



To: Medicare PCPs
From: IEHP – Provider Relations
Date: January 14, 2020
Subject: **CORRECTION: Provider Assistance with HRA Completion**

Inland Empire Health Plan (IEHP) is required to notify Primary Care Providers (PCPs) of their assigned IEHP DualChoice Cal MediConnect Members who have not completed their health risk assessment (HRA) with the expectation that PCPs immediately reach out to these Members to schedule visits.¹

This message serves as a reminder that Inland Empire Health Plan (IEHP) DualChoice Members' HRA statuses can now be found on the Assigned Roster page on the secure IEHP Provider portal.

We strongly encourage you to immediately contact those IEHP DualChoice Members that have not completed their HRA to schedule a visit and assist the Member in completing their HRA through the following methods:

1. **(Recommended)** Connect the Member telephonically with IEHP Member Services Department at 1-877-761-6233, this is the easiest and most straightforward method for assisting the Member in completing the HRA.
2. Print a blank HRA form (found here: [Provider Resource Forms: UM/CM](#)) for the Member to fill out and fax back to IEHP Member Services Department at 909-477-8546. Please note that **IEHP will not be providing blank HRA forms to PCP offices. We appreciate your assistance in providing the forms to Members to help facilitate the HRA completion.**

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

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

¹ Coordinated Care Initiative (CCI) Three-Way Contract January 2018, Section 2.8.2.5.