

How To Get Care When You Need It

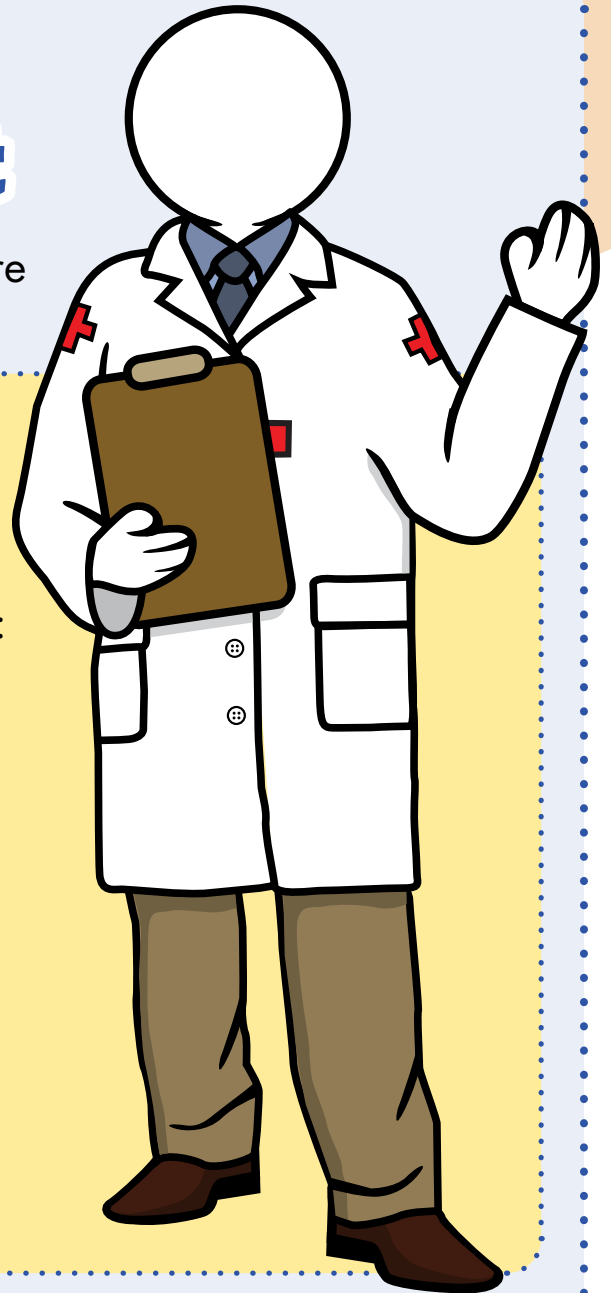
With IEHP, you have many ways to get the care you need, when you need it, day or night.

Primary Care Doctor

Your Doctor is your best option for care in most cases. Your Doctor knows your medical history and understands your health needs. Your Doctor can help you with:

- ♥ Routine visits, preventive care and well-check visits
- ♥ Sick visits, like colds, flu and fever
- ♥ Vaccines and your free yearly flu shot

Your Doctor can also order lab tests, health screenings and prescribe medicine. If you need to see a Specialist, your Doctor can refer you. Your Doctor's number and office address are on the back of your IEHP Member Card.

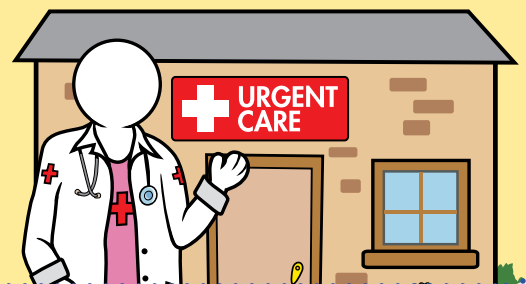


IEHP 24-Hour Nurse Advice Line

If you can't get to your Doctor or the office is closed, you can get medical advice from our Nurse 24/7, including holidays. Call **1-888-244-4347** or **711** for TTY users.

IEHP Urgent Care Clinics

With more than 90 clinics in our network, many are open late and on weekends. To find one near you, visit www.iehp.org or call the IEHP 24-Hour Nurse Advice Line.



FREE Online Classes to Help You Lose Weight

It's a new year and you may feel a little pressure to lose weight and become more active. That's because extra weight can put you at risk for chronic health problems like heart disease and diabetes. How do you know if you are at risk?

