



A Public Entity

Inland Empire Health Plan

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IEHP

Questions?

Call IEHP Member Services

1-800-440-IEHP (4347)

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

8am–5pm | Monday-Friday

www.iehp.org

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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Inland Empire Health Plan

Entidad Pública



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THE PULSE

**OPT-IN TO IEHP
TEXT ALERTS!
Get text alerts, news, tips,
and more from IEHP.**



Good Health Starts with YOU!



Call your Doctor and set up a well-check visit today.

- ✓ Vaccines
- ✓ Health Screenings
- ✓ Exams



THE PULSE

Stay Connected. Follow us!



Thank You for Getting Your Flu Shot

As an IEHP Member, you know that getting your flu shot each year is your best shot against the flu. And with the threat of COVID-19 in our communities, it's more important than ever. The Centers for Disease Control and Prevention (CDC) says everyone 6 months old and older should get a flu shot each year.

If haven't gotten yours yet, it's not too late. All IEHP Members can get a flu shot for no cost. Adult Members can visit their Doctor's office or large pharmacy chains, like Walgreens and CVS. Children need to see their IEHP Doctor.

For more details, visit www.iehp.org and search "flu shot."

FREE
Online Weight Loss Classes
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How To Get Care When You Need It

At IEHP, we are committed to helping you achieve the best health possible. We will not rest until our communities enjoy optimal care and vibrant health.

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. This means, 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
- ♥ Chronic illness visits, like diabetes and asthma



Your Doctor can also order lab tests, health screenings and prescribe medicine. If you need to see a Specialist, your Doctor can refer you. Some Doctors have extended hours or time set aside for walk-ins, so make sure to find out when your Doctor's office is open. 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.



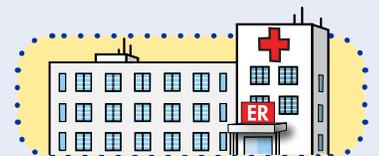
IEHP Urgent Care Clinics

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.



Emergency Department

If you believe your life is at risk due to a health condition, injury or an accident, go to the nearest hospital or call 911.



Telehealth

To help limit the spread of coronavirus and ensure you can get the care you need, some IEHP Doctors now offer medical visits by phone or video. Call your Doctor's office and ask if telehealth options are offered and are right for your health care needs.

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. Maybe even from your Doctor. 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.

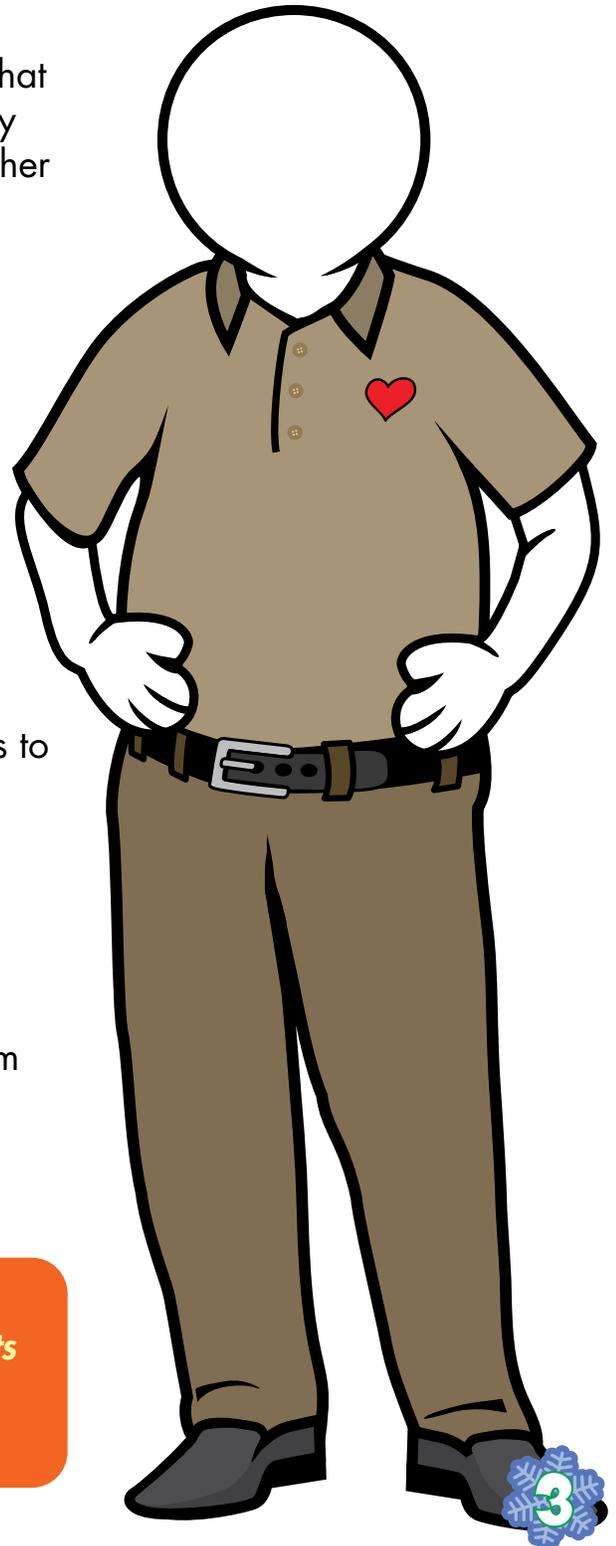
The BMI is another way to see if you are at risk. A BMI of 25 or higher puts a person in the overweight risk. The higher the BMI, the higher the risk. Talk to your Doctor about your BMI and what it means to your health.

