




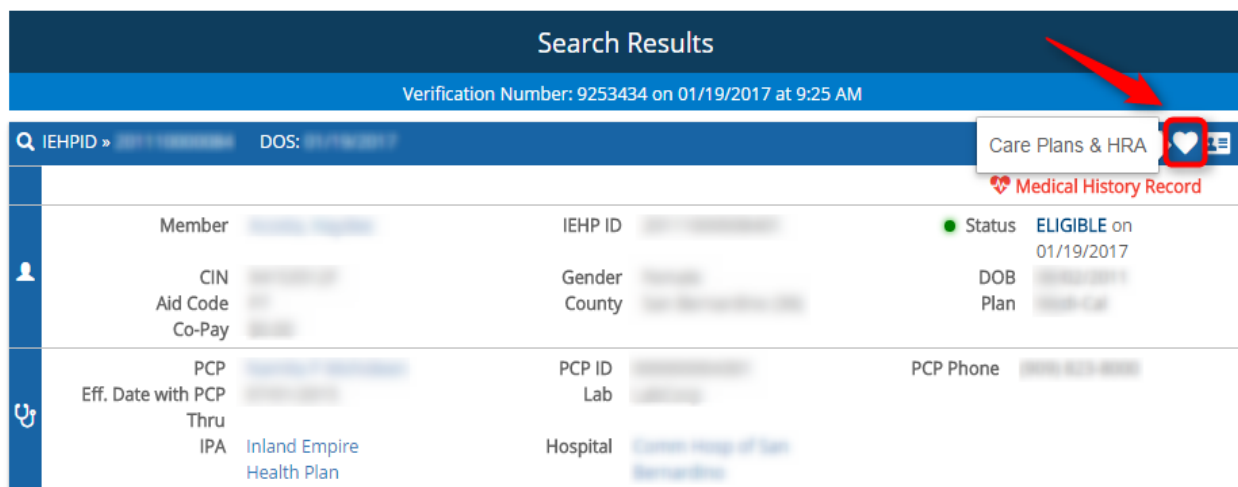
We heal and inspire the human spirit.

To: All PCPs, Specialists, SNFs and CBAS
From: IEHP – Provider Relations
Date: April 14, 2023
Subject: **Care Plans and Health Risk Assessments (HRAs) Reminder**

Care Plans and Health Risk Assessment (HRA) rosters for IEHP DualChoice (HMO D-SNP) and Medi-Cal Seniors and Persons with Disabilities are available via 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 the Care Plan.

IEHP Member Services and our Behavioral Health/Care Management teams help Members complete HRAs but we appreciate when **Providers review and provide input on potential care needs indicated on the surveys.**



Please direct DualChoice Members who don't have an HRA survey in the portal to call IEHP DualChoice Member Services and ask to fill out a "Health Risk Assessment." The number to call is 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. Members can also fill out the form in person at IEHP.

If your office would like to assist the Member in completing the HRA, HRAs can be downloaded from the IEHP website in all four threshold languages:

iehp.org > Providers > Provider Resources > Forms > UM/CM

All communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondences

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