



**To:** All IPAs  
**From:** IEHP – Provider Relations  
**Date:** April 17, 2020  
**Subject:** **COVID-19 Activities – Outreach to Vulnerable Members**

---

---

In response to DMHC’s APL 20-012 – Health Plan Actions to Reach Vulnerable Populations, IEHP has taken several actions and is currently planning additional activities to ensure our Members over the age of 65, Members with chronic condition(s), and/or Members with disabilities continue to receive the needed health care services, while practicing appropriate social distancing.

The Plan’s Health Navigator and Care Management (CM) teams are outreaching to Medi-Cal Members who have tested positive for COVID-19 and have been discharged from hospitals. These calls provide Members with assistance navigating the healthcare system, information on community resources, education on COVID-19, and safe practices. The Plan’s Cal-MediConnect (CMC) Team, has incorporated into their Transition of Care protocol, COVID-19 education for Members recently discharged from an inpatient setting. IEHP will contact the IPAs for care coordination as needed.

The Plan’s Community Resource Centers have placed wellness calls to active participants from the centers who identify as seniors and persons with disabilities. The Plan’s Community Based Adult Services (CBAS) Team is conducting outreach calls to all CBAS Members. The calls assist with addressing any care coordination needs and provide temporary unbundled services, if needed. The CBAS Team has continued to provide updates to Member regarding telephonic and in-home services. Initial eligibility determinations for CBAS will be made by reviewing available clinical information and telephonic assessments, if needed. Face-to-face assessments will not be required.

The Plan’s Health Homes Program (HHP), will be making outreach calls to Members enrolled in the HHP to conduct assessments with COVID-19 related questions. Nurses from the HHP and CM team are also currently assisting with taking calls from the 2-1-1 helpline that are related to COVID-19. The Plan’s Utilization Management Team is meeting on a weekly basis with Arrowhead Regional Medical Center and Riverside University Health Systems regarding Members with challenging placement/discharge plans. The meetings also have incorporated COVID-19 related issues to the meeting agenda.

Alongside these actions, the Plan has communicated with Members regarding the COVID-19 Pandemic through Member Newsletters, texting campaigns, social media, IEHP.org, robocalls, and on-hold messages.

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 **or**  
[www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

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