

**To:** All Medi-Cal PCPs & IPAs  
**From:** IEHP – Provider Relations  
**Date:** June 17, 2022  
**Subject:** **Member Campaign on Preventive Care Services**

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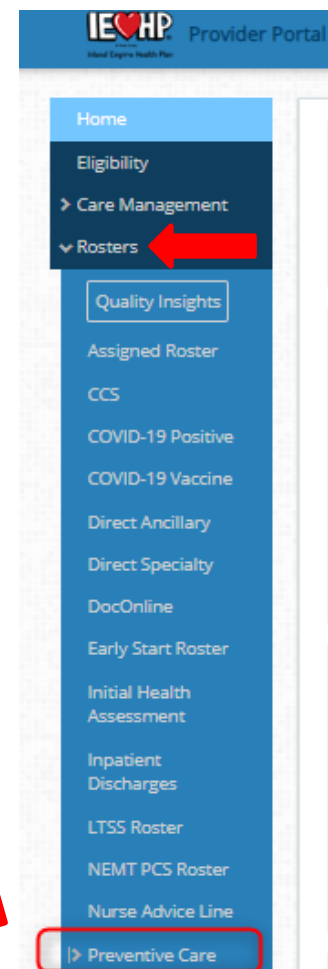
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Inland Empire Health Plan (IEHP) has begun an outreach campaign to remind members about preventive care services to ensure all their check-ups, exams, testing, and vaccines are up to date. Various phases of the campaign are slated to last through September 2022.

IEHP will be reaching out via mail and phone calls to remind members of preventive services for which IEHP has not received encounters, and to assist with appointment scheduling as needed. We appreciate the timely scheduling of appointments to close these important care gaps.

Prior to member visits, please review medical records and IEHP's **Preventive Care Rosters** to identify preventive care gaps that can be addressed during member visits.

We value the care you provide to ensure our communities enjoy optimal care and vibrant health.



**An example of the letter Members received**, and all communications sent by IEHP can also be found on our Provider portal at:

[www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

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



## Important Reminder: Notice of Preventive Care Services

<<Date>>

<<Member Name>>  
<<Address Line 1>> <<Address Line 2>>  
<<City>>, <<ST>> <<Zip>>

Dear IEHP Member or Parent,

Inland Empire Health Plan (IEHP) wants to share vital news with you about Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. EPSDT services make sure infants, children, and youth up to age 21 can get needed tests, preventive care and treatment services at no cost.

### What does my plan cover?

- Well care visits, which are routine check-ups such as physical exams, blood lead testing, vaccines, diagnostic tests, and other treatments you or your child may need based on age.
- Preventive care screenings for medical, dental, vision, hearing, mental health, and substance use disorders. You or your child may also get developmental services and specialty care.
- Screening and diagnostic services any time you or your child need it, even if it is not during a routine check-up.
- Health care needed to control, fix or reduce any health issue found during a check-up or screening.
- COVID-19 vaccines, which are safe, effective and free for all IEHP Members. Connect with your provider for updates on COVID-19 vaccines and prevention.

### Why are you contacting me?

Our records show that you or your child have not used some of these vital health services.

### What do I need to do?

Set up a visit for any check-ups, screenings or other preventive care through your or your child's Doctor. IEHP can help you set up appointments and rides to your appointments, if needed.

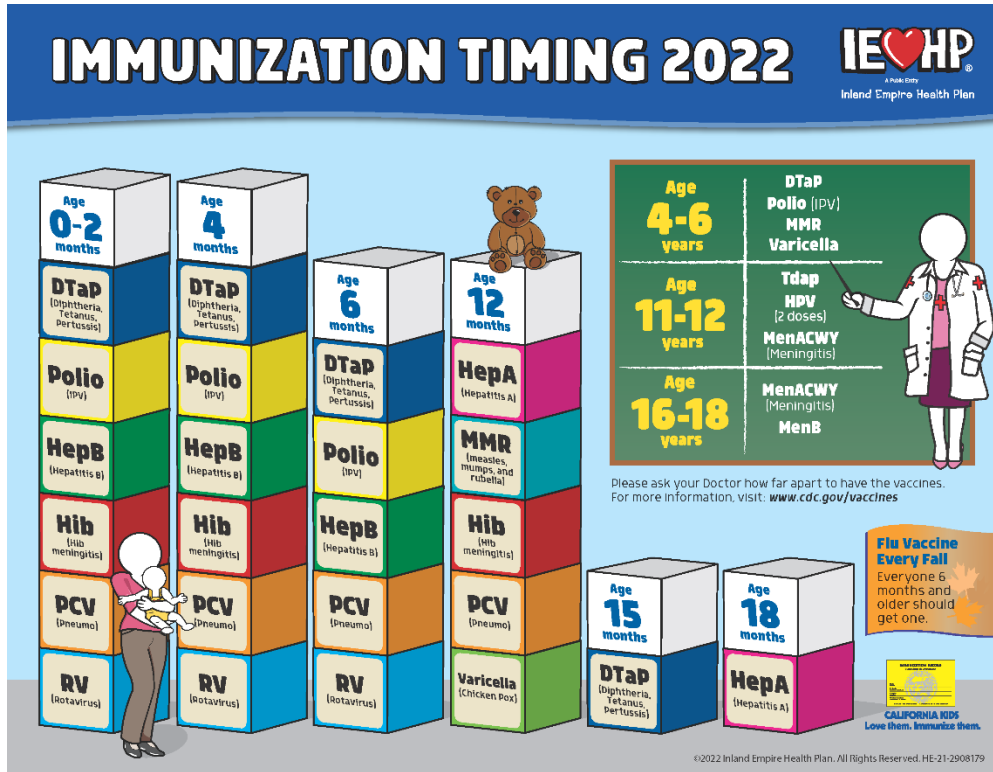
### Who do I reach for help or more information?

To learn more about these no-cost preventive care services, please see your Member Handbook or call Member Services at **1-800-440-IEHP (4347)**, Monday-Friday, 8am-5pm. TTY users should call **1-800-718-4347**. You may also visit IEHP's website at [www.iehp.org](http://www.iehp.org) to get more information about you or your child's preventive care services.

You can also learn more about EPSDT on the Medicaid website here:  
<https://www.medicaid.gov/medicaid/benefits/early-and-periodic-screening-diagnostic-and-treatment/index.html>

### Immunization Chart

Please refer to the immunization chart below to know what immunizations you or your child need.



To your health,

Member Services Team

### California Department of Health Care Services (DHCS) Office of the Ombudsman

For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at **1-888-452-8609**, Monday through Friday, 8:00am-5:00pm, excluding holidays. The Ombudsman Office helps people with Medi-Cal understand their rights and responsibilities.