and young adults (18 to 24)
• Undocumented adults (18+)

SEE IF YOU QUALIFY
(Based on your gross earnings)

Income Level	Monthly Premium
1 Adult	\$0.00
2 Adults	\$0.00
3 Adults	\$0.00
4 Adults	\$0.00
5 Adults	\$0.00

Apply NOW! Call our IEHP Enrollment Advisors: 1-866-294-4347 or 1-800-728-4347 for TTY users | Monday-Friday, 7 a.m.-7 p.m. Saturday-Sunday, 8 a.m.-5 p.m.

Long-Term Services and Supports (LTSS)

Need extra help caring for yourself?
Our Long-Term Services and Supports team can help.

In-Home Supportive Services (IHSS)
(At least 65 years old with a disability or eligible for nursing care)
Apply through the county for IHSS. You can choose your own provider to arrange for a variety of services.

Covered Services

- Meal preparation
- Personal care services (such as bathing and grooming and personal care services)
- Laundry services
- Grocery shopping
- Driving with you to medical visits
- Protective supervision

Multipurpose Senior Services (MSSS)
For members 65 years old with a disability or eligible for nursing care.
A case manager works with your doctor to arrange for a variety of services.

Covered Services

- Help with housing
- Help with clothes and personal care
- Help with medical visits
- Meal, social and communication services

Skilled Nursing Facility (SNF)
(These are the highest level of care that cannot be provided in a home setting)
Services must be prescribed by your doctor and given in a licensed SNF.

Covered Services

- Skilled nursing care on a 24-hour per day basis
- Care management
- Diet and laboratory
- Physical, speech and occupational therapy
- Prescribed medicine
- Medical supplies, appliances and equipment normally given to the SNF

Community-Based Adult Services (CBAS)
(18+ years old with health issues, making it hard to care for yourself)
Eligible members must get a CBAS assessment 30 days in a row to get services.

Covered Services

- Skilled nursing care
- Lunch at the center
- Physical, speech and occupational therapy
- Training and support
- Rides to the center and back home

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To apply for IHSS call: **San Bernardino County** 1-877-565-2020 (951) 861-1950 TTY: (951) 252-4763 **Riverside County** 1-800-512-2020 (951) 361-2800 (951) 697-4699 TTY

To apply for MSSS call: **San Bernardino County** 1-877-565-2020 (951) 861-1950 TTY: (951) 252-4763 **Riverside County** 1-800-512-2020 (951) 361-2800 (951) 697-4699 TTY

IEHP's Health Screening Guide (PDF)

https://www.iehp.org/content/dam/iehp-org/en/documents/health-resources/related-resources/508%20HealthScreeningGuidebook0722_EN.pdf



Health Screenings Can Save Your Life

Protect yourself today
for a healthy tomorrow.

iehp.org



IEHP's Healthy Heart Guide (PDF)

[HealthyHeartBook_1130_ENG_HE-23-4498579.pdf \(iehp.org\)](#)



Your Guide to a Healthy Heart

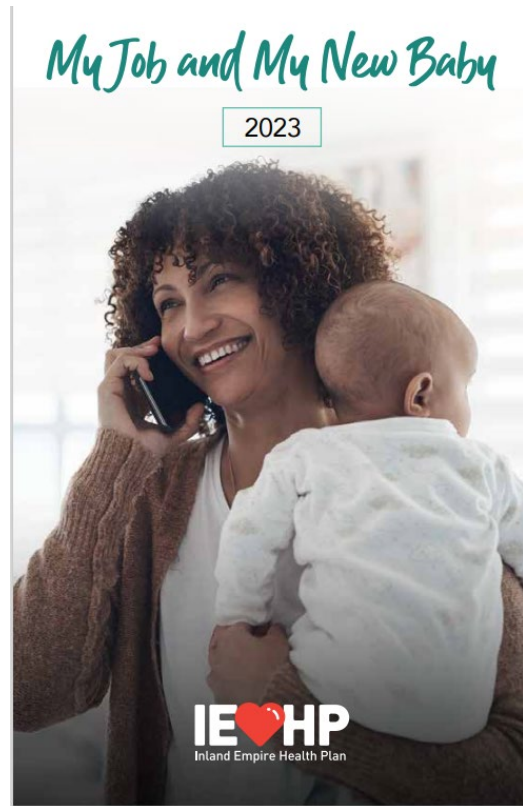
iehp.org



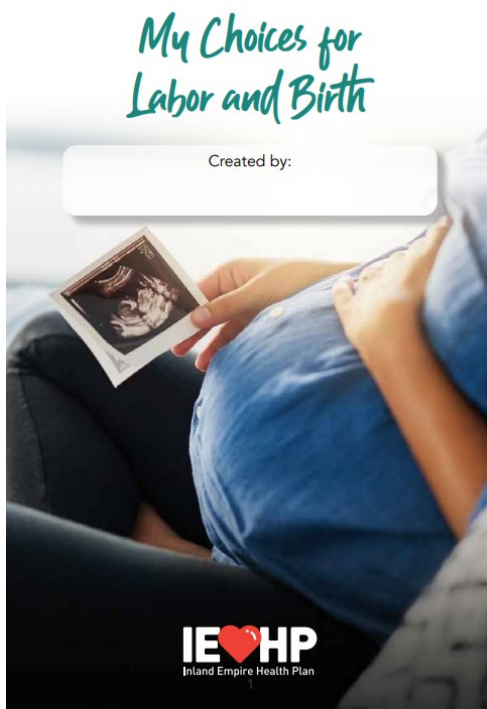
IEHP's Start Well Pregnancy Guide



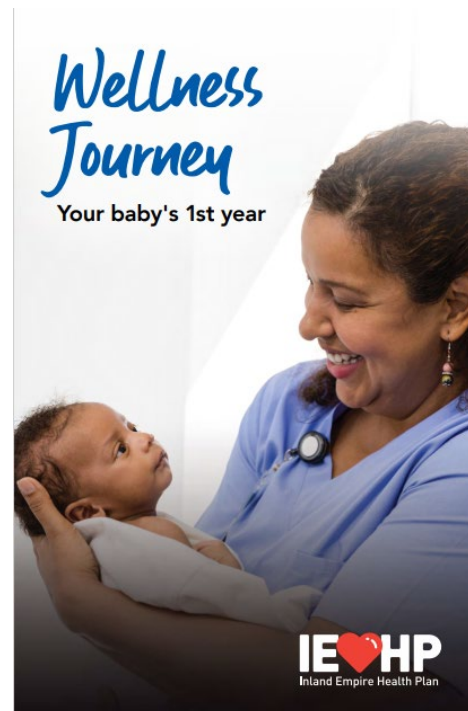
IEHP's My Job and My Baby Guide



IEHP's My Choices for Labor and Birth Guide



IEHP's Wellness Journey Guide



Read IEHP's annual quality report and learn more about IEHP's programs, achievements, product innovations, community partnerships and more.

The goal of these reports is to be transparent – with members and with ourselves – so we can do better and be better for those who rely on us the most.



Click below to read e-book versions

2024: <https://www.iehp.org/en/our-organization/newsroom/media-resources/quality-report>

2023: https://www.iehp.org/content/dam/iehp-org/en/documents/quality-performance/IEHP%20Annual%20Report%202023_v9_web.pdf

Member Newsletters

[Home](#) > [Managing My Health](#) > [Member Newsletters](#)

Read our member newsletters to stay informed. You will get health tips, updates on programs, and important reminders to help you live a better life.

- **The Pulse:** this newsletter is for adults and families with children and who have Medi-Cal with IEHP.
- **Health Spotlight:** this newsletter is for IEHP members with both Medi-Cal and Medicare (CMC).
- **AccessAbility:** this newsletter is for seniors and people with disabilities who have Medi-Cal with IEHP.



IEHP's 6 quarterly newsletter and magazine are in English, Spanish, Chinese & Vietnamese

October is Breast Cancer Awareness Month

MAMMOGRAMS SAVE LIVES!
Call your Doctor and ask about a mammogram today!

THE PULSE

Stay Connected. Follow us!

JAIME CAMIL JOINS IEHP'S WELL-CARE CAMPAIGN

To help ensure IEHP Members are getting the preventive care they need, including COVID-19 and flu shots, IEHP has teamed up with LA Care and award-winning actor Jaime Camil.

In this special issue of *The Pulse*, Jaime Camil shares why regular check-ups and well-care visits are so important to him, his family, and the Latinx community.

25 YEARS
Celebrating 25 Years of IEHP

IN THIS ISSUE

- Knock Out COVID-19 and the Flu** Page 3
- FREE Doula Access Program** Page 4
- IEHP Speaks Your Language** Page 7

ARE:

2

Flu Shot Against the Flu

IEHP Member, you know that your flu shot each year is your best defense against the flu. And with the COVID-19 in our communities, it's more important than ever.

The Centers for Disease Control and Prevention (CDC) says everyone 6 months and older should get a flu shot each year. The flu vaccine is safe, gives you the flu, and has few side effects. Here's how it works:

Adult IEHP members can get a flu shot for free at a Doctor's office, local chain pharmacy, such as Walgreens.

Children can also get their flu shot for free of charge, at their IEHP or school's office.

For more, go to www.iehp.org to find a "flu shot."

PROGRAM

Emotional support during pregnancy is available to IEHP members.

IEHP supports the birth you want, may help to shorten your labor, and SO MUCH MORE!

With Foundation, in partnership with LA Care, IEHP provides prenatal support before, during, and after birth. This is a free service for members who live in Riverside or San Bernardino County.

For pregnant Members, visit www.iehp.org for more information.

KICK/IT

California

Smoking cessation support is available by phone, text, online, or in person. IEHP provides tips for dealing with cravings and stress.

ANTONIO

KICK/IT

California

3

at the Same Time.

For children, adolescents and adults, COVID-19 vaccines (as well as other vaccines) will encourage people to get caught up on other vaccines they have missed over the past year.

4

pregnancy.

IEHP provides prenatal support during pregnancy. IEHP also provides support for postpartum depression and anxiety.

5

ID Complications.

IEHP provides support for members with ID complications. IEHP also provides support for members with ID complications.

Check out this recent issue on the next few pages.


IEHP Member Newsletter | Winter 2024

The Pulse


The Art of Health Care:

Meet Riverside Muralist
Juan Navarro (page 3)


— PLUS —



Get the flu shot,
not the flu




Health care for
your newborn



Health plans
for ALL!

IEHP
Inland Empire Health Plan



IEHP Formulary: WHAT YOU NEED TO KNOW



Our formulary is a list of covered drugs for your plan. It helps make sure we offer you safe drugs that work well. While many of your drugs are covered by Medi-Cal Rx, some may be covered by IEHP. Your doctor can prescribe you drugs that are on the Medi-Cal Rx Contract Drugs List.

To find out if a drug is on the Contract Drug List or to get a copy of it:

- Call Medi-Cal Rx at **1-800-977-2273**. Press 7 for TTY.
- Visit Medi-Cal Rx online at www.Medi-CalRx.dhcs.ca.gov/home/

Note: The Drug List may change year-round.

What if your drug is not covered?

Call your doctor's office and ask for help.

Your doctor may:

- Change your drug to one that is covered.
- Decide your drug is "medically necessary" and fill out a Prior Authorization (PA) form.
- If a PA is needed, your doctor will send the proper forms to your pharmacy.

