



**To:** All PCPs and Medi-Cal IPAs  
**From:** IEHP – Provider Relations  
**Date:** July 31, 2020  
**Subject:** **IEHP Preventative Care Outreach**

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In response to COVID-19 and the impacts to preventive care for children, the Department of Healthcare Services (DHCS) has advised plans to begin a Preventive Care Outreach Campaign, contacting Members under the age of 21 who are at risk for falling behind on preventive care services and encouraging these Members to make the necessary appointments with their PCPs.

This campaign will be broken down into phases as detailed below. The focus is on children who have not received a check-up or well check visit within the last 6 months. **A top priority of the campaign is to encourage Members to make appointments for immunizations and blood lead level screenings.**

IEHP will utilize both text messaging and calls to contact Members. IEHP will send a text message notification to parents or caregivers of Members who have opted to receive text messages from IEHP while the remaining parents or caregivers of Members will receive a call.

IEHP is utilizing Member data from the DHCS' 834 files to identify Members for this call campaign. Identified Members will be contacted in two phases:

**Phase 1:**

Outreach calls will begin on **Monday August 3, 2020 through August 20, 2020** to parents or caregivers of **infants and toddlers up to age 2 (up to their 3<sup>rd</sup> birthday)** who have not received a check-up or well check visit for the preventive care services within the last 6 months including:

- All recommended shots to prevent diseases (as per the Advisory Committee on Immunizations Practices)
- Blood lead testing for children (routine screening at 12 and 24 months of age, as per All Plan Letter 18-017)

**Phase 2:**

Outreach calls will begin on **August 21, 2020 through September 30, 2020** to parents and caregivers of **children ages 3 through 6 years old (up to their 7<sup>th</sup> birthday)** who have not received a check-up or well check visit for the preventive care services within the last 6 months including:

- All recommended shots to prevent diseases (as per the Advisory Committee on Immunizations Practices)
- Blood lead testing for children (routine screening at 12 and 24 months of age, as per All Plan Letter 18-017)

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

[www.iehp.org](http://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.