IEHP is fueled by a remarkable culture to always put our Members first. This culture ensures quality health care is accessible to those who need it the most in our community.

As the region’s first Medi-Cal managed care plan—and one of the 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid plan in the U.S.—IEHP is committed to living our mission of organizing and improving the delivery of quality, accessible and wellness-based health care services. This includes a population-based strategy that addresses housing, food and many other social support services so that we can help our Members be healthy in body, mind and spirit.

We understand that we cannot do this alone. Our ongoing efforts in building strong partnerships in order to drive better health outcomes has resulted in a strong and dynamic network of skilled Providers. We also collaborate with community leaders to develop cutting-edge and multi-disciplinary programs that continuously improve access to services and promote healthier lifestyles. The incredible work being done by our Providers, Team Members and community partners on a daily basis has already made an immense difference in the lives of thousands of our Members in the Inland Empire.

Using our core values as our compass on this journey ensures we are headed in the right direction for the future. This is one of the most exciting times to be in health care; innovation in medical technology, improvements in health care data analytics, IT advances, regulatory and policy shifts are driving almost continuous evolution. This era of innovation will create unknown opportunities and challenges for our industry in the years to come.

What is known, however, is that as health care changes, IEHP will change with it to remain the leader in improving access to quality health care for our community. By staying true to our mission, vision and core values, we will continue to do the right thing for our Members, for our Providers, for our Team Members, and for our community.

Jarrod B. McNaughton, MBA, FACHE
Chief Executive Officer
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Chief Executive Officer
ENSURING ACCESS TO QUALITY HEALTH CARE

Residents in the Inland Empire have long faced substantial barriers to receiving the right care at the right time. IEHP continues to invest significant technical, financial, and human resources in innovative initiatives to ensure Members receive necessary care in a timely manner.

**eConsult**

Riverside and San Bernardino counties are geographically broad, with regions that are medically underserved due to a shortage of primary care and specialty Physicians. eConsult is a care coordination process that allows PCPs to connect directly with Specialists electronically when a patient may need a Specialist referral. It is part of the Multi-County eConsult Initiative (MCeI), a collaboration between IEHP, Arrowhead Regional Medical Center, and Riverside University Health System to improve access to quality health care. Using a secure system, PCPs can ask Specialists clinical questions about their patients and receive advice electronically. While some patients may need a face-to-face visits with Specialists, many eConsults provide PCPs with the ability to manage patients in the primary care setting. IEHP is sponsoring the initiative in partnership with both counties and will design, implement and evaluate eConsult at more than 100 clinic sites throughout Riverside and San Bernardino counties. Initial specialties include cardiology, gastroenterology, hepatology, nephrology, ophthalmology, orthopedics, podiatry, rheumatology, urology and infectious disease, with more to be added as the MCeI initiative expands.

**Provider Recruitment**

IEHP’s innovative Network Expansion Fund (NEF) was the first program of its kind in the state. Established in 2014, the NEF allocates $30 million in specially designated funds to attract board-certified Primary Care Physicians (PCPs), Specialists and mid-level Providers to the Inland Empire, addressing the region’s chronic Provider shortage and improving access to care for more than 1.2 million IEHP Members. To date, more than 300 Providers have been recruited as a direct result of this program.
24-Hour Nurse Advice Line
This service provides IEHP Members with guidance on the most appropriate place to receive care for their medical conditions, particularly when Physician offices are closed. Nurses use Physician-approved protocols to triage Members’ calls. Members receive medical advice that may include home treatment, the ability to speak with a board-certified Physician by phone, a virtual visit via video chat, or a recommendation to visit an urgent care clinic or emergency department.

DocOnline
This innovative program provides another option for Members to receive medical advice after hours from a Physician. IEHP Members can speak to a board-certified Physician by phone or virtually via video chat, quickly and easily. The Physician can access the IEHP formulary and the IEHP Pharmacy Network to e-prescribe medications for IEHP Members if needed. When fully implemented, this service will enhance Member access and convenience while reducing unnecessary emergency room and urgent care visits.

Urgent Care Clinics
IEHP is contracted with more than 90 Urgent Care clinics throughout the Inland Empire. Members can receive care without an appointment, reducing avoidable emergency room visits and long emergency room wait times. Many clinics are open late or on weekends, and many offer on-site laboratory services; some also provide on-site X-rays. IEHP Members can find a network clinic in their area via the IEHP website or by calling IEHP Member Services.
Executive Team
Jarrod McNaughton, MBA, FACHE
Chief Executive Officer
Vacant
Chief Medical Officer
Susie White
Chief Operating Officer
Susan Arcidiacono
Chief Marketing Officer
Keenan Freeman
Chief Financial Officer
Kurt Hubler
Chief Network Officer
Michael Deering
Chief Information Officer
Janet Nix, EdD
Chief Organizational Development Officer

Governing Board
Curt Hagman, Chair
Fourth District Supervisor
San Bernardino County Board of Supervisors

Daniel P. Anderson, D.Min., Vice-Chair
President/CEO
Riverside Community Health Foundation

Josie Gonzales
Fifth District Supervisor
San Bernardino County Board of Supervisors

V. Manuel Perez
Fourth District Supervisor
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Karen Spiegel
Second District Supervisor
Riverside County Board of Supervisors

Andrew Williams
Former Logistics Support and Communications Electronics Officer, United States Air Force

Eileen Zorn
Former Health Care Clinician and Educator

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Leadership Team

Vision
Make a Difference | Improve Lives

Mission
To organize and improve the delivery of quality, accessible and wellness-based healthcare services for our community.

About Us
Inland Empire Health Plan (IEHP) is a not-for-profit Medi-Cal and Medicare health plan located in Rancho Cucamonga, California. With a network of more than 6,300 Providers and more than 2,100 employees, IEHP serves more than 1.2 million residents in Riverside and San Bernardino counties who are enrolled in Medi-Cal or CalMediConnect (Medicare-Medicaid Plan). Through a dynamic partnership with Providers, award-winning service and innovative programs, IEHP remains committed to helping Members get the quality care they need quickly with courtesy and respect.

Accreditation and Achievements
In 2000, IEHP was the first Medicaid health plan in California to earn NCQA Accreditation for Medi-Cal.

97 percent of IEHP Doctors would recommend IEHP to other Doctors, according to the 2018 Provider Satisfaction Survey.

IEHP won the Advisory Board 2018 Workplace of the Year Award for having outstanding levels of employee engagement. IEHP is one of only 20 organizations in the nation to win this award.

In 2017, IEHP received the Innovation Award from the California Department of Health Care Services (DHCS) for development of the Behavioral Health Integration and Complex Care Initiative (BHICCI), which successfully implemented 31 multidisciplinary care teams across 12 health care organizations in Riverside and San Bernardino counties. In 2018, IEHP received the Innovation Award from DHCS again, for its Housing Initiative, which provides permanent supportive housing and intensive case management services to homeless, high utilizing Members.

IEHP OVERVIEW

VISION

MISSION

ABOUT US

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IEHP AT A GLANCE: September 1996-Present

1996
- Began operations with 62,000 Medi-Cal Members
- 62,000 Medi-Cal Members

2000
- One of the first Medi-Cal-only health plans in California to receive "Commendable" NCQA accreditation
- Open Access Program for foster care children
- Reached 1 million Members

2005
- Launched Open Access Program
- #1 Medicaid Plan in California by U.S. News and World Report

2008
- Reached 500,000 Members
- Innovation Programs: Developed an in-house Behavioral Health Department and new innovation programs: diabetes management, enhanced primary care access and the Health Navigator Program
- Launched 2nd Community Resource Center

2011
- Reached 1 million Members
- Implemented the Affordable Care Act, including Medicaid Expansion
- Expanded the Provider network to more than 4,000

2014
- Launched IEHP DualChoice Cal MediConnect Plan
- Introduced a breakthrough strategy to improve community health access by creating the Network Expansion Fund to bring new Providers to the Inland Empire

2017
- Launched 2nd Community Resource Center
- IEHP will continue to innovate and evolve in the ever-changing health care landscape

1998
- Healthy Families Program
- Launched the Healthy Families Program

2002
- Healthy Kids Program
- Launched the Healthy Kids Program

2007
- HMO SNP
- Launched IEHP Medicare DualChoice (HMO SNP) for Members with both Medi-Cal and Medicare

2010
- Innovation Programs: Partnered with Riverside and San Bernardino County medical societies to form the Inland Empire EHR Resource Center, to help Primary Care Providers adopt and use electronic medical records

2019
- Going Forward
- IEHP will continue to innovate and evolve in the ever-changing health care landscape
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Our Commitment to Innovation

PIONEERING PROGRAMS TO MEET MEMBER, PROVIDER AND COMMUNITY NEEDS

Inland Empire Health Plan (IEHP) has continued to innovate and meet the health care needs of our Members for more than two decades. With our strategic Focus Areas guiding us, we will continue to seek opportunities for innovation and improvement – putting access to quality health care and our Members, Providers and community above all else.

