



**To:** IPAs and PCPs  
**From:** IEHP – Provider Relations  
**Date:** May 02, 2017  
**Subject:** **REMINDER - Care Plans and Health Risk Assessments (HRAs)**

As a reminder, Inland Empire Health Plan (IEHP) has Care Plans and HRAs available in the Provider Alerts section after successfully logging into the Provider secure site.

The screenshot shows a "Provider Alerts" section with a list of four alerts. The third alert, "571 Members have Care Plans available.", is highlighted with a red rectangular box. The other alerts are: "2 Members have accessed the Nurse Advice Line in the past 5 days.", "11 Members have seen a Behavioral Health Specialist in the past 30 days.", and "31 Members need a Dual Choice Annual Visit."

IEHP also has a web portal with Care Plans and HRAs available in Member Eligibility for quick retrieval. After verifying eligibility, Providers have the option of viewing any available Care Plans/HRAs for Members. The link to view available Care Plans & HRAs is located in the top right hand corner with the **Heart Icon**. After clicking on the link, the page will be redirected to the list of available Care Plans, HRAs and Notes for the Member.

The screenshot shows the "Search Results" page. At the top, it says "Verification Number: 9253434 on 01/19/2017 at 9:25 AM". Below this, there are search filters for "IEHPID" and "DOS". A red arrow points to a "Heart Icon" in the top right corner of the search results area, which is used to access Care Plans & HRAs. Below the filters, there is a table with member information including Member ID, IEHP ID, Status (ELIGIBLE on 01/19/2017), CIN, Aid Code, Co-Pay, Gender, County, DOB, Plan, PCP, Eff. Date with PCP, PCP ID, Lab, PCP Phone, IPA, Inland Empire Health Plan, and Hospital.

The screenshot shows a list of Care Plans and HRAs. The header includes "Total Care Plans: 4" and a table with columns: "Effective On", "IEHP ID/Phone", "Member", "IPA Code", "PCP/PCP ID", "Type", and "View / Download". The table contains four rows of data, each representing a different Care Plan or HRA for a member.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

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