To learn more, please see your Member Handbook. You may also call IEHP Member Services at **1-800-440-IEHP (4347)**, M-F, 7 a.m.- 7 p.m., and Sat-Sun, 8 a.m.- 5 p.m. TTY users should call **1-800-718-IEHP (4347)**.

2023
**People
COMPANIES
THAT CARE**

IEHP has been named one of the 100 Companies That Care® by PEOPLE Magazine, ranking No. 87 on the national list. PEOPLE's annual list spotlights companies that go above and beyond to "honor their employees, uplift their communities and make the world a better place." The list includes companies like Comcast, NBC Universal, Target Corporation and CarMax.

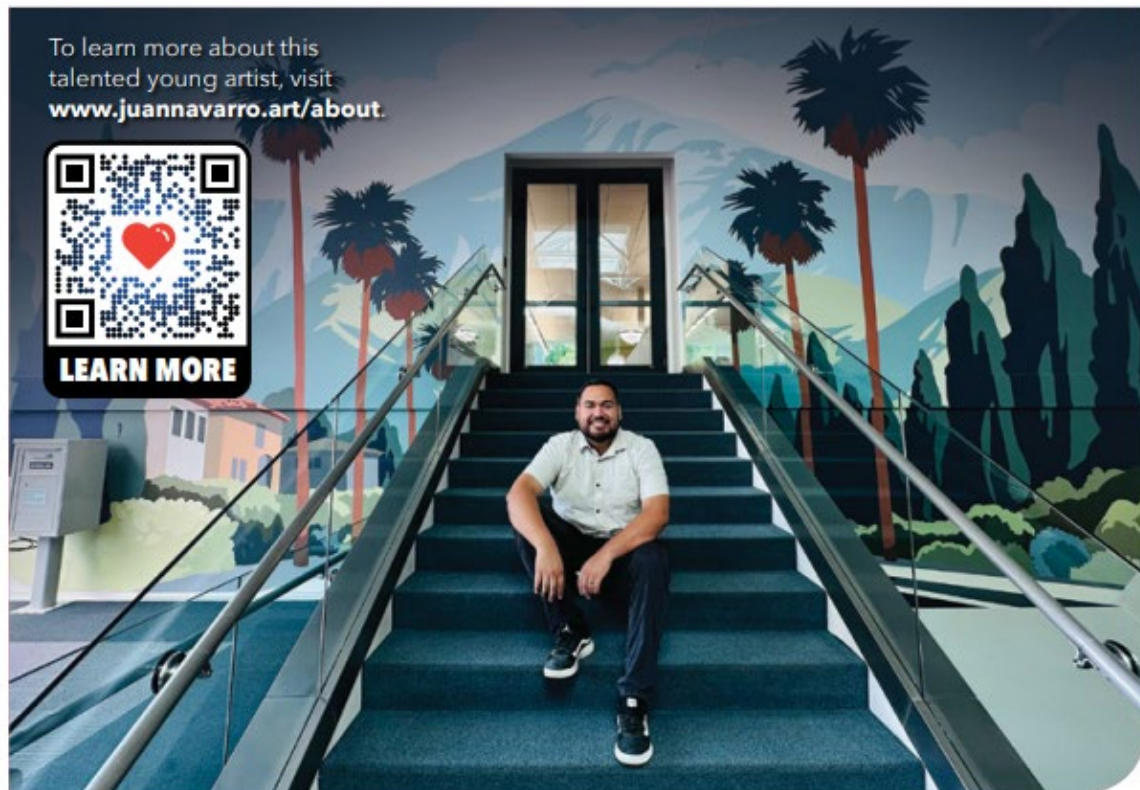
Our Mission Moments

IEHP teams up with Riverside muralist Juan Navarro

At IEHP, we heal and inspire the human spirit. Riverside-based muralist Juan Navarro hopes to do the same with his art. Navarro, who recently visited the White House as a National Medal recipient, is the artist-in-residence at Riverside Art Museum. Inspired by his Mexican American roots, Navarro leaves his mark on communities and organizations serving diverse populations with each swipe of his paint brush. He has more than 15 public works on display in communities like Riverside and is the owner and operator of Eastside Arthouse. That's why we were so excited for

the chance to work with him to create several full-scale murals at our headquarters in Rancho Cucamonga – murals that celebrate the tapestry that makes the Inland Empire so special. The first mural is now complete in a central part of our headquarters – known as the atrium – where hundreds of people visit daily.

"We went through a lot of different versions of topics," Navarro said, "but this one [an homage to a tree-lined street in Riverside] was the best fit for this space, and we decided to focus on the regions IEHP serves across Riverside and San Bernardino counties."



Get the Shot NOT THE FLU



The Centers for Disease Control and Prevention (CDC) recommends the flu shot each year for everyone 6 months old and older, with few exceptions. For those who are at high risk for complications, a flu shot is vital. This includes people who are pregnant, 65 and older, and residents of nursing homes and long-term care facilities.

All IEHP members can get a **FREE** flu shot from their doctor. Adult members can also get their free flu shot at certain network pharmacies, like CVS, Rite Aid and Walgreens. Just be sure to call first to set up your visit. Also, if you get your flu shot at work or from a clinic outside our network, please be sure to tell your doctor, so your records can be updated.

If you do get the flu but can't reach your doctor, call the IEHP 24-Hour Nurse Advice Line anytime at **1-888-244-IEHP (4347)**. TTY users should call **711**.

