


To: All PCPs and IPAs
From: IEHP – BH
Date: January 24, 2022
Subject: **COMING SOON: Pyx Health Mobile Application: Pilot Program**

Inland Empire Health Plan (IEHP) has partnered with **Pyx Health** to pilot an app-based program for up to 100,000 Members, effective **February 16, 2022**.

QUESTIONS	ANSWERS
What is Pyx Health?	<ul style="list-style-type: none"> • Pyx Health is a mobile application (app) available to a specific Member population, addressing loneliness and social isolation. • Pyx Health is available 24/7 and offers screenings for loneliness, depression, and social determinants of health.
Who is the targeted population?	<p><u>Inclusions:</u></p> <ul style="list-style-type: none"> • English or Spanish speaking Members <p><u>who are:</u></p> <ul style="list-style-type: none"> • Cal MediConnect • Medi-Cal Seniors and Persons with Disabilities • Members who are homebound
	<p><u>Exclusions:</u></p> <ul style="list-style-type: none"> • Medi-Medi and Kaiser Members • Members without a listed phone number or who are on the “Do Not Call” list • Members eligible and/or enrolled in Enhanced Care Management (ECM) • Members enrolled in Complex Case Management (CCM) • Members under the age of eighteen • Members who are using the Baby & Me application

<p>How will qualifying Members be notified about Pyx Health?</p>	<ul style="list-style-type: none"> • An informational postcard will be sent  <ul style="list-style-type: none"> • Pyx Health representatives will be outreaching to our qualifying Members to assist with downloading the mobile app or accessing it via the Member's computer or tablet, upon Member's acceptance and program engagement.
<p>What is the goal?</p>	<ul style="list-style-type: none"> • Support Members experiencing loneliness and social isolation via a simple, easy-to-use, innovative technology. • To connect Members to IEHP if a need is identified via the mobile app platform.
<p>What are the responsibilities of the Provider and IPAs for Members in this pilot population?</p>	<p>No action is required, but:</p> <ul style="list-style-type: none"> • IEHP will post a monthly file via the SFTP for IPAs by the 10th of each month, including Members who are in the Pyx Pilot Program. • If Pyx refers a Delegated Member to IEHP and the identified need is an IPA responsibility, IEHP will follow the standard referral process to route the case to the assigned IPA.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence