



# THE PULSE

Winter 2012

Member Newsletter #44

## IEHP ranks high for customer service

For the 6th year in a row, IEHP adult Medi-Cal Members have ranked our customer service among the top in the nation in a customer satisfaction survey (2011 CAHPS®).

The CAHPS® survey is conducted by the National Committee for Quality Assurance (NCQA), a private non-profit organization dedicated to improving health care quality.

For the high ranking, IEHP thanks you.

We couldn't have done it without Members like you. That's because whenever you call IEHP with a question, you don't talk to a machine. You reach friendly people ready to help you.

Maybe you like our fast service. In fact, our IEHP Member Services team answers most calls in less than 60 seconds, so you won't have to wait very long.

Besides friendly, helpful IEHP Member Services, maybe you like how we try to keep you healthy. That's our goal.

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

**See Tops on Page 2**

What to ask or tell your Doctor

**Page 2**

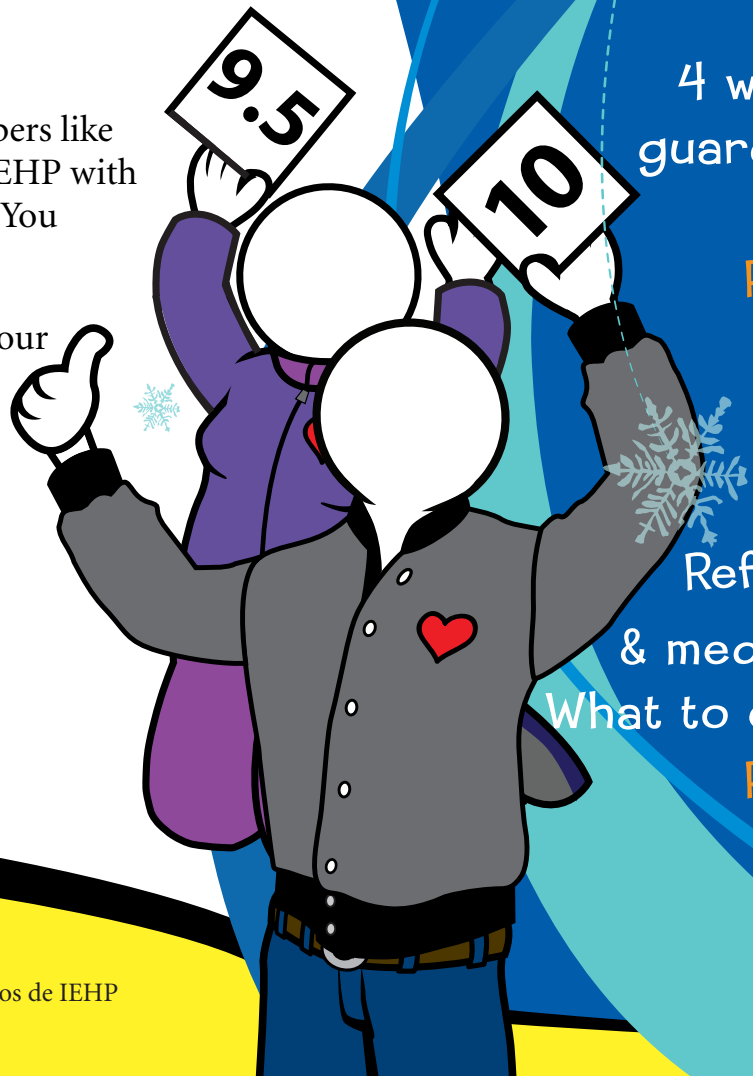
4 ways to guard your health

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Referrals & medicine...

What to expect

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You can view this newsletter in text only format at <http://www.iehp.org>

Para un boletín en Español, llame al Servicios para Miembros de IEHP  
1-800-440-IEHP (4347)/1-800-718-IEHP (4347) TTY

## Tops in customer service

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We offer you many healthcare services, from a 24-hour Nurse Advice Line, help getting your medicine and referrals to a specialist.

Through our health education programs on topics like asthma, diabetes and weight loss, you learn to live a healthy life.

We trust that these services help you. And we hope you feel good about them, because we're here for you.

Keep that in mind. Soon NCQA will, again, mail out a survey. If you get one, **we hope you'll rate IEHP highly.**

After all, **for friendly people and plenty of healthcare services, you can count on us.**

## Remember...

### Refill your medicine

Call in prescription refills at least 5 business days before you run out.



### Need food, clothing or housing?

**Dial 2-1-1.** Get free information on local health and social services like community support groups, counseling or childcare.

### Need an interpreter?

Call IEHP Member Services at least 5 business days before your Doctor visit. We'll send an interpreter who speaks your language.



