



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: PCPs
From: IEHP – Provider Relations
Date: September 15, 2015
Subject: **Provider Services Representative (PSR) Provider Training**

IEHP's partnership with our Primary Care Physicians is essential and imperative to ensure our mutual Members receive the care and services they need to benefit and improve their health.

IEHP's Provider Services Representative (PSR) team is always available to provide training to your office on many topics including:

- How to utilize IEHP's secure website
 - To verify the Member's Health Record
 - Review Preventative Care Rosters to ensure you know which Members need certain labs and services
 - Submit Health Education Referrals
 - Submit BH authorizations
 - Review whether Member has had a CCS case
 - Submit Pay for Performance (P4P) data
 - To check alerts on your Members who have seen a Behavioral Health Specialist or called the Nurse Advice Line
- Pay for Performance program criteria and online submission procedure
- ICD-10 Resources and online tools available through the IEHP's web portal
- The importance of submitting Encounter Data and how to do this successfully
- Review of the Provider Manuals
- Cultural and Linguistic Services including arrangement for interpreters.

These are just a few ways IEHP's Provider Relations Team and the PSRs are available to support your office any time you need us. Please also remember to regularly review the IEHP website for new information as we regularly post copies of all notices we send out to our PCPs on our web portal at www.iehp.org.

If you don't know how to contact your PSR directly, please call IEHP's Provider Relations Team at (909) 890-2054 to be connected to your PSR. Thank you again for partnering with IEHP!