



To: Medi-Cal PCPs and IPAs
From: IEHP – Provider Relations
Date: April 22, 2021
Subject: **Initial Health Assessment (IHA) Roster**

As a reminder, the Department of Health Care Services (DHCS) requires that all newly enrolled Medi-Cal Members **must** receive an Initial Health Assessment (IHA):

- **within 60 days of enrollment for Members under 18 months of age or**
- **within 120 days of enrollment for Members 18 months of age and older**

If a Member under 18 months of age is not seen for their IHA within 60 days, please continue to make every effort to schedule the Member to be seen within 120 days of enrollment.

To access the IHA roster page, login to IEHP’s Secure Provider Portal:

1. Select Rosters
2. Select Initial Health Assessment

A screenshot of the IEHP Secure Provider Portal navigation menu. The menu is a vertical list of items on a blue background. The items are: Home, Eligibility, Rosters (with a dropdown arrow), Assigned Roster, CCS, Direct Ancillary, Direct Specialty, Early Start Roster, Health Management (with a right-pointing arrow), Initial Health Assessment (highlighted with a red rectangular box), Nurse Advice Line, and Preventive Care (with a right-pointing arrow).

3. Click on the blue box with Member name
4. The following screen will display the IHA

A screenshot of the IHA roster screen. At the top, there is a printer icon and the text "Total Member: 61". Below this is a header with "Member ↑" and "IEHP ID". The main content area shows a list of members, with a red arrow pointing to a blue box containing a member's name.

How do you bill IHA visits conducted via telehealth?

Please bill telehealth IHA visits using **Place of Service (POS) codes: 02 or 11 and Modifier 95** in addition to codes noted in the Global Quality P4P Program Guide for each measure. Due to the COVID-19 pandemic, provisions were made to accept telehealth visits to help bridge Provider efforts with IHA measure compliance.

IHAs conducted via telehealth are required to include all the following components:

- Comprehensive medical history and physical including a complete social history
- Completed mental health exam
- Age-Appropriate Individual Health Education Behavior Assessment (IHEBA)/ Staying Health Assessment Form (SHA)
- A plan for a follow-up comprehensive physical **must** be documented and completed in the medical record. It is highly recommended to complete a face-to-face comprehensive physical exam within 120 days of the telehealth visit or lift of the public health emergency (PHE).

IMPORTANT REMINDERS:

A plan for provision of appropriate preventive services must be documented in the medical record.

Providers must conduct a face-to-face visit with Members seen for an IHA visit via telehealth to complete the IHA physical exam component and ensure that all required components are addressed.

Reminder: Find Staying Healthy Assessment Forms on the IEHP [website](#):

www.iehp.org > Providers > Provider Resources > Forms > Staying Healthy Assessment

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

www.iehp.org > For Providers > Plan Updates > Correspondences **or**

www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory

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