Provider Recruitment
IEHP’s innovative Network Expansion Fund (NEF) was the first program of its kind in the state. Established in 2014, the NEF allocates $30 million in specially designated funds to attract board-certified PCPs, Specialists and mid-level Providers to the Inland Empire, addressing the region’s chronic Provider shortage and improving access to care for more than 1.2 million IEHP Members. To date, more than 300 Providers have been recruited as a direct result of this program.

Health Homes Program (HHP)
HHP is a care management program that assists Members with complex care needs. The program is regulated by DHCS and administered by IEHP. Eligible Members began receiving services on January 1, 2019. Program benefits include: comprehensive care management; care coordination; health promotion; comprehensive transitional care; individual and family support; and referrals to community and social support services. HHP was legislated through the 2010 Affordable Care Act. The program is intended to support patients who have complex health care needs, including social barriers that prevent them from getting the health care they need. Eligibility requirements are a qualifying chronic condition plus a hospital admission within the last 12 months, or three or more emergency department visits in the last 12 months or chronic homelessness.

EHR and Health Information Exchange
IEHP has partnered with the San Bernardino County Medical Society and the Riverside County Medical Association to form the Inland Empire EHR Resource Center, to assist Providers and clinics in selecting and implementing electronic health record systems. Additionally, IEHP was part of the Inland Empire Health Information Exchange, which merged with the CalIndex Health Information Exchange to form Manifest Medex (MX). MX is a statewide health information exchange that has significant penetration and use in the Inland Empire, with all Inland Empire acute care hospitals and many medical groups and Physicians contributing patient clinical and administrative data. MX brings needed technology to access and securely share electronic patient health records for most of the 4.4 million people living in the Inland Empire. It allows Doctors, clinics, hospitals and other health care Providers to electronically review and access medical records, resulting in timely and improved quality of health care for patients in our community.

Continued on back
Our Commitment to Innovation

Continued from front

DocOnline

This innovative program provides another option for Members to receive medical advice after hours from a Physician. IEHP Members can speak to a board-certified Physician by phone or via video chat, quickly and easily. The Physician can access the IEHP formulary and the IEHP Pharmacy Network to e-prescribe medications for IEHP Members if needed. When fully implemented, this service will enhance Member access and convenience while reducing unnecessary emergency room and urgent care visits.

Telehealth

IEHP is supporting the expansion of telehealth services throughout the Inland Empire, to improve access to critically needed specialty care and to aid in rapid diagnosis and treatment. Telehealth eliminates one of the Inland Empire’s long-standing barriers to care – geographic distance to health care resources. With telehealth’s information and communication technologies, the treatment and prevention of disease or injury can occur long-distance, erasing geography as a critical factor impeding care. Telehealth can also be used to support Provider training and Member education. IEHP is currently supporting telehealth for certain services: behavioral health, retinal examinations, dermatology, and orthopedic consultations. Plans are underway to expand to additional services in alignment with Member needs and evolving state and federal policies.

eConsult

eConsult, a collaboration among IEHP, Arrowhead Regional Medical Center and Riverside University Health System, allows PCPs to connect directly with specialists electronically when a patient may need a Specialist referral. Through a private, secure system, PCPs can receive timely clinical advice from Specialists that may allow them to manage a majority of patients in the primary care setting (some patients may need a face-to-face visit with a Specialist). IEHP is sponsoring the initiative in partnership with both counties and will design, implement and evaluate eConsult at more than 100 clinic sites throughout Riverside and San Bernardino counties.

Secure Online Member Portal and App

IEHP Members can take an active role in managing their own health 24/7 via a secure online account that can be accessed through the IEHP website or mobile app. Members can view and print their IEHP Member Cards; view lab tests, Immunization Cards and authorizations; find or change Doctors; search the Provider Directory; enroll in health education classes; check eligibility; and more. The separate Baby-N-Me prenatal care app helps improve maternity health outcomes by making it easy for expectant moms to track pregnancy milestones, identify health issues, and stay healthy with reminders and helpful tools.

