



A Public Entity

Inland Empire Health Plan



To: Medicare IPAs
From: IEHP – Provider Relations
Date: November 11, 2019
Subject: **Provider Assistance with HRA Completion**

Inland Empire Health Plan (IEHP) is required to notify Primary Care Providers (PCPs) of their assigned IEHP DualChoice Cal MediConnect Members who have not completed their health risk assessment (HRA) with the expectation that PCPs immediately reach out to these Members to schedule visits.¹

Beginning **November 11, 2019**, IEHP DualChoice and Seniors and Persons with Disabilities (SPD) Members' HRA status will be displayed on the Assigned Roster page on the secure IEHP Provider portal for IPAs. PCPs will only see HRA completion status for their assigned IEHP DualChoice Members.

PCPs can assist the Member in completing their HRA through the following methods:

1. (Recommended) Connect the Member telephonically with IEHP Member Services Department at 1-877-761-6233;
2. Print a blank HRA form (found here: [Provider Resource Forms: UM/CM](#)) for the Member to fill out and fax back to IEHP Member Services Department at 909-477-8546; or
3. Provide the Member with a blank HRA form and return envelope, which will be provided to the PCP's office.

If a Member cannot be contacted, the HRA status under "Assigned Roster" will display as "Incomplete." The IPA should continue to outreach to the Member within ninety (90) calendar days of Member's enrollment date. If the Member is successfully contacted, the ICP must be developed with the Member's participation.

Changes in the HRA responses that are posted to the Provider portal and Secure File Transfer Protocol (SFTP) include:

- There will no longer be a "blank" HRA PDF posted to the Provider portal with an HRA completion date of 2199-01-01;
- Data for unable to contact (2199-01-01) Members will no longer be posted to the SFTP; and
- Historical "blank" PDFs dated 2017 and earlier will be removed from the Provider portal.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at the following address: www.iehp.org/en/providers/plan-updates.

For any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.

¹ Coordinated Care Initiative (CCI) Three-Way Contract January 2018, Section 2.8.2.5.