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 and 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. Even over-the-counter (OTC) medicines and vitamins or herbal supplements can interact with your prescribed medicines.



That's why it's important to review everything you take with your Doctors and Pharmacists at each visit:

- ♥ Make a list. Include any prescription or OTC medicines. Be sure to add any vitamins and herbal supplements, too.
- ♥ Next, make a list of any allergies you have and what reaction you have when taking them.
- ♥ Bring these lists (or bring your medicines with you) the next time you see your Doctor or Pharmacist.

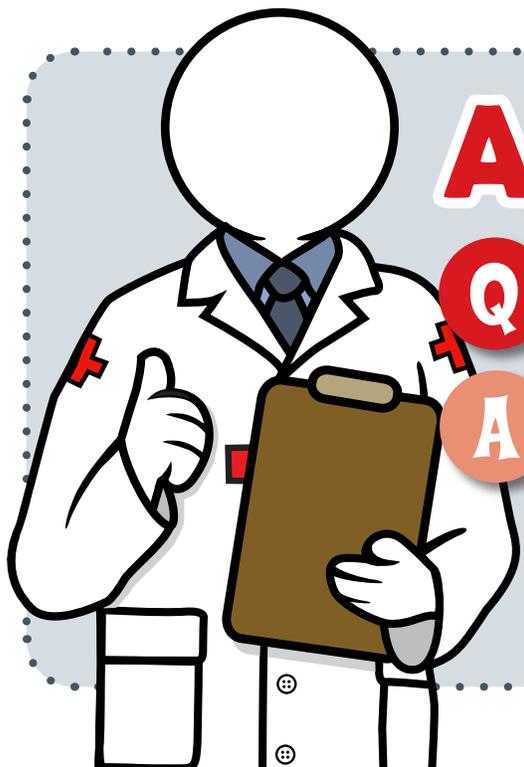
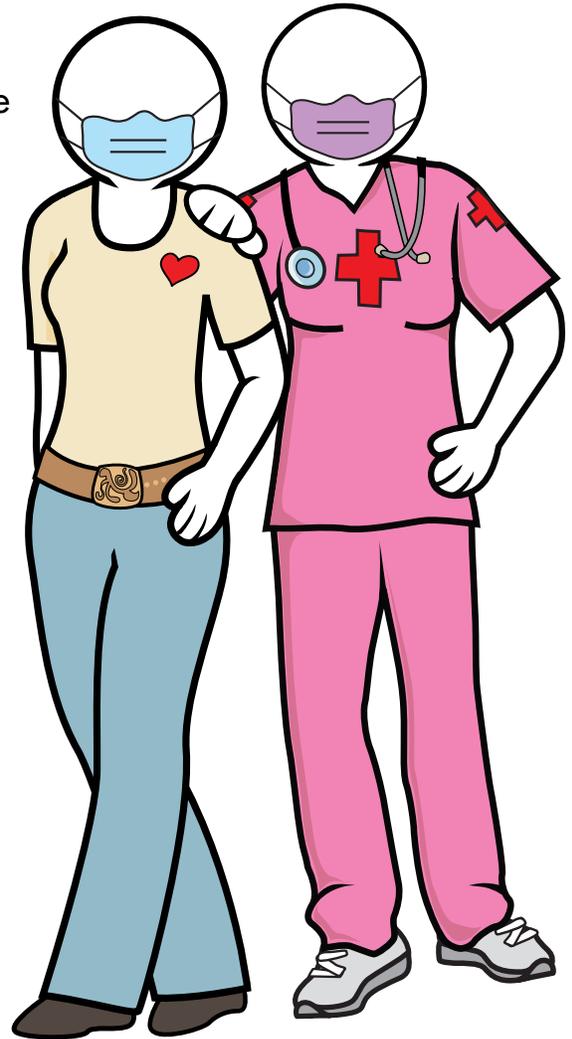
 **Tip!** Try to have all your prescriptions filled at one pharmacy. If your medicines change, talk to your health care team about what it means and what you need to do.

