


**To:** All PCPs, Specialists, SNFs and CBAS  
**From:** IEHP – Provider Relations  
**Date:** April 8, 2021  
**Subject:** Care Plans and Health Risk Assessments (HRAs) Reminder

Inland Empire Health Plan’s (IEHP) Secure Provider Portal provides access to Care Plans and Health Risk Assessment rosters for DualChoice Members, Seniors and Persons with Disabilities (SPDs). Click the heart icon  located on the upper right-hand of the Eligibility screen. The HRA is a required, Member self-determined, health and wellness survey that informs the development of their Care Plan.

The screenshot shows the 'Search Results' page in the IEHP Secure Provider Portal. At the top, it displays 'Verification Number: 9253434 on 01/19/2017 at 9:25 AM'. Below this, there is a search bar with 'IEHPID' and 'DOS' fields. On the right side of the search bar, there is a dropdown menu with 'Care Plans &amp; HRA' selected, and a heart icon next to it is highlighted with a red box. A red arrow points to this heart icon. Below the search bar, there is a 'Medical History Record' link. The main content area shows member information in a table-like format, including fields for Member, IEHP ID, Status (ELIGIBLE on 01/19/2017), CIN, Gender, DOB, Aid Code, County, Plan, Co-Pay, PCP, PCP ID, PCP Phone, Eff. Date with PCP, Lab, Thru, IPA (Inland Empire Health Plan), and Hospital.

All communications sent by IEHP can also be found on our Provider Portal at:  
[www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, 866-223-4347, or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).