



INLAND EMPIRE HEALTH PLAN



To: IPA Administrators and PCPs
From: IEHP - Provider Relations
Date: November 3, 2017
Subject: **Complex Care Management (CCM) Program**
Disease Management (DM) Program

Do you have IEHP Members with severe chronic conditions?

Inland Empire Health Plan (IEHP) has a way to help..... ***IEHP's Complex Care Management (CCM) Program and Disease Management (DM) Program.*** These remarkable programs were developed to help you manage your Members' healthcare by working directly with your Members and their families to coordinate their care and services, whether medical or behavioral health.

We identify your Members through multiple sources:

- Member/Caregiver
- A Referral from you as the treating Physician
- Inpatient days and outpatient service requests
- Hospital discharge data
- Pharmacy utilization
- Claims paid
- Encounter data

Potential conditions that we would manage include: **Asthma, Diabetes, High Risk OB, COPD, ESRD, Hepatitis C, CHF, Spinal Injuries, Transplants, Serious Trauma, Cancer, HIV/AIDS, or Multiple Chronic Conditions.** Our team will work closely with you and the contracted IPA until the Member's condition stabilizes. Providers and IPAs can access a copy of the Member's Complex Care Plan from the Provider Portal at www.iehp.org. Please review and file the Care Plan in the Member's medical record.

Our CCM and DM Staff are available to assist you Monday through Friday from 8am-5pm. Should you need to contact one of the nurses, please do not hesitate to call our Provider Relations Team at (909) 890-2054 and the CCM nurse assigned to your case will assist you. Thank you and we look forward to working with you towards the improved health of our mutual Members.