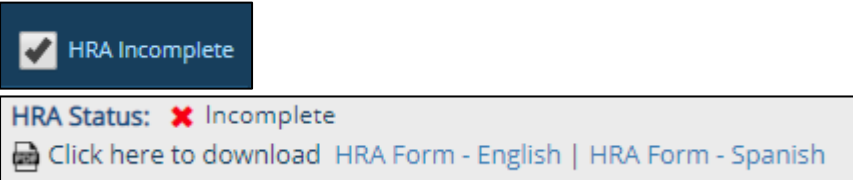
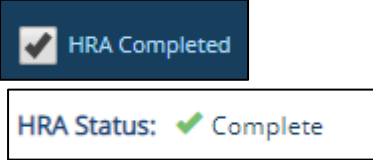




To: Medicare PCPs
From: IEHP – Provider Relations
Date: November 11, 2019
Subject: **Provider Assistance with HRA Completion**

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

Beginning **November 11, 2019**, IEHP DualChoice Members’ HRA completion status will be displayed on the PCP’s Assigned Roster page on the secure Provider portal.

| New Assigned Roster Features | Function |
|---|---|
|  | When “HRA Incomplete” is selected, the roster will only display assigned Members that have not completed their HRA. Providers can print a blank HRA Form in English or Spanish for the Member to fill out. |
|  | When “HRA Completed” is selected, the roster will only display assigned Members that have completed their HRA. |

We strongly encourage you to immediately contact those IEHP DualChoice Members that have not completed their HRA to schedule a visit and assist the Member in completing their HRA through the following methods:

1. **(RECOMMENDED)** Connect the Member with the IEHP Member Services Department at (877)761-6233 through which they can complete their HRA telephonically;
2. Print a blank HRA form from the nonsecure Provider portal [Provider Resource Forms: UM/CM](#) for the Member to fill out and fax back to IEHP Member Services Department at (909)297-2501; or
3. Provide the Member with a blank HRA form and return envelope, which will be provided to your office under a separate mailing.

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.