## What to ask or tell your Doctor

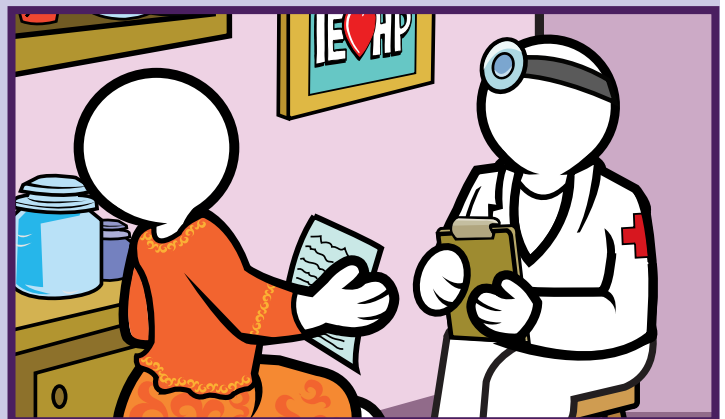
To help your Doctor keep you healthy, be prepared before each visit. Take along a list of questions about your health, your health habits and your symptoms. All this helps your Doctor understand your health condition and make a treatment plan.

### Top 5 things to bring up during the visit:

1. List of medicines you are taking
2. Your diet and eating habits
3. How much you exercise
4. Your level of pain or discomfort
5. If you smoke or use other tobacco

Plus, tell your Doctor if you're getting care from other doctors or specialists.

You have the power to improve your life – and your health.

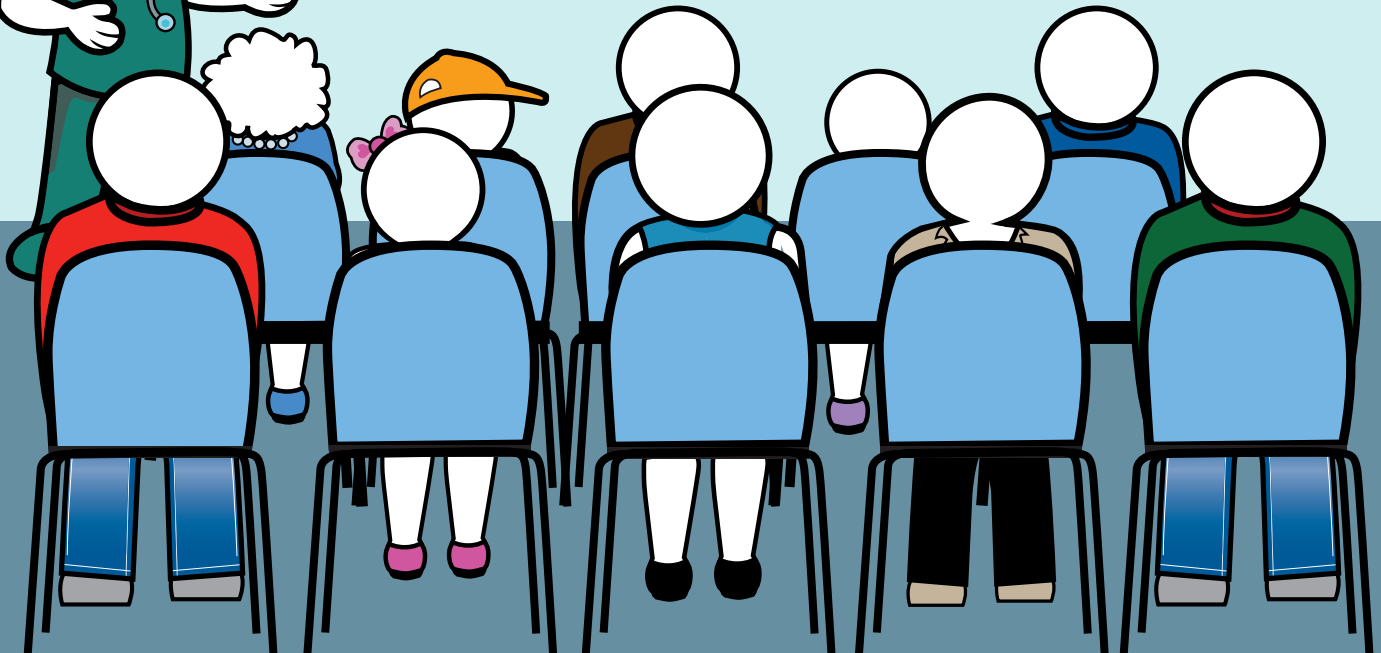


# 4 simple exams to help guard your health

The simple tests and exams below can help keep you (and your family) healthy.