Texting and Alerts

IEHP uses two-way texting and Short Message Service (SMS) alerts to educate Members about their plan benefits and how to navigate the health care system. These alerts are targeted approaches that communicate seasonal health information about topics such as immunizations, preventive care, medication adherence, and new health plan features.
Inland Empire Health Plan (IEHP) has pioneered innovative programs to meet our Members’ health care needs for more than two decades.

INNOVATIVE PROGRAMS MEET MEMBERS’ NEEDS

Population Health
Everyone in the Inland Empire should have the opportunity to live their healthiest and most joyful life. To that end, IEHP strategically manages the engagement, treatment and clinical outcomes of selected populations by sharing data, leveraging community partnerships and investing in programs that impact not only the health of IEHP Members, but the communities in which they live. Through care management, IEHP coordinates Members’ often complex medical and behavioral health care needs, helps Members navigate the complex health care system and provides access to support services and community resources.

Access to Care Day and Night
Our Members can get the right care when and where they need it, day and night, from our network of more than 6,300 Providers. We strive to provide services with courtesy and respect. Our Members also have many options to get care after hours, including:
- More than 90 Urgent Care centers
- Our 24-hour Nurse Advice Line
- Our DocOnline program, which provides access to board-certified Doctors via phone or video chat

We further support our Members with free interpreter services for all languages, including American Sign Language.

Empowering Members
Our wide variety of free healthy-living and wellness resources encourage Members to manage their own health. Resources include:
- Many Health Education programs on conditions such as asthma, diabetes, and nutrition
- A secure online Member portal and app
- The Baby-N-Me prenatal care app
- Texting and alerts

Addressing the Social Determinants of Health
IEHP focuses on the environments, forces and systems that influence Members’ daily lives with programs that address the major social determinants of health: unstable housing and homelessness; lack of access to healthy food; and lack of access to community support.
Disease Therapy Management (DTM) Program

IEHP selects best-in-class pharmacy Providers to administer the Disease Therapy Management Program (DTM). This ongoing patient management process identifies gaps in therapies, maximizes treatment outcomes and minimizes adverse drug events.

Transition of Care Program

At-risk IEHP Members with chronic medical conditions coupled with behavioral health and social needs have 24/7 access to a clinical team that helps them avoid emergency department visits by meeting them almost anywhere they feel comfortable.

Housing Initiative

Unstable housing and homelessness are major contributors to poor health outcomes and quality of life. IEHP partners with local stakeholders to provide IEHP Members with a pathway to stable housing, pairing permanent housing and rental assistance with supportive services such as intensive case management. The program focuses both on IEHP Members who are literally homeless – living in cars, outside in the elements, “couch surfing,” or staying in shelters – and IEHP Members who are residing in long-term care or nursing facilities because they lack alternative housing options.

Advisory Committees

Two Member advisory committees promote a dialogue between IEHP and our Members, empowering Members to establish a voice and share their opinions. During meetings Members can share their experiences and discuss communication needs, educational priorities, health care services and the coordination of care. IEHP keeps Members up to date on programs and policies that may impact their health care.

- Public Policy Participation Committee (PPPC) Includes IEHP Medi-Cal and DualChoice Cal MediConnect Members
- Persons With Disabilities Workgroup (PDW) Includes IEHP Members who are seniors and/or have a physical, psychological, cognitive or sensory disability

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Baby-N-Me Prenatal Care App

This free smartphone app helps improve maternity health outcomes by making it easy for expectant moms to track pregnancy milestones, identify health issues and stay healthy with reminders and helpful tools.

Texting and Alerts

IEHP uses two-way texting and Short Message Service (SMS) alerts to educate Members about their plan benefits and how to navigate the health care system. These alerts communicate seasonal health information about topics such as immunizations, preventive care, medication adherence, and new health plan features.

Community Resource Platform

Connect IE is an online platform that delivers community resource data to Members, Providers and the general community. Connect IE was created through a collaboration between IEHP and a multidisciplinary group of stakeholders that include 211 San Bernardino, Community Connect 211 Riverside, Inland Empire United Way, and Desert Healthcare District. Connect IE allows health care and community partners to perform real-time searches to identify community resources to meet Members’ social needs and will also monitor supply and demand of community resources to assist with advocacy and planning efforts. The platform is hosted by Aunt Bertha and was launched to the community in March 2019.

Long Term Services and Supports (LTSS)

IEHP helps seniors and Members with disabilities stay in their homes as long as safely possible with support from Community-Based Adult Services, the Multipurpose Senior Services Program (MSSP), skilled nursing facilities, and coordination with San Bernardino and Riverside counties for In-Home Supportive Services.

Community Resource Centers (CRCs)

The IEHP CRCs are local resources for free health and wellness information in Riverside, San Bernardino and Victorville. The CRCs provide health and fitness classes, help Members learn how to use their IEHP benefits, share information on affordable health coverage, and connect visitors with important programs. All services and classes are free and open to IEHP Members and the general community.
We Place Our Members First

Free Health and Wellness Programs
We help our Members live and be well, with free health education programs including:
- Managing Illness
- Pediatric Wellness
- Perinatal Health
- Senior Health
- Teen Health
- Weight Management
- Diabetes
- Asthma
- Blood Pressure Management

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Transition of Care Program
At-risk IEHP Members with chronic medical conditions coupled with behavioral health and social needs have 24/7 access to a clinical team that helps them avoid emergency department visits by meeting them almost anywhere they feel comfortable.

Housing Initiative
Unstable housing and homelessness are major contributors to poor health outcomes and quality of life. IEHP partners with local stakeholders to provide IEHP Members with a pathway to stable housing, pairing permanent housing and rental assistance with supportive services such as intensive case management. The program focuses both on IEHP Members who are literally homeless – living in cars, outside in the elements, “couch surfing,” or staying in shelters – and IEHP Members who are residing in long-term care or nursing facilities because they lack alternative housing options.

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HHP is a care management program that assists Members with complex care needs. The program is regulated by DHCS and administered by IEHP. Eligible Members began receiving services on January 1, 2019. Program benefits include: comprehensive care management, care coordination, health promotion; comprehensive transitional care; individual and family support; and referrals to community and social support services. HHP was legislated through the 2010 Affordable Care Act. The program is intended to support patients who have complex health care needs, including social barriers that prevent them from getting the health care they need. Eligibility requirements are a qualifying chronic condition plus a hospital admission within the last 12 months, or three or more emergency department visits in the last 12 months or chronic homelessness.

Palliative Care
Palliative care is a medical specialty that optimizes quality of life by anticipating, preventing and treating suffering. The basic tenets of palliative care are to support and honor patients’ wishes and improve their quality of life. The palliative care team consists of a physician, nurse, social worker, and spiritual counselor, who, together with the patient and caregivers, create an assessment that includes goals for care. These could be pursuing a cure at all costs; making reasonable attempts at a cure while balancing quality of life; or providing comfort measures only. Patients are empowered to make informed decisions about treatments and ensure they’re aligned with their life goals. Palliative care differs from hospice care, which is for terminally ill people with a life expectancy of six months or less and who no longer desire curative treatments.

Access to Care Day and Night
Our Members can get the right care when and where they need it, day and night, from our network of more than 6,300 Providers. We strive to provide services with courtesy and respect. Our Members also have many options to get care after hours, including:

- More than 90 Urgent Care centers
- Our 24-hour Nurse Advice Line
- Our DocOnline program, which provides access to board-certified Doctors via phone or video chat

We further support our Members with free interpreter services for all languages, including American Sign Language.

Empowering Members
Our wide variety of free healthy-living and wellness resources encourage Members to manage their own health. Resources include:

- Many Health Education programs on conditions such as asthma, diabetes, and nutrition
- A secure online Member portal and app
- The Baby-N-Me prenatal care app
- Texting and alerts

Addressing the Social Determinants of Health
IEHP focuses on the environments, forces and systems that influence Members’ daily lives with programs that address the major social determinants of health: unstable housing and homelessness; lack of access to healthy food; and lack of access to community support.

INNOVATIVE PROGRAMS
MEET MEMBERS’ NEEDS

Population Health
Everyone in the Inland Empire should have the opportunity to live their healthiest and most joyful life. To that end, IEHP strategically manages the engagement, treatment and clinical outcomes of selected populations by sharing data, leveraging community partnerships and investing in programs that impact not only the health of IEHP Members but the communities in which they live. Through care management, IEHP coordinates Members’ often complex medical and behavioral health care needs, helps Members navigate the complex health care system and provides access to support services and community resources.

