



A Public Entity

Inland Empire Health Plan



To: All PCPs
From: IEHP – Provider Relations
Date: October 24, 2018
Subject: DocOnline

IMPORTANT ANNOUNCEMENT

IEHP is pleased to announce our new service **DocOnline**: A 24 hours a day, 7 days a week service that allows IEHP Members to speak with a board-certified Physician for advice after hours using telephonic and/or video devices.

DocOnline will be available to Members who call the existing IEHP 24-Hour Nurse Advice Line. Nurses will triage calls that require a Physician's evaluation and Members will have access to speak with a DocOnline Physician.

DocOnline Physicians will triage, assess, and provide diagnoses for minor acute conditions (e.g., fever, headache, nausea, diarrhea, and minor infections). They may also give treatment advice, refill select prescriptions and refer Members for in-person care. DocOnline Physicians have access to ePrescribe and will utilize network pharmacies, except when Members are out of the coverage area.

DocOnline Physician will not send any referrals for specialty services; Members will need to follow up with their assigned PCPs if any specialty services are needed.

PCPs will be able to view the details of their Members' DocOnline encounters via a roster in the secure online Provider Portal. The roster will have information that includes: date of service, chief complaint, and prescriptions provided.

Frequently Asked Questions (FAQs) and a list of permissible medications to be refilled through DocOnline can be found at following address: <https://ww3.iehp.org/en/Providers/Additional-Resources/Care-After-Hours>.

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.