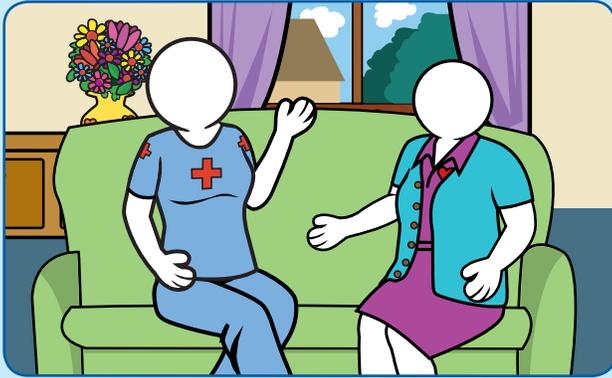


MyPath PROGRAM

QUESTIONS & ANSWERS (PROVIDERS)



What is My Path?

An ongoing home-based program for IEHP patients who have been diagnosed with an advanced disease like cancer, congestive heart failure or Parkinson's. My Path uses an interdisciplinary team to serve their needs, ranging from body, mind and spirit.

Q. Which people are on the interdisciplinary team?

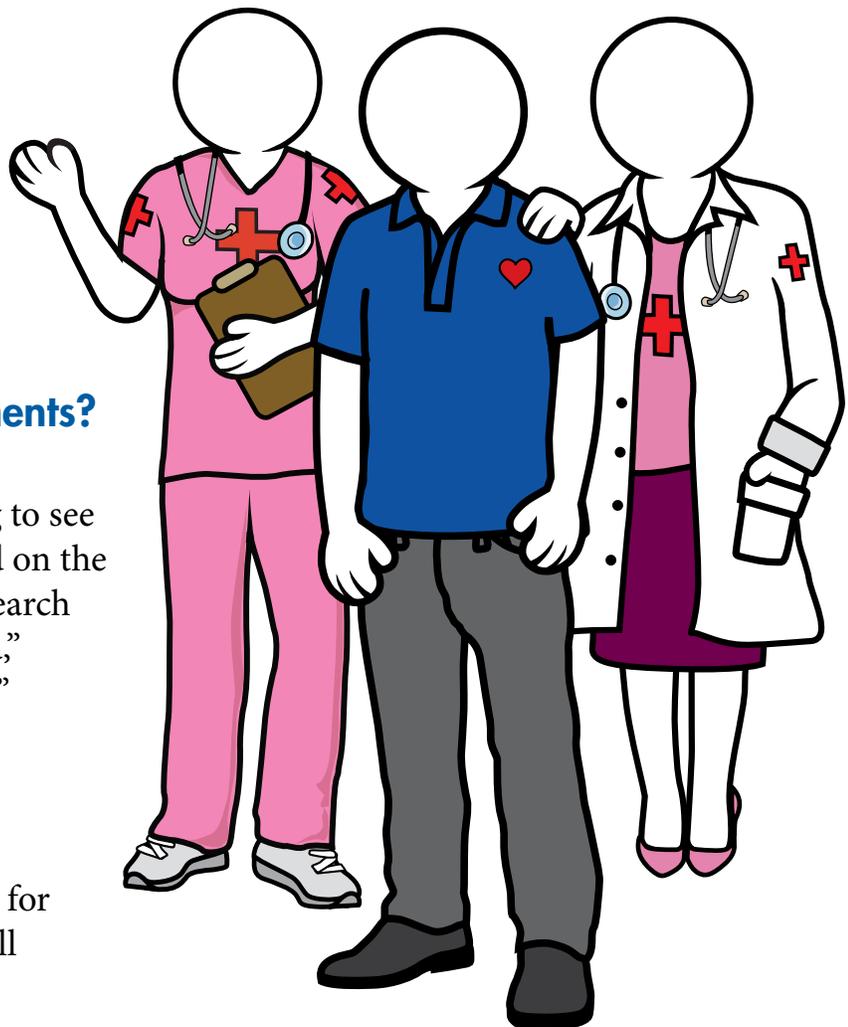
A. A Physician, Nurse Practitioner, registered nurse, social worker, and spiritual counselor. Some teams also have access to a pharmacist, dietician and home health aides.

Q. What are the eligibility requirements?

A. During a program consultation visit, a physician will assess the patient, looking to see if he or she meets program criteria listed on the IEHP website. Visit www.iehp.org and search under "Utilization Management Criteria," subtopic "Other" and click on "My Path."