Mental Health Rights

You have rights as a patient when it comes to mental health services to:

- Be treated with respect and dignity
- Have your privacy protected
- Understand treatment options and alternatives
- Receive services appropriate for your age and culture
- Get care that does not discriminate based on your age, gender, race, religion, sexual orientation, or type of illness

Scan the QR code to the right to learn more about your mental health rights and responsibilities in your Member Handbook.



Use your **FREE** **HEALTH AND WELLNESS BENEFITS**



IEHP offers free health and wellness programs and classes as part of your covered benefits. Join us for in-person or virtual classes to help improve your physical, mental and social well-being.

What will you learn?

- Senior health
- Prenatal care
- Healthy Living
- Managing a chronic illness (asthma, diabetes and high blood pressure)
- Early childhood and well-baby
- Weight management

Follow these steps to opt in:

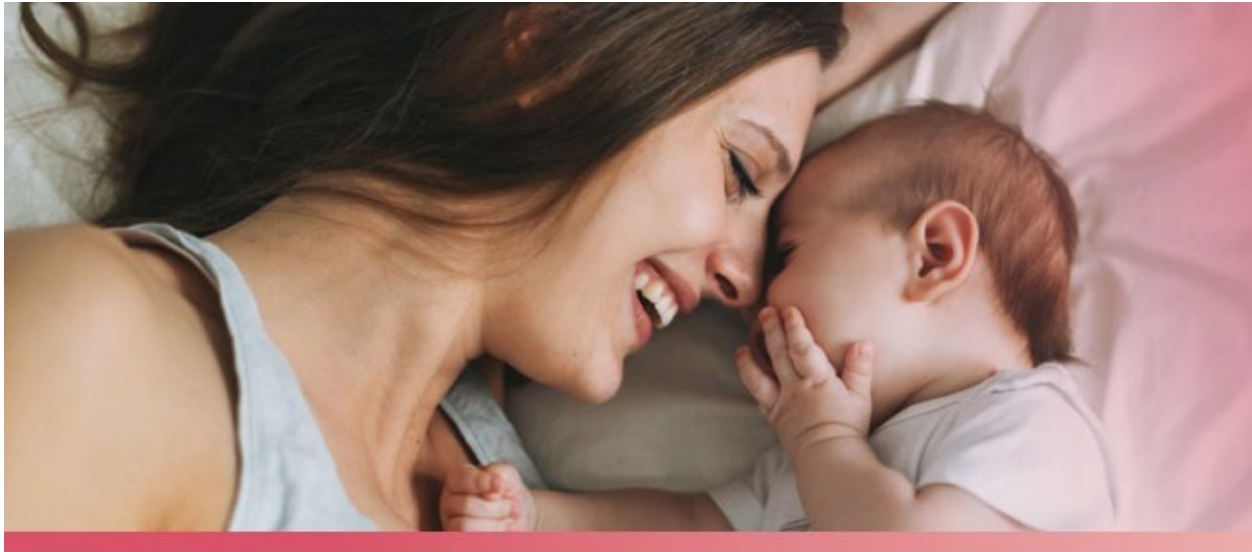
Step 1: Scan the QR code to visit our calendar of events.

Step 2: Find the class you want to take. Then click the registration link to enroll.

Step 3: Complete the form to enroll. You will get an email to confirm for online classes and a mailed letter for in-person classes.

Other ways to register

Register online from your My IEHP Health Account (or create a new one) at bit.ly/IEHP_login. If you don't have internet access, call Member Services.



Get health coverage for your baby.

Your baby only has health coverage under your insurance for **the month of birth and the month after**. Please don't wait. Get your baby's own health coverage set up right away.

STEP 1: Enroll Your Baby in Medi-Cal

Call your local Medi-Cal office to enroll.
Add the baby to mom's case (if this applies to you):

- **Riverside County:** 1-877-410-8827
Find your district office: <https://bit.ly/47o6TRQ>
- **San Bernardino County:** 1-877-410-8829
Find your district office: <https://bit.ly/3MB1qS5>

You can also set up an account online with www.BenefitsCal.com.

STEP 2: Enroll Your Baby in IEHP

Call IEHP Enrollment Services at 1-866-294-4347, Monday-Friday, 8 a.m.-5 p.m. 1-800-720-4347 for TTY. You may also call Health Care Options at 1-800-430-4263 (1-800-430-7077 for TTY) or visit: www.healthcareoptions.dhcs.ca.gov.

STEP 3: Choose Your Baby's Doctor

After enrolling your child with IEHP, use the "Find a Doctor" search at IEHP.org.

HPV Vaccine for Preteens and Teens.

Human papillomavirus (HPV) is a group of viruses that can infect anyone. These common viruses infect about 13 million people every year. Some HPV infections can lead to certain types of cancer.

The vaccination against HPV can be given as early as 9 years of age and protects against cancers caused by the HPV infection. If your child is 11 to 12 years old and hasn't gotten the HPV vaccine yet, talk to their doctor today about setting up a visit.

Their Health STARTS WITH YOU

Is your child missing school for medical needs? IEHP can help.

We know how hard you work and how much you sacrifice for your children. So, when your kids miss school because they're sick, not only do their studies suffer, you miss work – or worse, you may even lose your job. That's one reason why IEHP's Health Navigator program has teamed up with some public schools in San Bernardino and Riverside counties – to help families in our community get the health care and resources they need.

You don't have to do it alone.

An IEHP Health Navigator works closely to support the school's staff and families like yours. They can help you understand your health benefits and assist your children in accessing quality medical care, behavioral health, wellness services and more at no cost.

An IEHP Health Navigator also assists students and their family members by serving as health care advocates. This means calling providers on your behalf, and even going with you to your health care visits.

To download the Health Navigator referral form from IEHP, visit <https://bit.ly/3FQyUWs>.



Questions about pregnancy and your baby?