Get your exams early this year. Set up a visit today with your Doctor.

Mammogram	Pap Test	Well-Care	Diabetes
<p><b>Women over 40 years old</b>, see your Doctor for a yearly mammogram test. It can help your Doctor to:</p> <ol style="list-style-type: none"> <li>1. Find any abnormal changes in your breasts.</li> <li>2. Find any signs of breast cancer.</li> </ol>	<p><b>Women 21-64 years old</b>, see your Doctor for a yearly pap test. This test can help your Doctor to:</p> <ol style="list-style-type: none"> <li>1. Find infections or unhealthy cells in your cervix.</li> <li>2. Find any signs of cervical cancer.</li> </ol>	<p><b>Children 3-6 years old and adolescents 12-21 years old</b> need an annual exam. Their Doctor will:</p> <ol style="list-style-type: none"> <li>1. Check weight, height and blood pressure.</li> <li>2. Check vision, hearing, teeth and gums.</li> <li>3. Give needed shots.</li> <li>4. Conduct lab tests.</li> </ol>	<p>If you have Diabetes, talk to your Doctor about getting these diabetic lab tests:</p> <ol style="list-style-type: none"> <li>1. Hemoglobin A1c</li> <li>2. Lipid Panel &amp; Urine Microalbumin</li> <li>3. Diabetic Retinal Exam (DRE) — see your Vision Provider.</li> </ol>



# Specialist referrals and medicine

## What to expect

### Getting care from a specialist

With IEHP you get many health services that **do not need** a referral, such as:

- Visits with your Primary Care Doctor for routine care, sick visits, and medical tests.
- Visits with your OB/GYN for your well-woman exam.
- Getting immunizations.
- Getting needed care at an Urgent Care Clinic, when your Doctor is not available.
- Visits with a Vision Provider.

**To get care from a specialist, you need a referral from your Doctor. Here's how it works:**

- 1** Your Doctor will submit a referral to your medical group or IEHP for approval.
- 2** When the referral is received, a decision will be made within 5 business days for a regular referral, or within 72 hours for an urgent referral.
- 3** When a decision is made, you'll receive a letter from your medical group or IEHP.
  - If the referral is approved, call the specialist to schedule a visit.
  - If the referral is denied, talk to your Doctor.

### Getting your medication

To get your medicines, take your prescription to an IEHP network pharmacy. Sometimes, your medicine will need to be pre-approved through a Pharmacy Exemption Request (**PER**) process. Here's how it works:

- 1** Your Doctor or pharmacy will submit a PER to IEHP.
  - If the PER is complete, IEHP will make a decision within 1 business day.
  - If the PER is incomplete, IEHP will work with your Doctor and Pharmacy to get the required information within 5 business days.
- 2** What happens when the PER is approved or denied?
  - If approved, IEHP will notify your Doctor or pharmacy. Your pharmacy will fill the prescription and call you to let you know your medicine is ready.
  - If denied, you will receive a letter from IEHP within 2 business days after a decision is made.

# Reach IEHP online

IEHP is on  
Facebook

Get tips on how  
to live a healthy  
life and learn  
about community  
events near you.



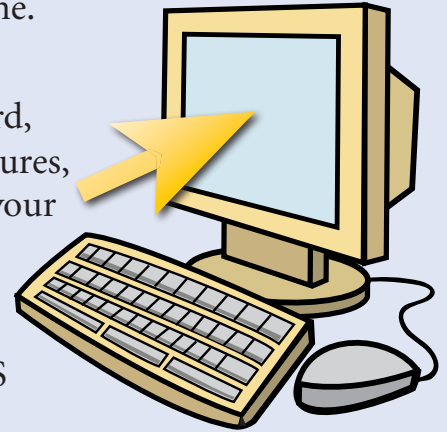
[www.facebook.com/IEHP.org](http://www.facebook.com/IEHP.org)

- Find a Doctor, pharmacy or hospital.

➔ [www.iehp.org/doctorsearch](http://www.iehp.org/doctorsearch).

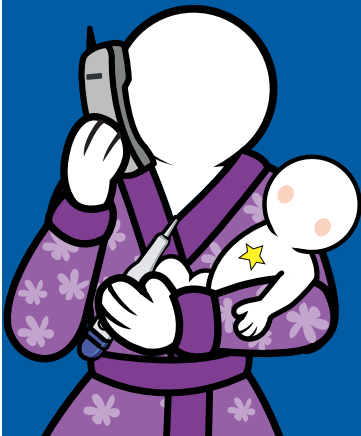
- See if we carry  
your medicine.

