

holidays to assist IEHP Members with their health care needs. Therefore, even when your office is closed, your IEHP Members will receive top-notch healthcare assistance and advice. In addition you will know when your IEHP Members access this service because you will receive a facsimile the next day regarding the use of the After-Hours Nurse Advice Line and the disposition of your IEHP Member.

**Doctor-2-Doctor Referral Program:** *Doctor-2-Doctor* streamlines the referral process for you, easing access to specialty care.

With *Doctor-2-Doctor* -

- You can direct Members to specialists within your IPA, or IEHP Network if you're with IEHP Direct, for initial consultations **without prior authorization.**
- You can authorize referrals while the Member is in your office.
- Specialists can request authorization for additional specialty consultation, diagnostic or therapeutic services, directly from the IPA or IEHP. The Member doesn't need to come back to you for another referral.
- You can refer Members who need to see Specialists for more than 6 months with one convenient **Standing Referral.**
- You can use the **Extended Access to Specialty Care Referral** for Members who need access to multiple Specialists. No need to write referrals for each Specialist.
- Members can **self refer to any OB/GYN** in your IPA, or IEHP Network if you're with IEHP Direct.

**Contract Representatives:** An IEHP representative will work with you and your staff to help facilitate all areas of our contractual

relationship. As a busy physician with a busy office staff, we want to help you and your staff quickly and effectively address any questions or concerns. We know that time away from your patients impacts patient care and satisfaction.

**Health Management and Case Management Units:** Every physician has patients who are complex, requiring specialty or other coordination of care. This is where IEHP's health management and case management staffs can be invaluable to you. They can assist you in coordinating the health care of your IEHP Members in both the inpatient and the outpatient setting; collaborate with you to evaluate options; implement care plans; and provide services to meet the needs of your IEHP Members.

**Health Education:** We educate your IEHP Members to manage their own health conditions, benefiting their immediate and long-term health, all at no cost. Your IEHP Members can participate in over 15 health education programs.

**Member Services:** IEHP has a fully staffed bilingual Member Services Department adept in resolving any concerns or problems that Members may have about IEHP. Our Member Services staff is available to relieve your office staff from handling routine questions from Members.

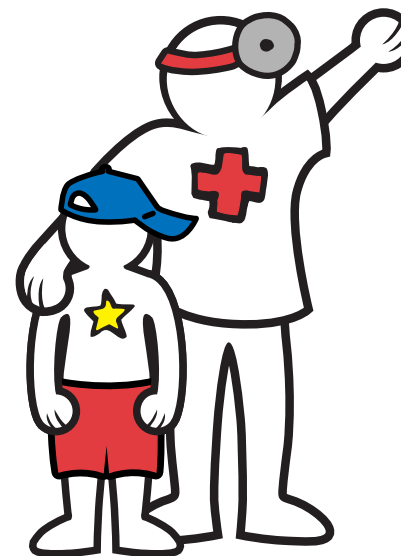
**Pharmaceutical Services:** Managing your patients' pharmacy needs and obtaining their comprehensive drug history can sometimes be a formidable challenge. Through the IEHP Pharmaceutical Services Department you will have access to the entire patient profile of your Member. Furthermore, you will have access to information on all physicians and pharmacists who are or have been involved with your IEHP

Member. You can call one of our pharmacy representatives or speak to our clinical pharmacist at any time during the day to get immediate assistance with any pharmacy-related issue or question.

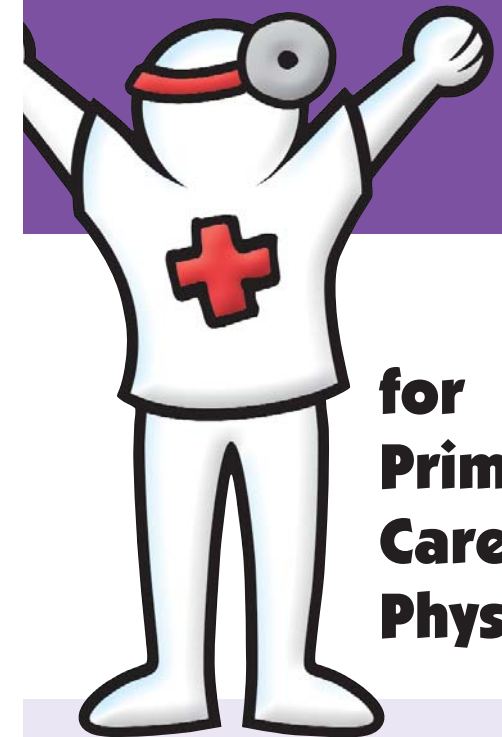
**IEHP Web Site:** All IEHP providers have access to the IEHP Web site at [www.iehp.org](http://www.iehp.org). IEHP's Web site contains pertinent and up-to-date information for IEHP Providers and Members. Currently posted on the Web site are IEHP's formulary, benefit manuals, calendar of CMEs, and clinical practice guidelines. You can also obtain Member eligibility information directly online.

Plus IEHP offers its Physicians space on the site to highlight their practices and encourages Members to use the site as their most direct resource for choosing a Doctor.