The Baby-N-Me App will guide you through your pregnancy and your baby's first two years. To download the app for FREE, scan the QR code or text "baby" to 1-844-649-3799 for a link.

GET IT ON
Google Play

Download on the
App Store



HEALTH PLANS FOR ALL!

If you ever lose your health coverage, don't worry.



IEHP
Inland Empire Health Plan

No-cost health coverage for qualified IE residents with Medi-Cal:

- ✓ Care from more than 8,000 providers and specialists
- ✓ Care coordination
- ✓ Vision, dental and transportation benefits
- ✓ Immigration status does not matter

IEHP
DualChoice

No-cost integrated plan for those with both Medi-Cal and Medicare:

- ✓ Full coverage plan includes doctors, hospitals, pharmacies, long-term services and supports, behavioral health and more
- ✓ Care coordination
- ✓ Personal care teams

IEHP
Covered

Lowest cost private health coverage for those who don't quite qualify for Medi-Cal:

- ✓ Lowest cost Silver plan in the region (as low as \$10 a month)
- ✓ Care from more than 5,000 providers and specialists

Which plan is right for you?

Visit our new website www.iehp.org to browse our plans.







P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

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Keep Your IEHP



**Renew your Medi-Cal coverage today
in one of these ways:**

-  Visit www.BenefitsCal.com.
-  Mail the completed packet to your county office.
-  Go to your Medi-Cal office in person.
-  Call your local county Medi-Cal office.



Need help renewing?

Call us at **1-888-860-1296**
or visit KeepMyIEHP.com.

Questions?

Call IEHP Member Services
1-800-440-IEHP (4347)
1-800-718-IEHP (4347) for TTY users
Monday–Friday, 7 a.m.–7 p.m., and
Saturday–Sunday, 8 a.m.–5 p.m.

Visit us at www.iehp.org



Stay connected. Follow us!

California Department of Health Care Services (DHCS) Office of the Ombudsman

For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at **1-888-452-8609**, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays. The Ombudsman Office helps people with Medi-Cal understand their rights and responsibilities.

Provider Material Samples



ABOUT
One of the top 10 largest Medicaid health plans, IEHP is the largest not-for-profit Medicaid/Medicare public health plan in the country.
With more than 7,000 providers and over 3,000 employees, we serve 1.6 million members in Remède and San Bernardino counties.

MISSION
We heal and inspire the human spirit.

VISION
We will not rest until our communities enjoy optimal care and vibrant health.

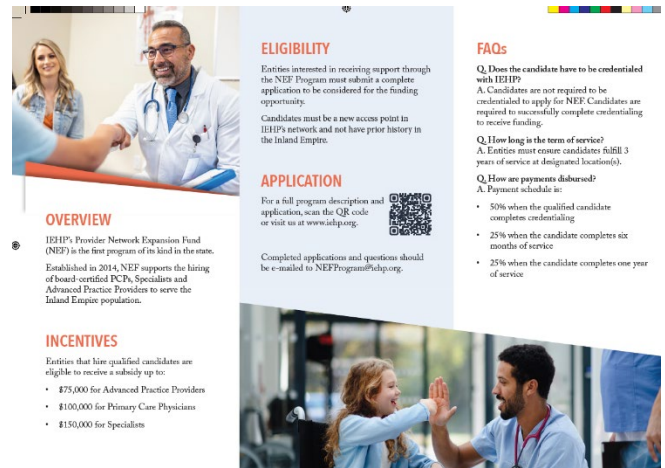
VALUES
We do the right thing by:

- Placing our members at the center of our universe.
- Unleashing our creativity and courage to improve health and well-being.
- Bringing focus and accountability to our work.
- Never wavering in our commitment to our members, providers and each other.

Provider Network Expansion Fund

IEHP
Inland Empire Health Plan

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ELIGIBILITY
Entities interested in receiving support through the NEF Program must submit a complete application to be considered for the funding opportunity.
Candidates must be a new access point in IEHP's network and not have prior history in the Inland Empire.

APPLICATION
For a full program description and application, scan the QR code or visit us at www.iehpnep.org.

OVERVIEW
IEHP's Provider Network Expansion Fund (NEF) is the first program of its kind in the state. Established in 2014, NEF supports the hiring of board-certified PCPs, Specialists and Advanced Practice Providers to serve the Inland Empire population.

INCENTIVES
Entities that hire qualified candidates are eligible to receive a subsidy up to:

- \$75,000 for Advanced Practice Providers
- \$100,000 for Primary Care Physicians
- \$150,000 for Specialists

FAQs
Q. Does the candidate have to be credentialed with IEHP?
A. Candidates are not required to be credentialed to apply for NEF. Candidates are required to successfully complete credentialing to receive funding.
Q. How long is the term of service?
A. Entities must ensure candidates fulfill 3 years of service at designated location(s).
Q. How are payments disbursed?
A. Payment schedule is:
• 50% when the qualified candidate completes credentialing
• 25% when the candidate completes six months of service
• 25% when the candidate completes one year of service

Provider Newsletters

Heartbeat



IEHP Provider Newsletter | January, 2024

Heartbeat

Introducing:
IEHP Covered
(Page 3)

Plus:

- Medi-Cal Redetermination
- Early Detection of Cognitive Decline
- Conquering Loneliness and Isolation

IEHP
Inland Empire Health Plan

Scrub Talk



ScrubTalk
Volume 35 | Fall 2022

IEHP
Inland Empire Health Plan

IEHP MISSION MOMENTS

IEHP helped me get my life back...
Alyssa H. of Redlands works full time and goes to school. Her three beautiful kids are the light of her life. So, when she noticed she couldn't play with them or pick them up without feeling back pain, she knew it was time to seek help. "I called IEHP to learn about my benefits and figure out what to do," Alyssa told IEHP. "After explaining my situation to Member Services, they worked with me to find a Provider who specialized in my condition." IEHP helped Alyssa find the right Doctor to get the care she needed. "Since the surgery, Alyssa said, 'my quality of life is better than ever. I can finally be with my kids again without suffering in pain.' Alyssa is one of the many IEHP Members whose life is improved by the services IEHP provides. "Without IEHP's help, I don't know what I would have done," Alyssa added. "I'm so grateful for IEHP and the Providers who helped me get my life back."

