
15. HEALTH EDUCATION

A. Health Education

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. IEHP delegates the delivery of clinical health education services for Members to the PCP.
- B. All health education services are to be offered in a manner that is sensitive to each Member's cultural and linguistic needs. All materials must be available in English and Spanish.
- C. IEHP provides certain disease or prevention specific health education services for Members. PCPs are encouraged to refer Members to IEHP for these programs.
- D. IEHP oversees and monitors PCP compliance with required health education activities through PCP site audits.

PROCEDURE:

- A. PCPs are responsible for providing Member specific clinical health education services to assigned Members with assistance from their IPA as needed. Areas for education include:
- Condition-specific health education as needed for Diabetes, Asthma, Hypertension, etc.
 - Family Planning
 - HIV/STD Prevention
 - Exercise
 - Age-specific Anticipatory Guidance
 - Substance Abuse
 - Tobacco prevention and cessation
 - Injury Prevention
 - Nutrition
 - Tuberculosis
 - Dental
 - Perinatal
 - Immunizations
- B. PCPs are responsible for identifying the need for clinical health education services through the following mechanisms or interactions:
1. Periodic Physical Examinations - behavioral or clinical questions, observed need;
 2. Acute illness visits - observed need (e.g., STD counseling/information if treated or STD); and
 3. Chronic illness visits - observed need (e.g., dietary/exercise counseling for hypertensive patients).
- C. PCPs must directly deliver clinical health education services to Members within their scope of practice. Activities can include:

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1. Direct information provided by the PCP (e.g., recommendation of exercise regimen for obese Members);
 2. Supply brochures or other printed materials to the Member that are pertinent to the need (e.g., the IEHP Immunizations brochure for parents with children); and
 3. Use of educational videotapes in the waiting room or counseling room.
- D. PCPs are responsible for referring Members for additional necessary health education services that are beyond their scope of practice. Referral options include:
1. Referral to IEHP Wellness Programs (see below);
 2. Referral to community based organizations or services
- E. IEHP provides health education services to Members, Providers and practitioners through the following mechanisms:
1. Provision of brochures directly to PCP offices (topics include: antibiotics, asthma, immunizations, depression, and diabetes);
 2. Information on community referral resources (e.g. 2-1-1) that lists relevant resources in the community; and
 3. Direct delivery of health education services to Members including:
 - a. Family Asthma Program;
 - b. Diabetes Self-Management Program;
 - c. Weight Loss Program;
 - d. Healthy Heart Program;
 - e. Blood Pressure Management Program
 - f. Stop Smoking Program;
 - g. “Healthy Babies” Pregnancy Program;
 - h. Child Safety Programs (Bicycle Helmets and Car Seats); and
 - i. Living Well With a Disability.
- F. The IEHP Family Asthma Program is designed to educate and assist Members in understanding and controlling their asthma. It consists of one, 2 ½ hour group session. The sessions are available for child Members and their caregivers, or adult Members who are diagnosed with asthma. An IEHP Member may participate in the Asthma Program as long as the Member meets the criteria specified in Policy 15D, “IEHP Family Asthma Program.” The sessions are available in English and Spanish.
- G. The IEHP Diabetes Self-Management Program is designed to enable adult Members with diabetes to gain an understanding of the disease process and the daily management of

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A. Health Education

- diabetes. It consists of one to five sessions in a group, individual or a combination of these settings. An IEHP Member may participate in the Diabetes Self-Management Program as long as the Member meets the criteria specified in Policy 15E, “IEHP Diabetes Self-Management Program.” These sessions are available in English and Spanish.
- H. The IEHP Weight Loss Program for adult and pediatric Members focuses on how to increase daily exercise activities, nutritional information such as serving sizes, the food guide pyramid, and food label reading, psychosocial issues involved in weight loss, and stress management. An IEHP Member may participate in the Weight Loss program as long as the member meets the criteria specified in Policies 15G, “IEHP Adult Weight Loss Program” or 15K “IEHP Pediatric Weight Loss Program.”
- I. The IEHP Healthy Heart Program is an at-home program that provides educational materials to adult Members on ways to decrease coronary risk factors, including lowering blood pressure and blood cholesterol levels, increasing exercise, and achieving a healthy body weight. An IEHP Member may participate in the Healthy Heart Program as long as the Member meets the criteria specified in Policy 15I, “IEHP Healthy Heart Program.”
- J. The IEHP Blood Pressure Management Program is an at-home program available to adult Members who have been diagnosed with “hypertension” by their doctor. Members receive materials and tools to help control their blood pressure, choose healthy foods, and increase physical activities. An IEHP Member may participate in the Blood Pressure Management Program as long as the Member meets the criteria specified in Policy 15K, “IEHP Blood Pressure Management Program.”
- K. The IEHP Stop Smoking Program provides multiple levels of intervention (telephone counseling, and pharmaco-therapy) for Members to assist them in quitting tobacco use. It also offers education and support materials to PCPs to assist their assigned Members to quit. See Policy 15F, “IEHP Stop Smoking Program” for more details.
- L. The IEHP Healthy Babies Pregnancy Program provides educational materials for pregnant and postpartum Members, including early prenatal care, nutrition, family planning, and immunizations as described in Policy 15H, “IEHP Healthy Babies Program.”
- M. The IEHP Child Safety Program has two components: A Bicycle Helmet Program and a Car Seat Safety Program. Both programs offer safety equipment (bicycle helmet or infant safety car seat) to help Members ensure the safety of their children. See Policy 15B, “Child Safety Programs,” for more details.
- N. The IEHP Living Well with a Disability Program provides information on maintaining a healthy lifestyle for adult Members with disabilities. The program addresses such areas as nutrition, setting goals, developing healthy relationships, etc. An IEHP Member may participate in the Living Well with a Disability Program as long as the Member meets the criteria specified by Policy 15L, “IEHP Living Well With A Disability Program.”

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A. Health Education

- O. PCPs or IPAs may refer Members to the IEHP Wellness Programs by submitting a Health Education Referral online at www.iehp.org.
- P. Members may self-refer to an IEHP Wellness Program by calling IEHP Member Services at (877) 273-IEHP (4347)/ TTY (909) 890-0731.
- Q. IEHP monitors the provision of health education services by PCPs as part of the PCP facility review process. Refer to Policy 6A, "Site Review and Medical Records Survey Requirements and Monitoring."

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B. IEHP Child Safety Programs

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. IEHP provides the IEHP Child Safety Programs for eligible Members to reduce morbidity and mortality rates among infants and young children.
- B. IEHP's Child Safety Program has two components: a Child Car Seat Program and a Bicycle Helmet Program.

PROCEDURE:

- A. Members and their families receive information on the Child Safety program in the following ways:
1. Member post-enrollment kits;
 2. Promotion in physician offices;
 3. Member Newsletters;
 4. Health fairs and community events; and
 5. Health Education presentations.
- B. IEHP supplies providers with informational materials detailing the Child Car Seat and Bicycle Safety programs, including eligibility information, program description, and enrollment phone numbers.
- C. Car Seat Program:
1. Eligibility (all conditions must be met to receive a free convertible car seat):
 - a. All Members who are pregnant, or a child Member who is under 12 months old;
 - b. Active eligibility status with IEHP for at least 60 consecutive days; and
 - c. Attends a Car Seat Safety Class on proper use and selection of child restraints.
- D. Bicycle Helmet Program:
1. Eligibility: All Members between the ages of 5 and 14 years old, or Members with children between the ages of 5 and 14 years old and who participate in the Bicycle Safety educational intervention program, are able to receive a free bicycle helmet.

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B. IEHP Child Safety Programs

E. Referrals

1. The IPA, providers and IEHP staff may submit a Health Education Referral Form online at www.iehp.org.
2. IEHP Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

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C. Cultural and Linguistic Services

1. Foreign Language Capabilities

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members who are Limited English Proficient (LEP).

POLICY:

- A. All IEHP network Providers and practitioners, including network pharmacy and vision practitioners, must provide services to Limited English Proficient (LEP) Members in the Member's primary language. Members cannot be required to provide their own interpreters or pay for them.
- B. Members have the right to request an interpreter at no charge for discussions of medical information.
- C. Providers should not require or suggest the use of family members or friends as interpreters. However, a family member or friend may be used as an interpreter if this is requested by the Member after being informed he/she has the right to use free interpreter services. The use of such an interpreter should not compromise the effectiveness of services or violate the Member's confidentiality. Minors should not be used as interpreters except for extraordinary circumstances, such as medical emergencies.
- D. Providers should document the Member's request for or refusal of interpreter services in their medical record.
- E. Providers may use face-to-face interpreters for scheduled appointments or telephonic interpretation services to meet the language requirement. These interpretation resources are available to Members 24 hours a day/seven days a week.
- F. IEHP and its network providers and practitioners must provide written materials to Members in designated threshold languages.
- G. All providers and practitioners, including vision practitioners, listed in the IEHP Provider Directory with Spanish-speaking capabilities are required to undergo an annual language competency audit to monitor bilingual Spanish services available to Members.
- H. Members who do not select a PCP at the time of enrollment are assigned to a PCP. Language compatibility is one of the factors in the PCP assignment.
- I. Members have the right to file a complaint or grievance if their linguistic needs are not met.

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C. Cultural and Linguistic Services

1. Foreign Language Capabilities

PROCEDURE:

A. Practitioner Language Capability

1. IEHP lists all foreign language capabilities of Practitioners and/or their staff in the Provider Directory.
2. Any practitioner site indicating capability of a threshold language other than English must have staff who speaks that language available during the office's regular business hours.
3. Practitioner sites indicating capability of a threshold language other than English must provide all recorded messages and signage in the designated language.
4. IEHP verifies the capability of practitioners to provide services in the threshold language at the time of entry into the network.
 - a. In order to be considered a Spanish speaking office, practitioners and/or staff must be able to converse fluently in both English and Spanish, use and pronounce medical and managed care terminology, and be able to assist Members in completing appropriate forms.
 - b. Practitioner sites approved as Spanish-speaking have this information listed in the Provider Directory to assist Members in the selection process.
 - c. IEHP conducts annual audits of practitioner sites and Provider sites listed in the Provider Directory to confirm ongoing threshold language capabilities in accordance with Policy 15C2, "Spanish Language Competency Audits."
5. Members' concerns about the interpretation capabilities in a practitioner's office are followed up by IEHP, and the IEHP practitioner database is corrected as necessary.

B. Interpretation Services

1. Providers and practitioners may not require or suggest that Members provide their own interpreters.
2. For face-to-face interpretation services, practitioners must provide interpreters as needed for Member appointments. IEHP is responsible for the cost of the interpretation services. Sign language interpretation must be in accordance Policy 9C1, "Providing Interpreters for Members Who Are Deaf or Hard of Hearing."
3. . When face-to-face interpretation services are required, it is recommended that the Member or practitioner schedule an interpreter at the same time that the

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C. Cultural and Linguistic Services

1. Foreign Language Capabilities

medical appointment is being scheduled. Interpreter services are scheduled by calling IEHP Member Services at (877) 273-IEHP (4347). All requests for interpretation services must be scheduled and authorized by IEHP.

4. A notice of at least five working days before a routine medical appointment should be given for the scheduling of an interpreter. IEHP will also make arrangements for emergent or urgent appointments as needed.
5. IEHP has contracted with Pacific Interpreters to provide telephone interpretation services to Members. This company offers interpretation services, 24 hours a day, seven days a week.
6. Members and Providers can call IEHP Member Services to access this telephone interpretation service during business hours. After business hours, Members and Providers can call the After-Hours Nurse Advice Line at 1-888-244-IEHP (4347) to access interpretation services.
7. Practitioners must document all Member requests for, or refusals of, interpreter services in the Member's medical record.

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C. Cultural and Linguistic Services

2. Spanish Language Competency Audits

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Providers.

POLICY

- A. IEHP verifies the capability of its practitioners to provide services in the threshold languages when practitioners indicate they have this capability at the time of their entry into the IEHP network. Currently, Spanish and English are the only threshold languages in Riverside and San Bernardino Counties as defined by the Centers for Medicare & Medicaid Services (CMS).
- B. IEHP conducts a language competency audit of all Primary Care Physicians (PCPs), OB/GYN and Vision Practitioners offices that have designated as having the ability to speak Spanish in the initial credentialing process and on an annual basis. These providers are listed in the IEHP Provider Directory as having Spanish speaking capabilities.

PROCEDURE

- A. In order to be considered a Spanish speaking office, practitioners and/or their staff must be able to converse fluently in both English and Spanish, use and pronounce medical and managed care terminology, and be able to assist Members in completing appropriate forms.
- B. On an annual basis IEHP evaluates Spanish-speaking practitioners for language competency.
- C. The technique utilized for assessing targeted language competency within the practitioner site is set up as a monolingual Spanish speaking IEHP staff person calling into the office to verify that someone in the office speaks Spanish. The caller immediately begins speaking Spanish and requests to speak to someone that speaks Spanish. The IEHP staff introduces her/himself as an IEHP employee and begins the audit.
- D. The following information is documented from the call:
1. Who in the office speaks Spanish (staff only, doctor only or doctor and staff). IEHP employee verifies with a Spanish speaking employee in each individual doctor's office ;
 2. How many people in the office speak Spanish; and
 3. That the use of answering machine or answering service when the office is closed has Spanish options.
- E. Practitioners who do not demonstrate adequate Spanish-speaking capabilities are not listed as a Spanish speaking office in the IEHP Provider Directory and are not assigned

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C. Cultural and Linguistic Services

2. Spanish Language Competency Audits

Members who express a preference for Spanish-speaking PCPs.

- F. Practitioners receive a letter stating the results of the Spanish audit. The office will pass, fail or have a Corrective Action Plan (CAP). CAPs must be submitted within 7 days of receipt of audit results. The written or telephonic CAP must demonstrate how the office is addressing the deficiencies. Failure to supply a CAP may result in Spanish-speaking capability being removed from the provider's information in the IEHP Provider Directory.
- G. CAPs are reviewed and evaluated by IEHP. For rejected CAPs, IEHP includes the specific reasons for rejecting any CAP. If a CAP is approved, IEHP staff will re-audit that location. If the re-audit passes, the provider will keep his/her Spanish speaking designation in the IEHP Provider Directory.
- H. Until such time as an adequate CAP is received by IEHP the provider will not be listed as a Spanish-speaking provider in the IEHP Provider Directory and Members requesting a Spanish provider will not be assigned.
- I. Audit results are reported to DHCS on an annual basis.
- J. Practitioners directly contracted with IEHP, wishing to appeal the results of the language competency audit must submit the written appeal to IEHP in accordance with Policy 16B4, "Provider (IPA, Hospital and Practitioner) Appeal and Grievance Resolution Process."

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- C. Cultural and Linguistic Services
 - 3. Non-Discrimination
-

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. In accordance with Title VI of the Civil Rights Act, all Members must receive access to all covered services without restriction based on race, color, creed, religion, ancestry, age, gender, national origin, marital status, sexual orientation, or physical or mental disability.
- B. IEHP contracted provider organizations must provide covered services to all Members assigned to them, at an appropriate facility, without imposing restrictions as listed above.

PROCEDURES:

- A. IEHP assigns all Members to PCPs, without regard to race, color, creed, religion, ancestry, age, gender, national origin, marital status, sexual orientation, or physical or mental disability.
- B. All IEHP contracted providers and other subcontractors are required to render services to all Members assigned or referred to them. Providers and other subcontractors may not refuse services to any Member based on the criteria listed above.
- C. IEHP Providers and other subcontractors must provide covered services to Members in a uniform manner.
- D. IEHP follows up on all grievances alleging discrimination, and takes appropriate action with all providers, organizations and other subcontractors.

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D. IEHP Family Asthma Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. IEHP provides the IEHP Family Asthma Program for all Members diagnosed with asthma who are referred, or who self-refer to the program.
- B. Members with asthma may access the Family Asthma Program at no cost without referral or prior authorization.
- C. Program sessions are available in English or Spanish.

PROCEDURE:

A. Program Description

1. The Family Asthma Program:
 - a. Is taught by Respiratory Therapists, Registered Nurses (RN), and/or Health Educators at various locations in Riverside and San Bernardino Counties;
 - b. Consists of one, 2 ½ hour group session; and
 - c. Is available to all Members with asthma. One adult family member or support person can attend for or with the Member with Asthma. Family member or support person does not have to be an IEHP Member or have asthma to attend.
2. IEHP mails reminder letters with a map to Members two weeks prior to the session.
3. IEHP attempts to remind Members by phone, 1-2 days prior to each session.
4. IEHP provides the following items to the program site:
 - a. Program roster;
 - b. Pre-survey;
 - c. Asthma Action Plan and booklets;
 - d. Asthma kits; and
 - e. Hypoallergenic mattress and pillow covers.
5. Members attending the Family Asthma Program are requested to complete the Asthma Program Pre-Survey, which provides information on their perceived current asthma status and asthma management skills.

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D. IEHP Family Asthma Program

6. Members with asthma who attend the Family Asthma Program receive an asthma kit including a spacer and peak flow meter, a hypoallergenic mattress and pillow covers, and educational materials.

B. Referral

1. IPAs, providers, IEHP and staff at a designated program site, may refer a Member with asthma to the program.
2. The referring party may submit a Health Education Referral online at www.iehp.org to refer a Member to the program.
3. Members may call IEHP Member Services at (877) 273- IEHP (4347) to self-refer to the program.

C. Registration

1. On a weekly basis, IEHP contacts and registers those Members who were referred to the Asthma Program. Appropriate Member information is verified and entered into the Health Education database.
2. Members who cannot be reached by phone are mailed a letter informing them to call IEHP if they are interested in registering for the program.

D. Post Program

1. At the end of the session, the attendees complete an evaluation form, providing feedback on class content and instruction. Members complete the Asthma Program Post-Survey, which provides information on their perceived status and asthma management skills.
2. IEHP sends a chart note to the PCPs of those Members who registered for the program regarding the Member's attendance at the program.
3. IEHP administers another post-survey by mail three months after the Member has completed the program. The survey measures the Member's level of knowledge, behavior changes, and self-management skills.

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E. IEHP Diabetes Self-Management Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Diabetes Self-Management Program is available to all Members age 18 and over diagnosed with diabetes.
- B. Members may access the Diabetes Self-Management Program at no cost without a referral or prior authorization.
- C. Program sessions and materials are available in English or Spanish.

PROCEDURE:

A. Program Description

1. The Diabetes Program:
 - a. Is taught by Certified Diabetes Educators, Registered Dietitians, or Registered Nurses (RNs) at various locations in Riverside and San Bernardino Counties;
 - b. Consists of one to four sessions, either group, individual, or any combination thereof;
 - c. Includes instructions that enable Members with diabetes to gain an understanding of the diabetes disease process, and the daily management of diabetes therapy;
 - d. Is designed to help Members with diabetes minimize hospitalizations and complications due to diabetes; and
 - e. Is available to all Members with diabetes.
 - 1) At the Member's request and with IEHP approval, one adult family member or support person may be designated to attend sessions with the Member. Family member or support person does not need to be an IEHP Member or have diabetes to attend.
2. Each program site offers education intervention consisting of one to four group and/or individual sessions. The Member is given a glucometer or prescribed one at the program if he/she does not already have one.

B. Referral

1. The IPAs, providers, IEHP and staff at a designated program site may refer a Member with diabetes to the program.

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E. IEHP Diabetes Self-Management Program

2. The referring party may submit a Health Education Referral online at www.iehp.org to refer a Member to the program.
3. Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

C. Registration

1. IEHP contacts and registers those Members who were referred to the Diabetes Self-Management Program. Appropriate Member information is verified and entered into the Health Education database.
2. Members who cannot be reached by phone are mailed a letter informing them to call IEHP if they are interested in registering for the program.
3. A program roster is faxed or emailed to the program site coordinator on an agreed upon date. The program site coordinator is then responsible for scheduling the Members for their individual appointments and/or to remind them of the group classes.

D. Post Program

1. After all the program sessions have been completed, copies of intake information, and notes regarding the Member's progress are sent by the program staff to IEHP.
2. A chart note is sent to the Member's PCP indicating the Member's attendance status.

E. Follow-up and Evaluation

1. A follow-up session may be scheduled by the program site at the last session.

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F. IEHP Stop Smoking Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Stop Smoking Program is available to all Members who smoke and want to quit.
- B. Members may access the Stop Smoking Program at no cost and without a referral or prior authorization.

PROCEDURE:

A. Program Description

1. Every Member referred to the IEHP Stop Smoking program is mailed a Program Registration packet containing registration and smoking cessation materials. The packet includes:
 - a. Information on Secondhand Smoke;
 - b. Information on quitting and not starting again; and
 - c. Steps to enroll in the program and to receive smoking cessation medications.
 - d. A Registration Survey/Enrollment Form
2. The IEHP Stop Smoking Program directs the Members to use the California Smokers' Helpline, or enroll in the Chantix Get Quit Support Program.
 - a. Members may call the California Smokers' Helpline at 1-800-NO-BUTTS (1-800-662-8887). Spanish speakers may call 1-800-45-NO-FUME (1-800-456-6386)
 - 1) Telephone counseling and education is provided.
 - 2) Information is available in English or Spanish.
 - 3) Members receive a certificate of enrollment/completion for pharmacotherapy.
 - b. Members who are prescribed Chantix medication are encouraged to enroll in the Chantix Get Quit Support Program at 1-877-CHANTIX (877-242-6849) or online at www.get-quit.com.
 - 1) A step-by-step guide to quitting is designed.
 - 2) The website can be personalized for the Member.
 - 3) Support is provided for up to a year

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F. IEHP Stop Smoking Program

- 4) Member receives a certificate of enrollment for pharamacotherapy.

B. Referral

1. The IPA, providers, IEHP or staff at a designated program site may refer a Member who smokes to the program.
2. The referring party may submit a Health Education Referral online at www.iehp.org.
3. Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

C. Registration

1. A Stop Smoking Registration Packet is mailed to all Members who are referred to the program.
2. Member must complete and return the Registration Survey/Enrollment Form to be enrolled in the program.
3. Upon return of the Survey, Member information is entered into the Health Education database, registering Member for the program.

D. Post Program

1. A chart note regarding the Member's program status is sent to the Member's PCP.

E. Post-Survey

1. IEHP administers a post-survey by mail 120 days, after the receipt of the Registration Survey/Enrollment Form. The survey process is designed to assess the Member's cessation status, behavior change, and self-management skills.

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15. HEALTH EDUCATION

G. IEHP Adult Weight Loss Program

APPLIES TO:

- A. This policy applies to all adult IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Adult Weight Loss Program is available to eligible overweight and obese Members over the age of 18 who would like to reduce the negative health consequences associated with overweight and obesity.
- B. Overweight for IEHP Members over the age of 18 is defined as having a Body Mass Index of 25 and above.
- C. IEHP assists Members to access weight loss programs that best fit their individual needs. IEHP, however, maintains the right to enroll a Member in the appropriate weight loss program based on eligibility criteria.
- D. Eligible Members will typically be enrolled in one of the following programs:
1. Weight Watchers;
 2. Take Charge; and
 3. Family FitZone
- E. IEHP Members may only attend one Weight Loss program at a time.

PROCEDURE:

A. **Weight Watchers**

1. Program description
 - a. Weight Watchers is available throughout Riverside and San Bernardino Counties.
 - b. Weight Watchers materials are available in English and Spanish. Sessions are available in English. Spanish sessions are available in select locations.
 - c. Weight Watchers sessions are once a week for one hour.
 - d. Participants are taught how to make healthy food choices, the importance of a physically active lifestyle, and many other weight loss tips and techniques and group support.
 - e. IEHP recommends Members attend Weight Watchers for at least 15 weeks.
 - f. IEHP Members are sent five coupons. Each coupon is good for one week with Weight Watchers. Members may receive up to three sets of five coupons good for up to 15 weeks with Weight Watchers.

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G. IEHP Adult Weight Loss Program

- g. IEHP Members who meet program criteria may continue beyond 15 weeks.
 - h. IEHP Members are considered to have completed the program when they have either reached their healthy weight, or have completed at least 15 weeks with Weight Watchers.
 - i. Replacement of lost, stolen, or expired coupons will be at IEHP's discretion.
 - j. IEHP will not reimburse any unused coupons.
2. Eligibility
- a. Overweight or obese IEHP Members 18 or older are eligible for the Weight Watchers program without a physician referral.

B. Take Charge

1. Program Description
- a. The Take Charge Program is available in Riverside and Moreno Valley.
 - b. The Take Charge Program is available in English or Spanish.
 - c. Members attend eight weekly 2-hour sessions.
 - d. The Take Charge Program includes the following educational information:
 - 1) How to increase daily exercise activities;
 - 2) Nutritional information such as serving sizes, the food guide pyramid, and food label reading;
 - 3) Psychosocial issues involved in weight loss; and
 - 4) Stress Management.
2. Eligibility
- a. Overweight or obese IEHP Members 18 years old or older are eligible for the Take Charge program without a physician referral.

C. Family FitZone

1. Program Description
- a. Family FitZone is located in Loma Linda inside the LLUMC Drayson Center.
 - b. Family FitZone is available in English or Spanish.
 - c. IEHP Members age 18 or older attend (7) weekly 1.5 hour sessions. Members have unlimited access to the Family FitZone Loma Linda facility during the seven week program.

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G. IEHP Adult Weight Loss Program

- d. Family FitZone administers pre and post surveys to the Members on site
- e. Members attending the program learn:
 - 1) General Principles of Nutrition;
 - 2) Increasing Daily Acts of Physical Activity; and
 - 3) “EXERtainment” interactive games to improve fitness level

D. Referral

- 1. The PCP, IEHP, and staff at a designated program site may refer a Member to the Weight Loss Program.
- 2. The referring party may submit a Health Education Referral online at www.iehp.org to refer a Member to the program.
- 3. Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

E. Registration

- 1. IEHP attempts to contact and register those Members who were referred to the Weight Loss Program. Members who cannot be reached by phone are mailed a letter informing them to call IEHP if they are interested in registering for the program.
- 2. During registration, appropriate Member information is verified and a registration survey is completed over the telephone. Members choose the appropriate Weight Loss Program according to location, language, and program preference.

F. Post Program

- 1. A chart note is sent to the Member’s PCP indicating the Member’s program status.

INLAND EMPIRE HEALTH PLAN		
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H. IEHP “Healthy Babies” Pregnancy Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members who are pregnant, who delivered in the past 6 months, or who are under 6 months of age whose mothers request this information.

POLICY:

- A. IEHP established the “Healthy Babies” Program to maximize healthy birth outcomes by offering Members education and support materials on issues related to pregnancy and delivery.
- B. All identified pregnant and postpartum Members receive a prenatal and a postpartum packet as part of “Healthy Babies” Program.
- C. Program materials are available in English or Spanish.

PROCEDURE:

- A. IEHP identifies pregnant women from the following sources:
 - 1. Incoming Pregnancy Notification/Outcome Reports;
 - 2. Claims;
 - 3. Other internal sources such as Care Management, Perinatal P4P or Member Services; and
 - 4. HCO Information provided by the State.
- B. The prenatal magazine “IEHP Guide to a Healthy Pregnancy” is mailed to all identified pregnant Members. Topics include:
 - 1. Prenatal care;
 - 2. Fetal development; and
 - 3. Nutrition and exercise
- C. IEHP identifies newborns from the following sources:
 - 1. Pregnancy Notification/Outcome Report;
 - 2. Hospital bed days data;
 - 3. IEHP internal sources (Care Management, Perinatal P4P, Member Services); and
 - 4. Claims.
- D. The Postpartum magazine “IEHP Guide for New Mothers” is mailed to all Members identified as having a newborn baby or to Members under 6 months of age whose mothers request the information. Topics include:

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H. IEHP “Healthy Babies” Pregnancy Program

1. Breastfeeding;
 2. SIDS;
 3. Shaken Baby Syndrome;
 4. Birth Control; and
 5. Baby Blues and postpartum depression.
- E. IEHP practitioners may submit a Health Education Referral online at www.iehp.org.
- F. Members may self-refer by calling IEHP’s Member Services at (877) 273-IEHP (4347) to register for the program.

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15. HEALTH EDUCATION

I. IEHP Healthy Heart Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Healthy Heart Program is available to all IEHP Members over the age of 18 interested in decreasing their risk factors for coronary artery disease.
- B. IEHP Members may access the Healthy Heart Program at no cost and without a referral or prior authorization.
- C. Program materials are available in English or Spanish.
- D. Program materials are limited to one set per household, per year.

PROCEDURE:

A. Program Description

1. IEHP's Healthy Heart Program is an interactive mailing program that consists of five phases.
2. The program consists of two life style guides covering the following topics:
 - a. Risk factors of heart disease;
 - b. Cholesterol and fats;
 - c. Eating for a healthy heart;
 - d. Women and heart disease;
 - e. Blood pressure;
 - f. Stress;
 - g. Exercise and fitness; and
 - h. Smoking and heart disease.
3. Members are registered for the program after they return their "Healthy Heart Enrollment Form" to IEHP.
4. Members receive the first "Lifestyle Guide" and Risk Factors DVD.
5. Members who see their PCP and complete the "Health Test Results Form" will receive an IEHP Cookbook and Shopping List Pad.
6. Members receive the second "Lifestyle Guide" and "End-of-Program Feedback Form."

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I. IEHP Healthy Heart Program

7. Members who return the End-of-Program Feedback Form to IEHP receive a certificate of completion and an exercise DVD.

B. Referral

1. IPAs, providers, IEHP and staff at a designated program site may refer a Member to the Healthy Heart program.
2. The referring party may submit a Health Education Referral online at www.iehp.org.
3. Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

C. Registration

1. When a referral to the program is made through self-referral or PCP referral, IEHP pre-registers the member and mails an Invitation Packet with the Healthy Heart Enrollment Form.
2. The Member is registered in the Healthy Heart Program upon IEHP's receipt of the completed "Healthy Heart Enrollment Form".

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J. IEHP Pediatric Weight Loss Program

APPLIES TO:

- A. This policy applies to all pediatric IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Pediatric Weight Loss Program is available to overweight and obese Members age 3 through 17 who meet the specific program eligibility.
- B. Eligible IEHP Members may access the Pediatric Weight Loss Program at no cost. Eligible IEHP Members must have a physician referral.
- C. The Pediatric Weight Loss Program consists of these programs:
1. Chaparral Medical Group;
 2. Family FitZone;
 3. Shapin' Up and Slimmin' Down;
 4. Take Charge; and
 5. Weight Watchers.
- D. IEHP Members may only attend one Pediatric Weight Loss Program at a time.
- E. Members must have a Body Mass Index (BMI) at or above the 85th percentile for age and gender.
- F. IEHP has separate Weight Loss Programs for its Adult Members who are 18 years of age and older in accordance with Policy 15G, "IEHP Adult Weight Loss Program."

PROCEDURE:

- A. **Chaparral Medical Group (Pediatrics)**
1. Program Description
 - a. Chaparral Medical Group is available in Fontana;
 - b. Chaparral Medical Group is available in English (a Spanish interpreter is available if needed);
 - c. At least one parent or guardian is required to attend all sessions with the Member;
 - d. Program for Ages 3-7, and 14-17
 - 1) Members attend four individual sessions. Sessions are 45 minutes to 1 hour in duration.

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J. IEHP Pediatric Weight Loss Program

- 2) Chaparral Medical Group uses a specially designed curriculum for Pediatric Members who are overweight and/or obese. Topics include:
 - a) How to increase daily physical activities;
 - b) Nutritional information such as portion sizes, label reading, and fast food eating; and
 - c) Helping children define why they eat.
 - 3) IEHP Members are considered to have completed the program when they have completed four sessions of the Chaparral Medical Group Pediatric program.
- e. Program for Ages 8-13
- 1) Members attend six 90- minute group sessions, one per week for six weeks.
 - 2) Topics include:
 - a) How to increase daily physical activity;
 - b) Nutritional information such as portion sizes, label reading, and fast food eating; and
 - c) Positive self-image.
 - 3) IEHP Members are considered to have completed the program when they have completed five sessions.
2. Eligibility
- a. Eligibility for the Chaparral Medical Group program is determined on a case-by-case basis. The following criteria are used to assist in determining the Member's eligibility for the program:
 - 1) A BMI for age and gender at or above the 85th percentile;
 - 2) Member proximity to program location; and
 - 3) Must be between the ages of 3 and 17.
 - b. IEHP reserves the right to ultimately determine a Member's eligibility for Chaparral Medical Group.

B. Family FitZone

1. Program Description
 - a. Family FitZone features physically interactive and virtual reality games. It is available in Loma Linda.
 - b. Program is available in English or Spanish.

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J. IEHP Pediatric Weight Loss Program

- c. Members attend one 90-minute session per week for a period of 7 weeks.
 - d. Family FitZone uses a specially designed curriculum that consists of a nutrition education component and an exercise component.
 - e. Members have unlimited access to work out at the Family FitZone facility during the 7- week program.
 - f. IEHP Members are considered to have completed the program when they have completed 6 out of 7 sessions of Family FitZone.
 - g. If Members attend 6 out of 7 sessions of Family FitZone, they are eligible to receive a 1-month free membership to Family FitZone.
 - h. Members can receive up to 4 months of free membership to Family FitZone if they meet the minimum workout attendance of 12 times a month during the previous month. Two out of the 12 workouts can be physical activity performed outside of the Family FitZone facility.
 - i. At least one parent or guardian is required to attend all sessions with the Member.
2. Eligibility
 - a. The following criteria are used to assist in determining the Member's eligibility for the program:
 - 1) A BMI for age and gender at or above the 85th percentile;
 - 2) Member's proximity to program location; and
 - 3) Member must be between ages 5 and 17.
 - b. IEHP reserves the right to ultimately determine a Member's eligibility for the Family FitZone program.

C. Shapin' Up & Slimmin' Down

1. Program Description
 - a. Shapin' Up & Slimmin' Down is available in Ontario.
 - b. Program is available in English and Spanish.
 - c. Participants must be between 7 and 13 years old.
 - d. Members attend 90 minute sessions every week for 7 weeks.
 - e. At least one parent or guardian is required to attend all sessions with the Member.
2. Topics Include:
 - a. Concept of "sugar free" drinks;
 - b. Super sizing;

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J. IEHP Pediatric Weight Loss Program

- c. Portion distortion;
 - d. Carbohydrates, proteins, and fats;
 - e. Emotional eating;
 - f. Importance of fruits and vegetables.
3. Eligibility
- a. Eligibility for the Shapin' Up & Slimmin' Down Program is determined on a case-by-case basis. The following criteria are used to assist in determining the Member's eligibility for the program:
 - 1) A BMI for age and gender at or above the 85th percentile;
 - 2) Member's proximity to program location;
 - 3) Must be between ages 7 and 13.
 - b. IEHP reserves the right to ultimately determine a Member's eligibility for the Shapin' Up & Slimmin' Down program.
4. Members are considered to have completed the program when they have completed five sessions.

D. Take Charge

1. Program Description
- a. The Take Charge Program is available in Riverside and Moreno Valley.
 - b. The Take Charge Program is available in English or Spanish.
 - c. Members attend eight weekly 2-hour sessions.
2. Topics include:
- a. How to increase daily physical activities;
 - b. Nutritional information such as serving sizes, the food guide pyramid, and food label reading;
 - c. Psychosocial issues involved in weight loss;
 - d. Stress Management.
3. Members are considered to have completed the program when they have completed seven sessions.
4. Eligibility
- a. Eligibility for the Take Charge Program is determined on a case-by-case basis. The following criteria are used to assist in determining the Member's eligibility for the program:
 - 1) Member must be between the ages of 7-17;

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J. IEHP Pediatric Weight Loss Program

- 2) A BMI for age and gender or above the 85th percentile; and
 - 3) Member's proximity to program location.
- b. IEHP reserves the right to ultimately determine a Member's eligibility for the Take Charge program.

E. Weight Watchers

1. Program Description

- a. Weight Watchers meeting locations are available throughout Riverside and San Bernardino Counties.
- b. Weight Watchers written materials are available at the site in English or Spanish. Sessions are generally held in English. Spanish sessions are available in select locations.
- c. Members attend Weight Watchers meetings once a week for one hour.
- d. Participants are taught how to make healthy food choices, and eating sensible portions, the importance of a physically active lifestyle, and many other weight loss tips and techniques as well as group support.
- e. At least one parent or guardian is required to attend all meetings with the Member.
- f. IEHP recommends Members attend Weight Watchers for at least 15 weeks.
- g. IEHP Members are sent five coupons at a time. Each coupon is good for one week with Weight Watchers. Members may receive up to three sets of five coupons good for up to 15 weeks with Weight Watchers.
- h. IEHP Members who meet program criteria may continue beyond 15 weeks.
- i. IEHP Members are considered to have completed the program when they have either reached their healthy weight, or have completed at least 15 weeks with Weight Watchers.

2. Eligibility

- a. The following criteria are used to assist in determining the Member's eligibility for the program:
 - 1) Members must be between ages 10-17;
 - 2) A BMI for age and gender at or above the 85th percentile.
- b. IEHP reserves the right to ultimately determine a Member's eligibility for Weight Watchers.

