



To: Medicare IPAs
From: IEHP – Provider Relations
Date: February 6, 2020
Subject: **Individualized Care Plan (ICP) Development Requirement- UPDATE**

As introduced at the IPA Care Management (CM) Training on December 18, 2019, Inland Empire Health Plan (IEHP) has developed processes to increase Member engagement and participation in the development of an Individualized Care Plan (ICP). Effective **January 24, 2020**, IEHP has initiated the development of ICPs for all Cal MediConnect Members who agree to develop an ICP following completion of a Health Risk Assessment (HRA). **ICPs will be uploaded to the secure provider portal as they are completed.**

IPAs responsibilities include daily review and retrieval of ICP from Provider Portal. IPAs are expected to:

- Start Member outreach to further develop ICP started by IEHP with Member participation
- Update care plan timely with Member participation

In the event there is not a completed ICP posted to the Provider Portal, IPAs are expected to:

- Review and retrieve the HRA daily from the Provider Portal
- Develop a care plan with Member participation by 90th day of initial enrollment

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.