Q. Is there a certification process similar to hospice?

A. Patients must meet criteria to be eligible for this ongoing in-home program. They will need to be recertified every 12 months.



Q. What general services does the program offer?

A. 24/7 access to a My Path team led by a physician to:

- + Address distressing symptoms
- + Provide IV fluids
- + Perform wound care
- + Coordinate other home health needs
- + Work with patient's current providers
- + Provide medication management

Core services of the program:

- + Advanced care planning
- + Palliative care assessment & individualized written plan of care
- + Mental health services
- + Social needs assessment
- + Connection to community resources
- + Care Coordination

Q. How long do we expect patients to stay in the program?

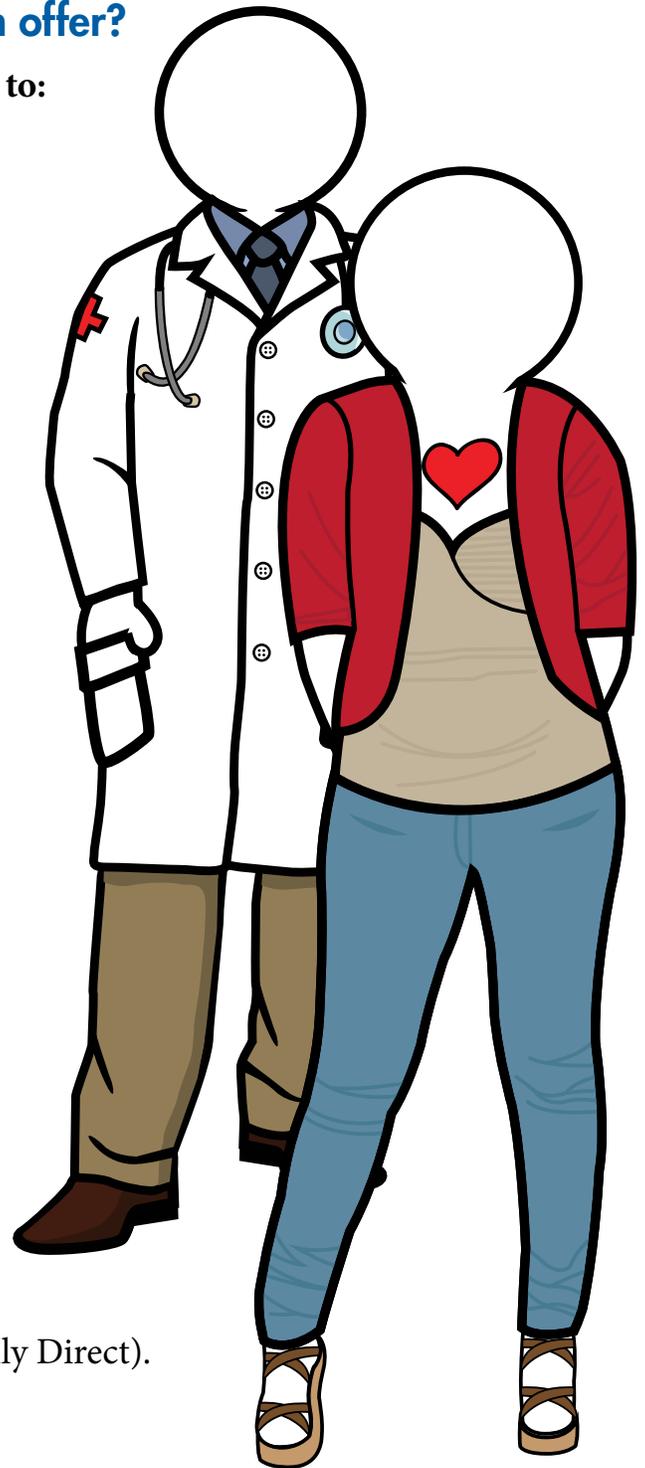
A. There is no time limit. The program targets Members with a prognosis of 2 years or fewer.

Q. What are the implications for Medicare and Medi-Cal?

A. My Path is a Medi-Cal benefit. All Medi-Cal beneficiaries are eligible. Also, IEHP provides the benefit for IEHP Direct DualChoice Members (only Direct).

Q. How do you refer your IEHP patient?

A. Submit a referral request to IEHP for a My Path Palliative Care consultation.



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