



To: Medi-Cal PCPs
From: IEHP Provider Relations
Date: August 10, 2020
Subject: **Caring for the Caregiver of IEHP Members**

IMPORTANT ANNOUNCEMENT!

Inland Empire Health Plan (IEHP) is pleased to offer help for caregivers of your IEHP Members who are seniors or people with disabilities. Services may include:

- Information about community resources for caregivers
- Assistance with finding caregiver services in your county
- Support from Nurses and Social Workers trained in caring for the caregiver
- Help locating respite care services

You can access information on local caregiver resources by visiting our website:
www.iehp.org > For Members > Medi-Cal Plan > Long Term Services and Supports

LTSS PROGRAMS FOR QUALIFIED IEHP MEMBERS

We also cover Long-Term Services and Supports (LTSS) for your eligible IEHP Members to help them live independently in the community. Your IEHP Members may qualify for LTSS services listed below:

- In-Home Supportive Services (IHSS), in-home caregivers
- Multipurpose Senior Services Program (MSSP), intensive case management for seniors 65+ at risk of long-term care
- Community-Based Adult Services (CBAS), also known as Adult Day Health Care centers

To refer to the LTSS team, please use the Care Management Referral form saved in:
www.iehp.org > For Providers > Provider Resources > Forms > UM/CM

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.

We Care



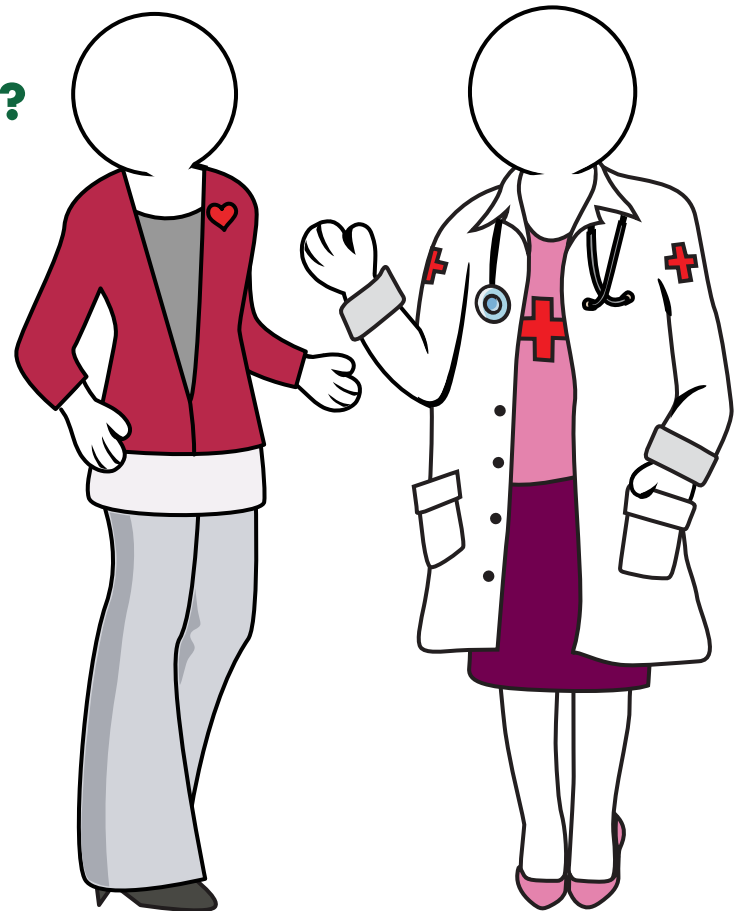
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Inland Empire Health Plan

ARE YOU A CAREGIVER OR DO YOU HAVE A CAREGIVER? NEED SUPPORT?

Get the help you need to be at your best. IEHP offers help for caregivers of Members who qualify. Some services for caregivers of seniors or persons with disabilities may include:

- ♥ Support from Nurses and Social Workers trained in caring for the caregiver
- ♥ Information about community resources for caregivers
- ♥ Assistance finding caregiver services in your county
- ♥ Help locating respite care services



NEED MORE HELP?

Find out if our Member qualifies for services through IEHP's Long-Term Services and Supports, including Community-Based Adult Services.

CALL TODAY!

1-800-440-IEHP (4347)
Monday-Friday, 8am-5pm.
TTY users should call
1-800-718-4347.

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)。