Moments like these highlight the impact of your continued efforts. We thank you on behalf of our Members!

IEHP will continue to bring you real stories that show our Mission, Vision and Values in action. If you have any stories of your own that you'd like to share, please contact the IEHP Provider Relations Team.

Our Mission
We heal and inspire the human spirit.

Our Vision
We will not rest until our communities enjoy optimal care and vibrant health.

Our Values
We do the right thing by:

- Placing our Members at the center of our universe.
- Unleashing our creativity and courage to improve health & well-being.
- Bringing focus and accountability to our work.
- Never wavering in our commitment to our Members, Providers, Partners, and each other.

In This Issue

- Health and Wellness Resources**
Page 2
- Important Reminder to Not Bill IEHP Members**
Page 3
- Requirements for Specialty Visits**
Page 6

Here's an issue of Scrub Talk.

ScrubTalk

Volume 35 | Fall 2022



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HEALTH AND WELLNESS RESOURCES FOR MEMBERS



Inland Empire Health Plan's (IEHP) Health Education Department offers classes (in-person and online), materials and other resources to keep Members healthy. Health education programs are most helpful to Members with behavioral risk factors such as poor diet, physical inactivity and tobacco use. Some programs, like Diabetes Self-Management, Family Asthma Program, Weight Management and Healthy Heart, are best suited for Members soon after a diagnosis or as soon as they are ready to change their health behaviors. On the other hand, an Advance Care Directive education can benefit all adult Members, and the Early Childhood Program can help Members ages 0-5. Referring Members to the appropriate class or program can greatly improve their health and well-being.

Tips to increase the success of referrals sent to IEHP's Health Education Department:

1. Assess the Member's readiness to make a change. Do not refer if the Member is not ready or interested.
2. If the Member agrees to the referral, verify the best phone number to reach them and inform them that an IEHP Team Member will call them within the next three business days.
3. Complete the Health Education Program Request form online via IEHP's secure Provider Portal. Be sure to include the best phone number to reach the Member.

If you need help with access to the Provider Portal or how to submit a health education request, please call IEHP Provider Relations at (909) 890-2054.

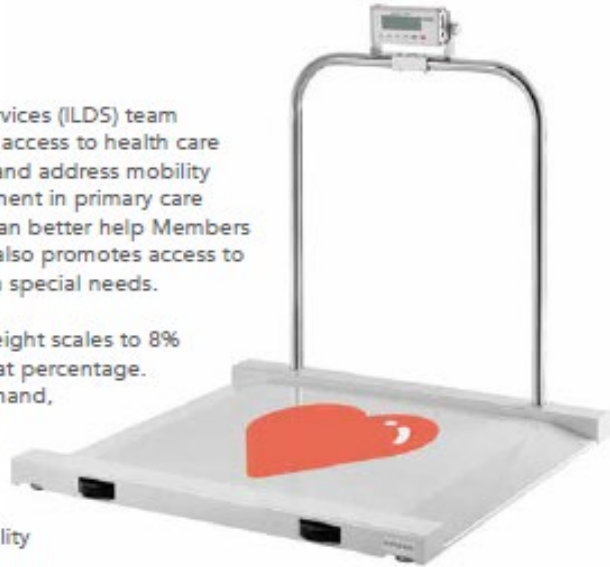
Thank you. We appreciate partnering with you to improve the health of our Members.

ACCESSIBLE CLINICS PROGRAM

In 2020, IEHP's Independent Living and Diversity Services (ILDS) team launched the Accessible Clinics Program to improve access to health care clinics for seniors and people with disabilities (SPD) and address mobility and accessibility issues. By using appropriate equipment in primary care settings to examine our SPD population, Providers can better help Members develop appropriate treatment plans. The program also promotes access to barrier-free health care services to our Members with special needs.

To date, ILDS has provided accessible tables with weight scales to 8% of our clinic network and is working on increasing that percentage. Due to the success of the program and Provider demand, we aim to award selected Providers with additional tables this year. IEHP will soon communicate the application process with our Provider network.

Thank you for your dedication to providing high-quality and accessible care to IEHP Members!



IMPORTANT REMINDER TO NOT BILL IEHP MEMBERS

Please remember that all Providers are prohibited from billing IEHP Members for Medi-Cal covered benefits and services. Per DHCS guidelines, Members may not be charged for services rendered by their Providers, except for noncovered benefits, items and services. Providers cannot bill IEHP Members for missed appointments or deny services due to Member's lack of payment for missed appointments or co-payments and deductibles, as applicable. It is also important to note that Members must not be balance billed for services. Payment according to regulatory and contractual standards is payment in full, with no additional payment owed by the IEHP Member.

Lastly, always verify eligibility prior to providing services to an IEHP Member. This will help your office bill the correct payor. Some Members have Other Health Insurance (OHI), and that information is available through IEHP's secure online eligibility verification. If a Member has OHI, please remember that the OHI is the primary payor. IEHP is the payor of last resort when Members have OHI. Please remember that even if a Member has OHI, the Member should still be seen for services covered under Medi-Cal as mandated by DHCS.

Naloxone is a life-saving medication that can reverse an opioid overdose. We recommend naloxone prescriptions for IEHP Members at risk of opioid overdose. Third-party individuals who might witness and assist such persons can also get naloxone prescriptions.