1 Know Your Body Type.

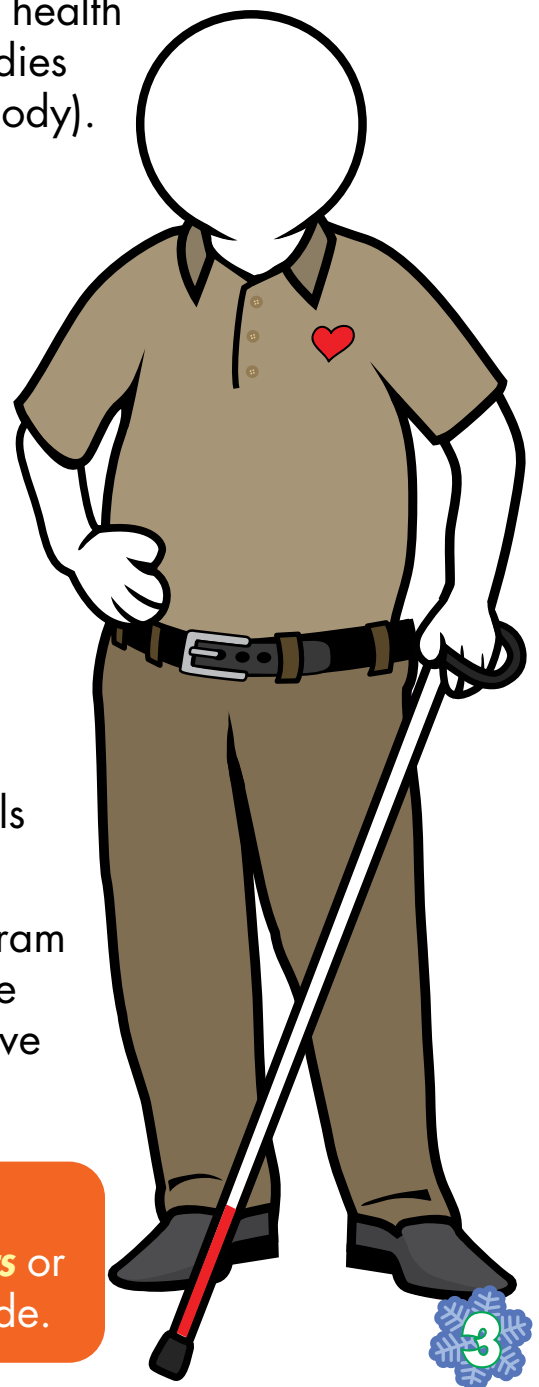
Is your body apple- or pear-shaped? Studies show that people with apple-shaped bodies (who tend to carry extra weight around their middle or gut) have a higher risk for health problems than people who have pear-shaped bodies (who carry extra weight in the lower half of the body).

2 Learn Your Body Mass Index or BMI.

The BMI is another way to see if you are at risk. A BMI of 25 or higher puts a person in the overweight risk. The higher the BMI, the higher the risk. Talk to your Doctor about your BMI and what it means to your health.

If you need help losing weight, IEHP Health Education is here for you. We now offer many FREE online classes to help you live a more active and healthy life, including:

- ♥ **Eat Healthy, Be Active** is a 4-week program that teaches the basics of nutrition, reading food labels and importance of being active.
- ♥ **Diabetes Prevention Program** is a 12-month program for those ready for a long-term commitment. These weekly classes provide the support you need to live the life you love!



For our full list of online classes, visit:
<https://iehp.org/about/upcoming-events> or
use your smart phone to scan the QR code.



Veggie Baked Potato

Makes 1 serving = 183 calories

Recipe Ingredients

- ♥ 1 medium Russet potato (about 5 oz.)
- ♥ 1/4 cup frozen mixed vegetables
- ♥ 1/2 Tbsp water
- ♥ 1/2 tsp dry-roasted sunflower seeds
- ♥ 2 Tbsp shredded reduced-fat cheddar cheese (2% milk)
- ♥ Salt & pepper to taste



Directions

1. Scrub the potato and prick it a few times with a fork.
2. Place the potato on a paper towel in the microwave. Microwave for 4 ½ to 5 ½ minutes, until potato is tender when pierced with a fork.
3. Place the mixed vegetables and water in a small dish. Cover and microwave for about 2 to 3 minutes, until tender.
4. Cut a slit in the top of the potato from end to end. Gently push the potato from both ends to loosen the pulp. Fluff the potato with a fork.
5. Spoon the hot vegetables into the potato. Top with cheese and seeds. Salt and pepper to taste.