- Order an  
IEHP ID Card,  
health brochures,  
and update your  
address (you  
should also  
update your  
county DPSS  
office.)

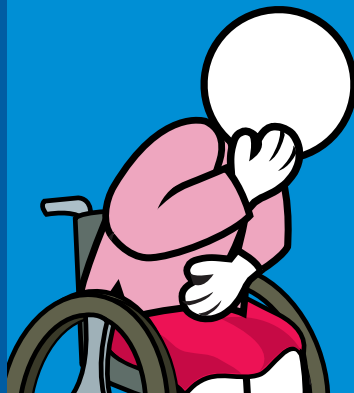


➔ [www.iehp.org/memberlogin](http://www.iehp.org/memberlogin).

**Fever?**



**Cough?**



**Cold?**



**IEHP**

A Public Entity



When you can't reach your Doctor after-hours,  
call the IEHP 24-Hour Nurse Advice Line for help.

**1-888-244-4347 / 1-888-880-0833 TTY**

IEHP ☎ 1-800-440-IEHP (4347) / TTY 1-800-718-IEHP (4347) M-F 8am-5pm

## Our IEHP member services team helps You

When you need help, call:  
1-800-440-IEHP (4347) or  
1-800-718-4347 for TTY users,  
M-F, 8am-5pm.



## FREE healthcare coverage programs for low-income adults

As of January 1, 2012, new, **FREE** healthcare programs are being offered to residents of San Bernardino and Riverside counties.

To enroll, you must be a resident of either county, meet immigration rules, and not be eligible for Medi-Cal or Medicare. For a complete list of eligibility requirements, or to apply, call:

### San Bernardino County

- Transitional Assistance Department (TAD): **1-877-410-8829**

### Riverside County

- MISP office: **1-877-501-5085**
- Your current Family Care Center

➔ Also, apply at [www.c4yourself.com](http://www.c4yourself.com)

# Ask the Doctor

Mail your question to - *Ask the Doctor - IEHP*, P.O. Box 19026, San Bernardino, CA 92423.

**Q** My child's cough comes and goes. What could it be?

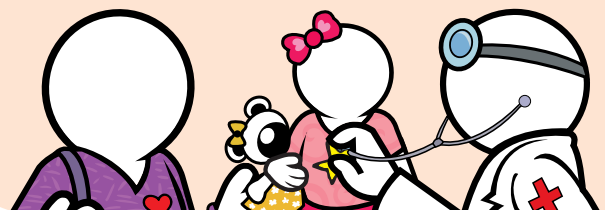
**A** A cough that "comes and goes" with cough-free spells is often linked to airway disease, such as croup (barking cough) or asthma.

A more constant cough might mean either a virus (a cold) or something more serious, like lung infection. These types of infections tend to be linked to "wet" cough. Even mild allergies might produce an "on-again, off-again" type of cough.

Lately we have seen a return of whooping cough. This is a serious infection known for a cough that comes and goes. Often, whooping cough builds up over roughly 2 weeks, mostly starting with a sore throat. You might also feel sleepy or just feel ill. Within 2 or 3 days, it often turns into a dry and "common" cough that comes and goes.

Most often, the cough gets worse and may wax and wane over the period of the next 7 days, and might only produce a normal "whooping" sound, in a few cases.

If your child's dry cough persists or returns on a frequent basis, visit your Primary Care Doctor.



# Cool fun for adults and kids

## Winter Word Search

Find the words hidden in the list below.

E	P	H	S	L	L	F	R	A	C	S
C	K	S	Q	N	Z	H	G	T	K	T
A	M	J	L	H	E	L	L	V	Z	Y
L	A	H	M	E	O	T	Y	R	D	H
P	T	A	M	V	D	L	T	L	Y	Y
E	P	T	E	V	R	D	O	I	F	L
R	A	S	T	W	E	C	I	W	M	T
I	P	B	O	O	T	S	C	N	A	H
F	E	T	K	N	N	G	M	O	G	B
J	R	J	K	S	I	W	C	N	L	G
T	W	I	N	D	W	Y	M	N	D	G

COAT

BOOTS

SLEDDING

HAT

GLOVES

SCARF

MITTENS

SNOW

COLD

FIREPLACE

WIND

WINTER





Inland Empire Health Plan

PO Box 19026

San Bernardino, CA 92423-9026

[www.iehp.org](http://www.iehp.org)

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U.S. POSTAGE

**PAID**  
IEHP

## Questions?

Call IEHP Member Services

1-800-440-IEHP (4347)

1-800-718-IEHP (4347) for TTY users.

[Health or Wellness or Prevention Information](#)

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THE NEW PULSE

Inland Empire Health Plan

A Public Entity