**For more information, please call the IEHP Contracts Department at (909) 890-2952 or (909) 890-2954.**



# Overview of IEHP



**for  
Primary  
Care  
Physicians**



**INLAND EMPIRE HEALTH PLAN**  
A Public Entity

303 E. Vanderbilt Way, Suite 400  
San Bernardino, CA 92408

## Part I - About IEHP

Inland Empire Health Plan (IEHP) is a leading Southern California HMO that currently participates in the Medi-Cal Managed Care Program, the Healthy Families Program, and Healthy Kids.

IEHP is a not-for-profit public entity that was formed as a Joint Powers Agency by the counties of Riverside and San Bernardino in 1996. IEHP currently serves approximately 256,000 Medi-Cal, Healthy Families, and Healthy Kids Members that reside in these two counties.

IEHP's focus is vastly different from that of most HMOs that are primarily profit motivated. IEHP's public and not-for-profit status enables us to concentrate more on the needs and concerns of our Physicians and Members. In fact, IEHP's mission is to be a leader in Managed Care by providing Members access to quality preventive and total health care services in a cost-effective manner, and to support the Safety Net/Indigent Care Providers in partnership with traditional Medi-Cal providers.

Over the years, IEHP has developed an extensive network that includes more than 500 primary care physicians, 1000 specialty physicians, 690 pharmacies, 227 vision providers, and 26 hospitals in the two counties.

To streamline the contracting process and to maintain a closer relationship with our physicians, IEHP contracts directly with physicians in your area. Direct contracting removes a middle layer of management allowing IEHP more flexibility in offering financial programs and services to our physicians.

## Part II – Financial Benefits For Physicians

**Assigned Members:** Unlike traditional Medi-Cal, most IEHP Members choose a Primary Care Physician (PCP). Members are required to access primary care services from their assigned PCP only. Therefore, PCPs enjoy a stable patient base to generate consistent and reliable revenue.

**Open Access Network:** Members with specialized needs, such as foster children who may move from family to family, have "open access" to IEHP Doctors. This protects you from monthly fluctuations in your patient base, and allows you to bill IEHP directly at a higher FFS rate.

### **Monetary:**

**Contractual:** IEHP offers direct contracts to you, thus offering more options. IEHP offers you two payment methodologies: either fee-for-service or capitation. This allows you to choose which payment best fits the needs of your practice. Our contract rates compensate you well for the quality care and service you provide IEHP Members.

**Physician Incentive Program:** IEHP is committed to ensuring Members get preventive care. Analogous to the Medi-Cal CHDP payment program, IEHP also offers its physicians the opportunity to earn additional revenue through the Physician Incentive Program (PIP) by:

- Offering you additional income for providing preventive health services to IEHP Members
- Rewarding physicians for the extra time spent to complete paperwork for IEHP Members

Under PIP you'll receive additional compensation for providing the following preventive services to IEHP Members:

<u>Component</u>	<u>Reimbursement</u>
Immunizations to children	\$7-\$21 per shot
Well Child Exams	\$47
Annual Adult Physical Exams	\$25
Perinatal Services	\$150-\$350
PAP Tests	\$25
Chlamydia Screening Test	\$25

\* For example a physician can earn approximately \$450 under PIP when a family comprised of a 30 year-old mom and two children ages 6 months and 2 years is enrolled with that physician.

*PCPs/OB Specialists can earn up to \$1050 for total compliance with the Perinatal Services Component.*

PIP is better than CHDP in that it:

1. Pays \$47 for all Well Child Visits, both new and established Members.
2. Pays for more visits than CHDP (i.e. PIP pays for annual visits for Members between the ages of 2-18).
3. Pays for adult physicals, Pap tests, and chlamydia screenings.

### **The Healthy Families Program and Healthy Kids:**

Expanding our Healthy Families Program and Healthy Kids Enrollment is one of our main goals. These programs cover patients who are currently uninsured. Therefore they represent new business for you. IEHP has the distinction of being the Community Provider Plan (CPP) for the Healthy Families Program for Riverside and San

Bernardino counties. This enables the IEHP plan to be offered to Healthy Families Members at a monthly premium that is 50-75% less than other health plans. Given the premium cost savings, Members often choose IEHP over competing plans, thus expanding your membership base. Healthy Kids is offered exclusively by IEHP to children in Riverside and San Bernardino counties who cannot qualify for either Medi-Cal or the Healthy Families Program. This also presents additional income opportunities for IEHP Physicians.

## Part III – Support Services

**Marketing/Advertising:** As IEHP aggressively seeks to expand its Healthy Families Program and Healthy Kids market share, your practice will be highlighted at community events that IEHP plans, participates in and/or sponsors. IEHP uses a variety of media to market in the community including:

- Billboards
- Newspaper
- Community Events
- Radio and television
- Penny Saver

We also assign community representatives to your area who actively promote IEHP and its affiliated providers in the community. Our goal is that as IEHP grows so will our affiliated Physicians.

**IEHP After-Hours Nurse Advice Line:** Patients sometimes require care after normal office hours. When you contract with IEHP, all your IEHP Members will have toll-free telephone access to the IEHP After-Hours Nurse Advice Line. This service is available after hours, on weekends, and on