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Inland Empire Health Plan

Health Care and Community News

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**IEHP Creates First of its Kind Program to Help Members Navigate
Health Care**

San Bernardino, CA, June 1, 2010 — [Inland Empire Health Plan \(IEHP\)](#) has developed an innovative program called Health Navigator designed to help IEHP Members better understand how to use their health care. Launching this month, the program will arrive in select communities in Riverside and San Bernardino counties. It aims to increase preventive-care visits and reduce avoidable emergency room visits and hospitalizations.

Based on the promotores program model, [IEHP](#) is the first [health plan](#) in the nation to have a full-time, in-house team dedicated to helping IEHP Members who find the healthcare system confusing and difficult to use. Enlisting the help of Latino Health Access, a non-profit organization in Santa Ana, CA, Health Navigators, received significant training on participatory approaches to community health education.

Bilingual in English and Spanish, Health Navigators, schedule in-home visits with IEHP Members, providing them personalized education, guidance and advice depending on their health conditions. Members will learn the basics of how, when and where to get medical care. Learning how to work with their primary care doctor and office staff is a key component of the program. In addition, Members will know how to identify healthcare resources to help them manage and improve their health.

“We have conducted extensive research, nationally and locally, to develop our Health Navigator program, said Dr. Brad Gilbert, IEHP chief executive officer. “Through the program, we will show our Members one-on-one, how to get care when they need it.”

“This program will give us one more channel to reach our Members in their communities and provide them more tools to manage their healthcare, said Susan Arcidiacono, IEHP chief marketing officer. “The Health Navigator program will serve as a link between the Member, IEHP and the Providers, which we hope will ultimately lead to better communication and care.”

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About IEHP:

IEHP, Inland Empire Health Plan, a Knox-Keene licensed Health Plan located in San Bernardino, California, is a not-for-profit public agency. IEHP services San Bernardino and Riverside counties and has over 450,000 Members in the following programs: Medi-Cal (including seniors and people with disabilities), Healthy Families, Healthy Kids, and a Medicare Advantage Special Needs Program. Through a dynamic partnership with providers, award-winning service and innovative products, IEHP is fully committed to providing Members with quality, accessible and wellness based healthcare services. www.iehp.org.

About Latino Health Access:

Latino Health Access (LHA) is an award winning, non-profit, 501c3 organization that was established in 1993. The center was created to assist with the multiple health needs of Latinos in Orange County. Latino Health Access uses participatory approaches to community health education. Latino Health Access trains community health workers to be leaders of wellness and change.