The CDC recommends prescribing naloxone for patients on prescribed opioids with:

- Opioid use > 50 Morphine Milligram Equivalents (MME)
- Benzodiazepine use
- History of substance use disorder
- History of opioid overdose
- Other factors that increase overdose risk, including comorbidities or concomitant medications

Naloxone should also be prescribed to those:

- With any illicit substance use
- At risk of witnessing an opioid overdose

Naloxone is **NOT** a controlled substance. Any licensed health care prescriber can prescribe naloxone. California law provides additional protections to encourage naloxone prescribing and distribution.

Naloxone Co-Prescribing (Assembly Bill 2760)

- Prescribers in California are required to offer a prescription for naloxone to patients receiving 90 MME or higher per day, on concurrent benzodiazepine therapy or at risk of overdose.

Please Note: Medi-Cal Rx (Magellan) and Medicare Part D fully cover Narcan (naloxone). No prior authorization is required.





PUBLIC TRANSPORTATION IDENTIFICATION CARDS

Public transportation can help Members get out and do more of what they like. Whether it's going to the grocery store, mall, senior center or a museum, public transportation has options for Members. Public transit includes the fixed bus routes and dial-a-ride buses, also known as ADA rides, that can pick Members up at home and take them to their destination. Some transportation companies offer discounts for seniors and people with disabilities. Remind Members to contact their local public transportation provider to find out more about an ID card that will provide them with access or discounts on rides. You may need to complete and sign a form so they can access the service.

Help Members get an ID card today to do more of what they like.

Omnitrans: 1-800-966-6428

Riverside Transit Agency: (951) 565-5002

Victor Valley Transit: (760) 948-4021

SunLine Transit Agency: 1-800-347-8628

PRIOR AUTHORIZATIONS REQUIRED FOR SPECIALTY VISITS

It's important to remember to request prior authorization for specialty care and ongoing behavioral health services. Lack of prior authorization may impact claims processing and result in denied payments. IEHP's secure Provider Portal offers easy-to-use eReferral forms to request prior authorization. Many services are approved same day, enabling your office to assist Members with scheduling timely appointments for services. Our IPA partners also have secure portals for requesting prior authorization for Members assigned to the IPA.

Please note that there are services that do not require prior authorizations, like preventive screenings, perinatal services, and family planning, to name a few. If IEHP or one of our IPA partners receives a prior authorization request for a service that does not require prior authorization, DHCS requires that we cancel the request and notify the requesting Provider to direct the Member to the appropriate services with no prior authorization required. We appreciate your office avoiding submitting prior authorization requests for services that don't need prior authorization. This saves us all valuable time and resources.

For a complete list of services that do not require prior authorization, please search "**Medi-Cal Manual - Preventive Services**" online.



COVID-19 TEST TO TREAT PROGRAM



The COVID-19 Test to Treat Program can help our Members get tested, seen by a Provider and receive treatment for COVID-19 – all in one place. If Members have medical conditions that make them more likely to get very sick from COVID-19, they may be eligible to receive treatments.

Learn more about the Test to Treat Program here:



SCAN ME

Find the latest COVID-19 treatments here:



SCAN ME

ASK SUSIE

Q Please explain the difference between requesting an Urgent/Expedited referral authorization and a Routine/Standard one.

A Thanks for asking for this explanation. It's important to know when it's appropriate to request authorization with an Urgent/Expedited status. Authorization requests should only be submitted as Urgent/Expedited if the following criteria are met:

- It could seriously jeopardize the life, health or safety of the Member or others, due to the Member's psychological state; or
- In the opinion of the Practitioner, with knowledge of the Member's medical or behavioral condition, would subject the Member to adverse health consequences without the care or treatment that is the subject of the request.

If the request for authorization does not meet the above criteria, the authorization request must be submitted as Routine/Standard. Repeatedly submitting authorization requests with incorrect prioritization may result in a Corrective Action Plan (CAP) request to the requesting Provider.

Please remember medically appropriate Urgent/Expedited authorization requests must be submitted on the same day of the determination that the referral is necessary. Standard/Routine requests must be submitted within two working days of the determination that a referral is needed.



P.O. Box 1800
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Staff Newsletter

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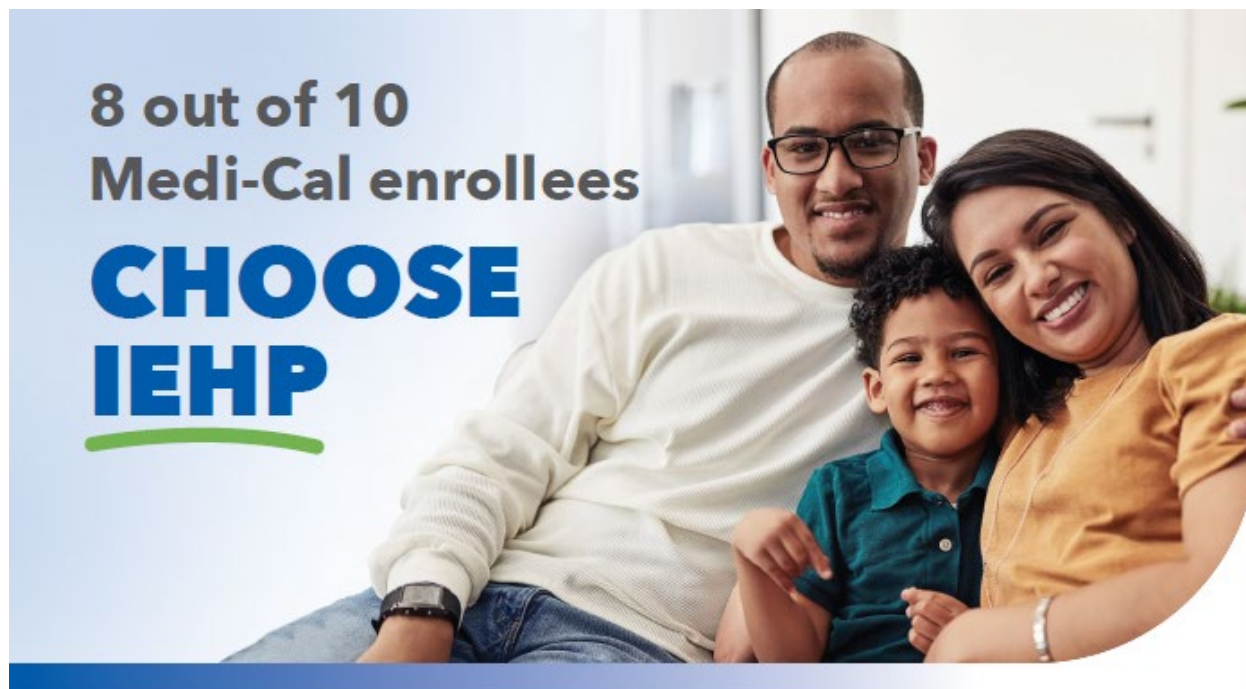
SCRUB OF THE MONTH