Know Your Medicines and Boost Your Safety

Knowledge is power when it comes to the medicines you take. Some medicines have side effects and others may not mix well or cause harmful effects. That's why it's important to review everything you take with your Doctors and Pharmacists at each visit. Try this:

- ♥ Make a list of all the medicines you take, including over-the-counter medicines, vitamins and herbal supplements.
- ♥ Next, make a list of any allergies you have and what reactions occur.
- ♥ Bring these lists (or bring your medicines with you) the next time you see your Doctor or Pharmacist.



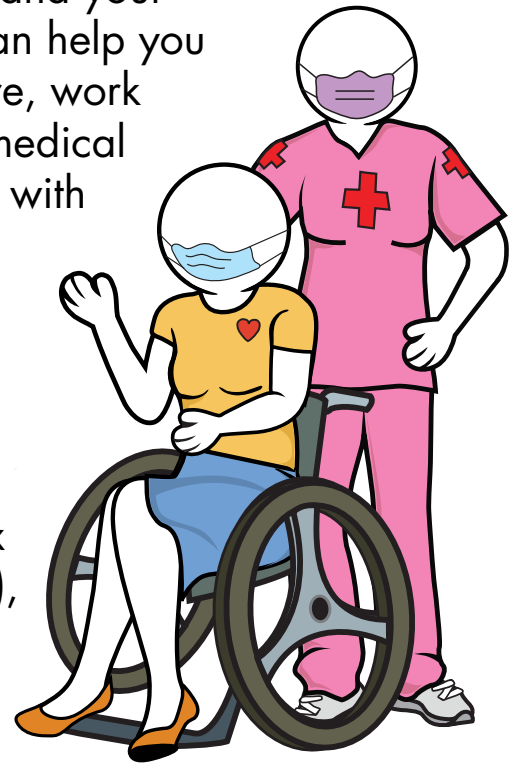
Tip! Try to have all your prescriptions filled at one pharmacy.

Complex Care Management From IEHP

Do you need help managing your illness or coordinating care with your Doctors? IEHP can help. Our Complex Care Management (CCM) Program was developed to assist Members who are sick or have a serious illness, like heart disease, lung disease, kidney disease, AIDS, Hepatitis C, spinal injury, or any other chronic uncontrolled condition.

Our IEHP Care Management Team will work with you and your Doctor to make sure you get the care you need. We can help you manage your condition and medicines, coordinate care, work with your Providers, and help you to get any needed medical equipment. We also offer and invite you to participate with an Interdisciplinary Care Team (ICT) that can help you with your individualized plan of care. This ICT consists of your Primary Care Doctor, Complex Care Manager and others who support your health care needs.

Ask your Doctor or call IEHP Member Services if you would like to learn more about IEHP's no-cost Complex Care Management Program at **1-800-440-IEHP (4347)**, Monday–Friday, 8am–5pm. TTY users should call **1-800-718-4347** or **711**.



Ask the Doctor

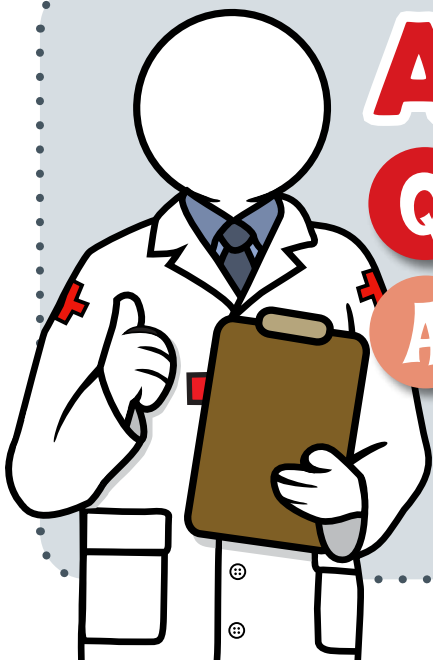


Do antibiotics work on the flu?



No. Antibiotics only treat infections caused by bacteria. The flu is an infection caused by a virus. This means an antibiotic will not work against the flu.

