



*We heal and inspire the human spirit.*

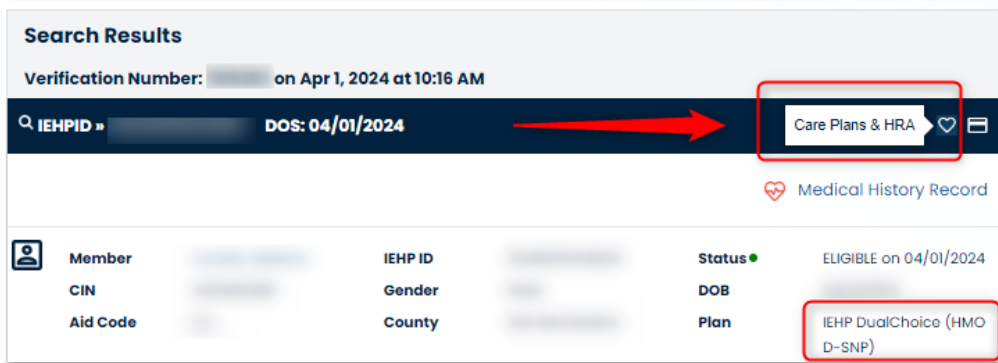
**To:** All PCPs, Specialists, SNFs, ICF/DD and CBAS  
**From:** IEHP – Provider Relations  
**Date:** May 31, 2024  
**Subject:** **Care Plans and Health Risk Assessments (HRAs) Reminder**

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Care Plans and Health Risk Assessments (HRA) for IEHP DualChoice (HMO D-SNP) and Medi-Cal Seniors and Persons with Disabilities are available via the heart icon  located in the upper right corner of the Eligibility verification.

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 often help Members complete HRAs. Please review the HRAs and Care Plans and provide input to address the care needs identified through the HRA.



### How do Members Complete the HRA?

- The HRA is sent to the Member’s address and includes a self-addressed, stamped envelope for easy return.
- DualChoice Members can call IEHP DualChoice Member Services for assistance at 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 practice would like to help a Member complete their HRA, HRAs can be downloaded from the Assigned Roster page of the Portal or the IEHP website in all four threshold languages: [ProviderServices.iehp.org](http://ProviderServices.iehp.org) > Provider Resources > Forms > UM/CM. Form can be faxed to our Member Services Dept at 909-279-2501 or mailed to:

IEHP – Attn: Health Risk Assessment Team  
10801 6th Street  
Rancho Cucamonga, CA 91730

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223- 4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

All IEHP communications are found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices