



IEHP - Behavioral Health FAQs

- **What is IEHP?**
 - IEHP stands for Inland Empire Health Plan. IEHP is a not-for-profit health plan that serves over 420,000 Members in public-sponsored health coverage programs including Medi-Cal, Healthy Families, Healthy Kids and Medicare Special Needs Plan.
- **Why is IEHP taking Behavioral Health in-house?**
 - By working directly with the Behavioral Health providers, IEHP will streamline the administrative process to improve behavioral health care services to our Members.
- **What does it mean to BH Providers?**
 - To ensure continuity of care for Behavioral Health (BH) providers and Members, IEHP's current priority is to reach out to the BH clinicians who are currently treating our Members through United Behavioral Health (UBH).
- **When is your anticipated launch date?**
 - February 1, 2010
- **How do I contract with IEHP?**
 - The first step is to fill out a one-page survey that is available on our Provider website at www.iehp.org under Behavioral Health. Just print out the survey, fill it out and fax it back. We will contact you directly once we have evaluated our member's needs and are ready to proceed with contracting.
- **What are IEHP compensation Rates?**
 - We are in the initial stage of surveying the behavioral health practitioners in San Bernardino and Riverside Counties to learn more about the services provided. We are committed to provide compensation rates that are comparable to the rates of other payors in our counties.
- **What are IEHP's minimum requirements to be considered for your BH Network?**
 - A valid California License (LCSW, LMFT, Psychologist, Psychiatrist, Nurse Practitioner)
 - \$1 million to \$3 million Malpractice Insurance
 - Satisfy all IEHP's standard credentialing requirements
- **What if I have additional information about my practice, specialties or experience that is not covered on the survey; where can I send this information?**
 - You can send your information to: IEHP P.O. Box 19026 San Bernardino CA 92423-9026 Attention: Provider Relations.

- **When will I hear back from IEHP after I send my survey in?**
 - Over the next two to three months we will be gathering information and determining our needs and as soon as we have determined what providers we will need we will send out draft contracts with rate sheets for review.
- **What services does IEHP offer online?**
 - Member Eligibility Verification
 - Claims Submission Services
 - Claims Status
 - Authorization Status
 - Medication Search
 - Pharmaceutical Services
 - Information Resources
 - Provider Manuals; Benefit Manuals; EDI manuals
- **I am treating IEHP patients now under UBH contract, what do I need to do so I can continue to see my IEHP patients?**
 - You will continue to obtain your authorizations as you are now from UBH until our anticipated launch date, February 1, 2010. We will provide authorizations to you directly for any IEHP patients you are treating after February 1, 2010.
- **I am treating IEHP patients now under UBH contract, but what if I don't want to contract with IEHP. How long can I continue to see IEHP patients? Once the grace period ends, what do I need to do so I can ensure my patients can continue to receive care?**
 - In January of 2010 UBH will provide us with a report of all active cases. If you are not contracted with IEHP, we will provide transition authorizations under a letter of agreement that will allow you to continue to treat IEHP members that are not ready to be transitioned to an IEHP provider.
- **What program or product (LOBs) does this contractual change affect?**
 - Healthy Families, San Bernardino Healthy Kids and Medicare DualChoice will be served by IEHP BH Network
 - There is no change to Medi-Cal and Riverside Healthy Kids Members. Medi-Cal Members will be referred to Riverside and SB counties; and Healthy Kids-Riverside will be referred to Riverside County.
- **What are the benefits and limitations for HFP Members?**
 - <http://ww2.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/HFBenefitManual.htm>
- **What are the benefits and limitations for Medicare DualChoice Members?**
 - <http://ww2.iehp.org/NR/ronlyres/72C0526B-546D-46FD-BOCB-4712A5ED48FB/0/SOCENG.pdf>

- **What are the benefits and limitations for HK San Bernardino Members?**
 - <http://ww2.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/HKBenefitManual.htm>