We Place Our Members First

Continued from inside →

Continued from inside →
Our Commitment to Our Providers

**ENHANCING HEALTH AND HEALTH CARE ACCESS**

With more than 1.2 million Members, IEHP is the largest, not-for-profit health plan in the Inland Empire and one of the fastest-growing Medicaid and Medicare health plans in the nation. We are committed to continually growing our Provider Network and improving our Members’ access to care.

IEHP’s continually expanding Provider Network includes more than 6,300 Physicians, medical groups, Independent Practice Associations (IPAs), hospitals, pharmacies, Behavioral Health Providers, Ancillary Providers and others, who are our crucial partners in improving health and health care access throughout the Inland Empire.

We support our Providers with significant technical and financial tools and resources to help them deliver the right care to our Members at the right time and in the right place. As a result, Providers rate IEHP above the 90th percentile in most areas of IEHP’s annual Provider Satisfaction Survey (conducted by an independent third party).

In our 2018 Provider Satisfaction Survey, Providers ranked IEHP in the:

- 99th percentile for overall satisfaction
- 96th percentile for financial issues
- 99th percentile for utilization and quality management
- 96th percentile for network/coordination of care
- 96th percentile for pharmacy
- 99th percentile for call center service staff
- 97th percentile for Provider relations

More than 97 percent of IEHP Providers would recommend IEHP to a colleague.

IEHP provides significant resources to ensure Providers have the tools they need to deliver the highest quality care to Members.

**Pay-for-Performance**

Now in its third year, IEHP’s Global Quality Pay for Performance Program (GQP4P) rewards Primary Care Providers (PCPs) for high performance and continuous improvement in key quality performance measures. A critical focus is delivering timely preventive, diagnostic and treatment services to IEHP Members. The IEHP Pay-for-Performance Program (P4P) also offers incentives to PCPs and OB/GYN specialists who provide certain preventive and chronic care services to IEHP Members who are women and seniors.

Both programs are structured according to the Health Care Effectiveness Data and Information Set (HEDIS), a widely used set of performance measures in the managed care industry, developed and maintained by the National Committee for Quality Assurance (NCQA).

**Pharmacy Pay-for-Performance (P4P) Program**

The Pharmacy P4P Program is designed to improve the clinical quality and delivery of pharmacy services for our Members at the community pharmacy level. This program continues to address Member drug safety and optimization and focuses on quality measures endorsed by national organizations. Collectively, IEHP’s goals are to validate the roles that community pharmacies and pharmacists play in promoting health care quality and to define a pharmacy payment model on value and outcomes.

Continued on back
To date, the Pharmacy P4P program has over 500 participating pharmacies that provide drug education and consultations, offer medication therapy management (MTM) services and perform drug utilization reviews to ensure our Members have the right drug for the right diagnosis, at the right dose and at the right time.

**Provider Recruitment**
IEHP is addressing the Inland Empire’s chronic Provider shortage and improving health care access for its more than 1.2 million Members with the $30 million Network Expansion Fund (NEF). The first program of its kind in California, the NEF, established in 2014, has enabled IEHP to recruit more than 300 board-certified PCPs, specialists and mid-level Providers to the region.

**eConsult**
eConsult, a collaboration among IEHP, Arrowhead Regional Medical Center and Riverside University Health System, allows PCPs to connect directly with specialists electronically when a patient may need a specialist referral. Through a private, secure system, PCPs can receive timely clinical advice from specialists that may allow them to manage a majority of patients in the primary care setting (some patients may need a face-to-face visit with a specialist). IEHP is sponsoring the initiative for the first 24 months and will design, implement and evaluate eConsult at more than 70 clinic sites throughout Riverside and San Bernardino counties.

**E-Auth**
This quick and easy-to-use online authorization system provides auto-approval for many services. Because the authorization request is received electronically in a matter of minutes, Members can get their authorization in some cases before leaving the PCP’s office.

**Secure Online Physician Portal**
IEHP ensures that Providers have access to tools and services that allow them to provide the best care possible to our Members. Our secure online portal allows Providers to view the status of authorizations and claims, as well as a wide variety of patient information, including health records, eligibility and lab results. They can also search for other IEHP network Providers, including IEHP contracted Urgent Care centers, access formularies, view clinical practice guidelines, and more.

**Provider Call Center and Provider Service Representatives**
Our dedicated Provider Call Center enables Providers to quickly access information and receive assistance in resolving IEHP-related practice issues. The IEHP Provider Services Representative (PSR) is the Provider’s liaison with IEHP, addressing training needs, resolving concerns, and answering questions about policies and procedures. PSRs maintain ongoing relationships with each Provider in the IEHP Provider Network.