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

Q

Do antibiotics work on the flu?

A

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

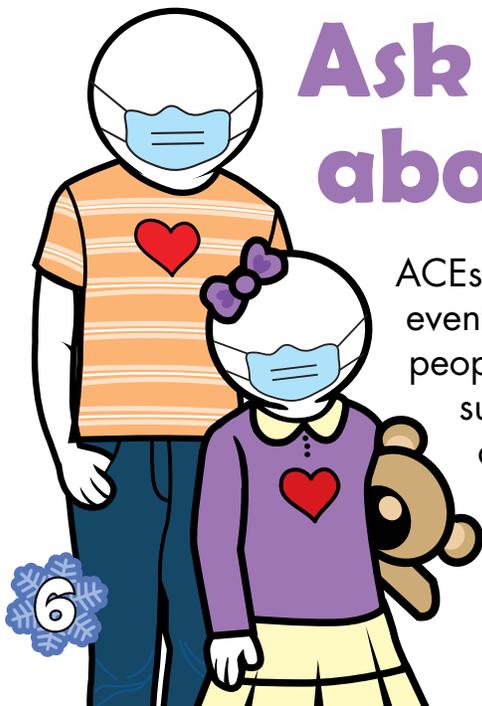
Call the California Smokers' Helpline for FREE quit-smoking services. You can work one-on-one with a counselor to set up a plan that works for you. There are also special services for pregnant women, teens, tobacco chewers, and vapers (e-cigarette users).

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.



Well-Child Visits: Protect Your Child's Health

Making sure your child sees their Doctor for well-child visits and vaccines is one of the best ways you can help protect your child and your community.

During a well-child exam, the Doctor will:

1. Check height, weight and blood pressure.
2. Check physical and mental development.
3. Offer advice on behaviors based on age.
4. Give needed shots and vaccines.
5. Order any needed tests and screenings.

Well-child visit tips for children and teens:

- ♥ Make a list of health topics or concerns you want to talk about with your child's Doctor, such as poor eating habits. Then arrange your list in order of importance to you.
- ♥ Bring any medicines your child is taking.
- ♥ Bring your child's yellow immunization card and other health records.

Make the most of the Doctor visit:

- ♥ Find out if your kids are growing normally.
- ♥ See if your child needs key tests and shots.
- ♥ Ask about your child's physical and emotional health.
- ♥ Raise any concerns you might have about your child's health.

Call your child's Doctor and set up a well-child visit today! The phone number is on your IEHP Member Card. If your child does not have a Doctor yet, visit www.iehp.org to find one near you.

