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To: Intermediate Care Facility, Intermediate Care Facility (ICF)/Developmentally Disabled, ICF/Developmentally Disabled – Continuous Nursing, ICF/Developmentally Disabled-Habilitative, ICF/Developmentally Disabled-Nursing, Nursing Facility

From: IEHP – Provider Relations

Date: May 16, 2024

Subject: **NEW: Transitional Care Services - Single Point of Contact Team**

In adherence to the DHCS Population Health Management Policy Guide, please note an important update to our care coordination efforts.

We have created a Single Point of Contact (SPOC) team to enhance the quality of care provided to our Members during transition from inpatient to another level of care.

Transitional care services are defined as, “A Member transferring from one setting or level of care to another, including, but not limited to: discharges from hospitals, institutions, other acute care facilities, skilled nursing facilities (SNFs) to home or community-based settings, Community Support placements (including Sobering Centers, Recuperative Care and Short-Term post hospitalization), post-acute care facilities, or long-term (LTC) settings.”

The SPOC team is a crucial liaison between the Member, the admission and discharging facility, the PCP, and the Managed Care Plan (MCP).

Please contact the assigned SPOC for patients needing coordination of services. This helps reduce duplication of effort between IEHP and Inland Regional Centers. In addition, we can ensure Member transitions from an ICF/DD Home are timely and prevent delays or interruptions in care and/or services.

IEHP Single Point of Contact (SPOC) Team

- Riverside County: Daisy (909) 890-5495
- San Bernadino County: Mendi (909) 727-5491

***Your SPOC team is determined by the county location of your facility.**

We believe that the introduction of the SPOC team and associated tools will significantly enhance our ability to provide seamless care transitions for Members. Thank you for your continued partnership and the positive impact your organization has on the well-being of the communities we serve.

References:

Population Health Management Policy Guide: <https://www.dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf>

DHCS All Plan Letter 23-023:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-023.pdf>

Question? Please contact the Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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