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J. IEHP Pediatric Weight Loss Program

F. Referral

1. IPAs PCPs, IEHP, and staff at a designated program site may refer a Member to the Pediatric Weight Loss Program.
2. The referring party may submit a Health Education Referral online at www.iehp.org to refer a Member to the program.
3. Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347). A referral request will be submitted to the Member's PCP.

G. Registration

1. IEHP attempts to contact Members' parents or legal guardian, to register those Members who were referred to the Pediatric Weight Loss Program. Members' parents or legal guardian who cannot be reached by phone are mailed a letter informing them to call IEHP if they are interested in registering their child for the program.
2. During registration on the phone, appropriate Member information is verified, a registration survey is completed and Member eligibility is determined. Depending on eligibility, Members are registered for a Pediatric Weight Loss program.
3. If the Member is not eligible or does not have access to a Pediatric Weight Loss Program, IEHP Health Education Department will refer them back to their PCP for a nutritional consult with the Member's IPA.

H. Post Program

1. A chart note is sent to the Member's PCP indicating the Member's attendance status.

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15. HEALTH EDUCATION

K. IEHP Blood Pressure Management Program

APPLIES TO:

- A. This policy applies to all IEHP Medicare DualChoice (HMO SNP) Members.

POLICY:

- A. The IEHP Blood Pressure Management Program is available to any IEHP Member over the age of 18 who is diagnosed with hypertension and interested in learning to take control of their blood pressure.
- B. IEHP Members can access the Blood Pressure Management Program at no cost but must have a PCP referral.
- C. Program materials are available in English or Spanish.

PROCEDURE:

- A. Program Description
 - 1. IEHP's Blood Pressure Management Program is an interactive home mailing program that consists of an Invitation Letter and three separate educational packets.
 - 2. Invitation
 - a. The Invitation Letter is mailed to Members referred to the Blood Pressure Management Program, with RSVP to be signed by Member if interested in receiving packets.
 - 3. The topics covered in the three packets are:
 - a. Introduction and Overview of Blood Pressure;
 - b. Food and Physical Activity; and
 - c. Monitoring My Blood Pressure and Stress.
 - 4. Each packet contains:
 - a. A cover letter describing the program and packet contents;
 - b. An informational video on packet topic;
 - c. An informational booklet on packet topic;
 - d. An agreement form;
 - e. A business reply envelope; and
 - f. Tip sheets or tools.

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K. IEHP Blood Pressure Management Program

5. All Members referred to the Blood Pressure Management Program receive an Invitation. Members who sign and return the RSVP receive Packet One.
 6. Members are asked to complete and return follow-up material in each packet to IEHP to receive the next packet.
 7. Members who complete and return all follow up material receive a free blood pressure cuff.
- B. Referral
1. The IPA and practitioners may refer a Member to the Blood Pressure Management program.
 2. The referring party may submit a Health Education Referral online at www.iehp.org to refer a Member to the program.
- C. Registration
1. IEHP mails the Invitation Packet with a RSVP to referred Members to enroll them in the program.
 2. Members who are interested sign and return the RSVP to IEHP.
 3. IEHP staff verifies the Member's address to send the Blood Pressure Management Program materials.

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15. HEALTH EDUCATION

L. IEHP Living Well With a Disability Program

APPLIES TO:

- A. This policy applies to all adult IEHP Medicare DualChoice (HMO SNP) Members with Disabilities.

POLICY:

- A. IEHP contracts with Independent Living Centers to conduct the Living Well With A Disability (LWD) Program.
- B. The LWD Program is available to all IEHP Members age 18 years and older who have a disability.
- C. Members may access the LWD Program at no cost and without a referral from their physician.
- D. Program sessions and materials are available in English. Other alternative formats such as Braille, large print, and audio are available upon request.

PROCEDURE:

A. Program Description

- 1. Living Well With A Disability:
 - a. Is taught by facilitators trained in the LWD Program Curriculum;
 - b. Consists of 8-12 hours of group educational sessions;
 - c. Is designed to help Members with disabilities minimize hospitalizations and complications due to their disability; and
 - d. Is available to all adult Members with disabilities. One adult caretaker or support person can attend with the Member. Caretaker/support person does not have to be an IEHP Member or have a disability to attend.
- 2. The LWD program is held no less than bi-annually.
- 3. The LWD programs are held in accessible locations in San Bernardino, Victorville and Riverside.
- 4. A maximum of 20 Members may attend each session.
- 5. IEHP Members who attend the program receive an IEHP Cookbook and a Chair Dancing exercise video. Daily bus passes are available, as needed.

B. Referral

- 1. The IPA, providers, IEHP and staff at a designated program site may refer an adult Member with disabilities to the program.

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L. IEHP Living Well With a Disability Program

2. The referring party may submit a Health Education Referral Form online at www.iehp.org.
3. IEHP Members may self-refer to the program by calling IEHP Member Services at (877) 273-IEHP (4347).

C. Registration

1. IEHP Members with a disability code are recruited for the LWD program.
2. Invitation letters about the program are sent to IEHP Members identified about 6 to 8 weeks before a class begins.
3. IEHP Members with disabilities call IEHP Member Services to register for the LWD Program.
4. A program roster containing the list of IEHP Members enrolled in the LWD Program is faxed or emailed to the program site coordinator on an agreed upon date.
5. Program site coordinator makes reminder calls to the enrolled Members between one day and one week before the program.

D. Post Program

1. After all the program sessions have been completed, copies of intake information are sent by the program site coordinator to IEHP.
2. A chart note is sent to the Member's PCP indicating the Member's attendance status.

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