Mail your questions to – Ask the Doctor – IEHP,
P.O. Box 1800, Rancho Cucamonga, CA 91729-1800



Free Resources to Quit Smoking for Good



Ready to quit smoking or vaping? IEHP can help!

Visit www.iehp.org and search “quit smoking.” This will take you to resources, like an interactive plan to quit, IEHP’s Quit Smoking Self-Care Guide, online help for quitting, and support groups.

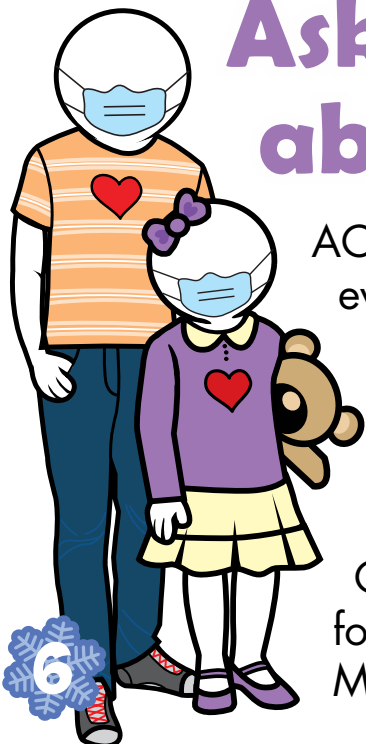
If you don’t have internet access, call IEHP Member Services for a list of resources at **1-800-440-IEHP (4347)**, Monday–Friday, 8am–5pm. TTY users should call **1-800-718-4347**.



Double Your Chances of Quitting

Call the California Smokers’ Helpline for FREE quit-smoking services. You can work one-on-one with a counselor to set up a plan that works for you. There are also special services for pregnant women, teens, tobacco chewers, and vapers (e-cigarette users). Call the helpline today or visit the No Butts website at www.nobutts.org.

Ask Your Doctor about ACEs Screening



ACEs (Adverse Childhood Experiences) are stressful or traumatic events that happen to people before age 18. Research shows that people with ACEs have much a higher risk of health problems like substance abuse, depression, chronic diseases and more. Early detection and treatment can help prevent or reduce these risks.

California has identified tools to screen children and adults for the ten types of ACEs, so talk to your Doctor. As an IEHP Member, ACEs screening is a covered benefit.

Quick Tips About Your Health Care



Refill your medicine

Call in your prescription refills at least 5 days before you run out.



Visit IEHP online

Check www.iehp.org to find everything from services to health programs. Plus, use Doctor Search to find a Doctor, hospital or pharmacy near you.



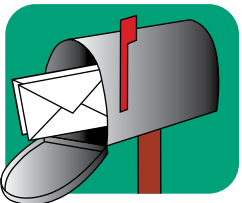
Keep your IEHP Member Card with you

You'll need it to get any medical service. Request a new card on the IEHP secure Member Portal at www.iehp.org or download IEHP's Smart Care app from the Google Play store or Apple App store.



Need an interpreter?

To schedule a language interpreter, including American Sign Language, call IEHP Member Services at least 5 days before your Doctor visit. To cancel your request, call at least 2 days before your visit. The number is on your IEHP Member Card.



Check your mail for a Medi-Cal renewal package

If you get a renewal form to keep your Medi-Cal coverage, don't wait! Fill out the form and submit it to your nearest Medi-Cal office right away along with any other needed documents.



Questions about the renewal form?

Call the eligibility worker assigned to you. If you don't have one, call the Customer Service Center for your County: Riverside: **1-877-410-8827** | San Bernardino: **1-877-410-8829**, M–F, 7:30am–5:30pm. TTY users call **711**.

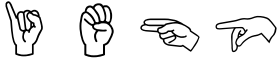


Get IEHP materials in alternate formats

IEHP provides large print, Braille, e-text and audio for Member-informing material. Call IEHP Member Services to learn more. The number is on your IEHP Member Card.



A Public Entity



Inland Empire Health Plan

P.O. Box 1800

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Questions?

Call IEHP Member Services

1-800-440-IEHP (4347)

1-800-718-IEHP (4347) for TTY users

8am–5pm | Monday–Friday

Visit us at www.iehp.org



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Follow us!

IEHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-440-4347 (TTY: 1-800-718-4347). IEHP cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-4347 (TTY: 1-800-718-4347). IEHP 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-440-4347 (TTY: 1-800-718-4347)。

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