Dolca Huerta is the office manager at Haven Pediatrics & Adolescent Care in Montclair and Rancho Cucamonga and Olusola A. Oyemade, M.D. F.A.A.P., INC. in Rancho Cucamonga. She has worked there for over 10 years (way to go, Dolca!). Dolca says she enjoys her job because she is "helping children and the community."

Dolca was nominated by her assistant office manager because of her leadership skills and commitment to employers. She said, "Dolca is very good at managing her role and assisting employers. We are so happy to work with her and are very loyal to her."

**8 out of 10
Medi-Cal enrollees**

**CHOOSE
IEHP**



**Pay \$0 monthly
premiums***



**Get extra
services for \$0**



**Access our large
network of doctors**



**Plus, vision &
dental benefits**



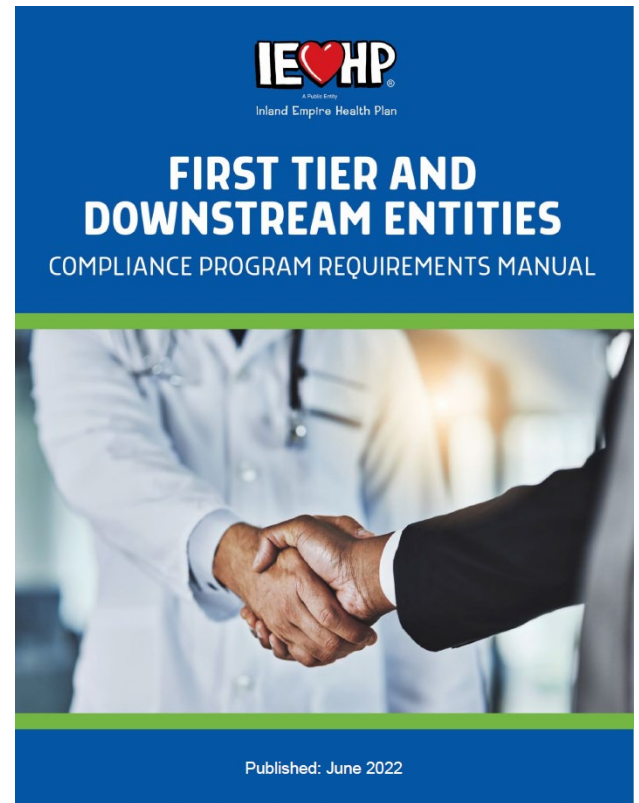
It's fast, safe and easy to apply.
Call **1-866-294-4347** or
1-800-720-4347 for TTY users.
Monday-Friday, 8 a.m.-5 p.m.
Scan the QR code with
your smartphone.

*If you qualify for Medi-Cal, health care
services are offered at no cost.

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IE  HP
Inland Empire Health Plan

Provider Guides



Improve Your Global Quality P4P Scores!

Introducing new Learning Guides to support your quality measure improvement efforts, including Global Quality P4P. Current modules are available virtually and include:

- Well-Child Visits in the First 30 Months of Life (W30)
- Developmental Screening in the First Three Years (DEV)
- Lead Screening in Children (LSC)
- Topical Fluoride for Children (TFL-CH)
- Child and Adolescent Well-Care Visits (WCV)
- Childhood Immunization Status (CIS)
- Immunizations for Adolescents (IMA)

More topics coming soon!

DO YOU NEED ANTIBIOTICS?



**BE
ANTIBIOTICS
AWARE**
SMART USE, BEST CARE

You feel sick and miserable and want to get better fast. It could be a cold or even the flu. You're probably thinking you need antibiotics to knock out your illness and help you feel better. ***Not so fast!*** When antibiotics aren't needed, they won't help you, and the side effects could still hurt you.

8 WAYS TO BE ANTIBIOTICS AWARE

1 Antibiotics save lives, but they aren't always the answer when you're sick.

2 Antibiotics do not work on viruses.

3 Antibiotics are only needed for treating certain infections caused by bacteria.

4 An antibiotic will NOT make you feel better if you have a virus.

5 Any time antibiotics are used, they can cause side effects.

6 Taking antibiotics creates resistant bacteria.

7 If you need antibiotics, take them exactly as prescribed.

8 Stay healthy: clean hands, cover coughs, and get vaccinated, for the flu, for example.

Talk to your healthcare professional about the best way to feel better.