**Provider Advisory Committee (PAC)**
The Provider Advisory Committee (PAC) serves as an advisory body to the IEHP Chief Executive Officer, and is a forum for Provider input and feedback on IEHP policies and programs. PAC, which meets several times a year, includes hospitals, PCPs, a pharmacy representative, a behavioral health practitioner and other Providers. A primary objective is to increase Provider participation in IEHP, and by addressing Provider issues, to help IEHP improve health care delivery to its Members.
Addressing the Social Determinants of Health

PARTNERING FOR POSITIVE OUTCOMES

IEHP is committed to organizing and improving the delivery of quality, accessible and wellness-based health care services for the community. As part of this mission, IEHP focuses on the environments, forces, and systems that influence our Members’ daily lives and shape population health outcomes. Our innovative programs address the major social determinants of health: unstable housing, lack of healthy food, and lack of access to community support.

Housing Initiative

Unstable housing or homelessness are major contributors to poor health outcomes and quality of life. Members with stable housing are better able to manage their health and avoid the use of unneeded acute care services. IEHP is partnering with local stakeholders to provide IEHP Members with a pathway to stable housing, utilizing a permanent supportive housing (PSH) model.

The PSH model pairs permanent housing and rental assistance with supportive services such as intensive case management. The program focuses both on IEHP Members who are literally homeless – living in cars, outside in the elements, “couch surfing,” or staying in shelters – and on IEHP Members who are residing in long-term care or nursing facilities because they lack alternative housing options. The Housing Initiative prioritizes those IEHP Members with chronic medical conditions and those who use large amounts of acute care.

Community Resource Centers (CRCs)

The IEHP CRCs are local resources for free health and wellness information in Riverside, San Bernardino and Victorville. The CRCs provide health and fitness classes, help Members learn how to use their IEHP benefits, share information on affordable health coverage, and connect visitors with important programs. All services and classes are free and open to IEHP Members and the general community.

Access to Healthy Food and Diabetes Prevention

More than half the residents of Riverside and San Bernardino counties are overweight or have prediabetes, putting them at increased risk for developing diabetes. IEHP Members with diabetes incur medical costs averaging $10,000 per year more than healthy Members.
Community Health Workers

Community Health Workers (CHWs) help address the social needs of IEHP Members and the community, both inside and outside clinical settings. CHWs serve as a bridge between IEHP Members and community-based health care, government, and social service systems. CHWs provide the education and support necessary for IEHP Members to develop self-management skills. These CHWs will support many IEHP programs including Population Health, Behavioral Health Integration, Health Homes, and many more.

Community Resource Platform

Connect IE is an online platform that delivers community resource data to Members, Providers and the general community. Connect IE was created through a collaboration between IEHP and a multidisciplinary group of stakeholders that include 211 San Bernardino, Community Connect 211 Riverside, Inland Empire United Way, and Desert Healthcare District. Connect IE allows health care and community partners to perform real-time searches to identify community resources to meet Members’ social needs and will also monitor supply and demand of community resources to assist with advocacy and planning efforts. The platform is hosted by Aunt Bertha and was launched to the community in March 2019.

Access to Healthy Food and Diabetes Prevention

IEHP’s diabetes prevention efforts are centered on evidence-based health promotion programs and on providing the entire community with better access to affordable and healthy food. The program is based on the Centers for Disease Control and Prevention’s (CDC’s) evidence-based National Diabetes Prevention Program. The core components of IEHP’s program include:

- **A partnership with Mobile Fresh**, a grocery store on wheels. Mobile Fresh combines the convenience of a corner store with the selection and freshness of a farmer’s market at prices 20 to 30 percent lower than most grocery stores. Mobile Fresh uses data mapping to bring healthy, nutritious food to neighborhoods where there is a high prevalence of prediabetes or being overweight among IEHP Members.

- **Healthy cooking classes** for IEHP Members and the community, through a partnership with the Family Service Association, a nonprofit agency serving Riverside and San Bernardino counties. Open to the entire family, the classes teach how to cook simple, delicious, and healthy meals that incorporate cultural food preferences.

- **The CDC’s Diabetes Prevention Program**
  Weekly bilingual classroom sessions that focus on lifestyle changes to prevent Members’ progression from prediabetes to diabetes. Classroom Topics include nutrition, exercise and weight management.