



*We heal and inspire the human spirit.*

**To: All PCPs, Specialist, Behavioral Health Providers, and IPAs**  
**From: IEHP Health Services**  
**Date: July 1, 2024**  
**Subject: Updated Health Risk Assessment Questions for DSNP and Medi-Cal SPDs**

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Effective August 1, 2024, we will introduce additional questions to the **Health Risk Assessment (HRA) for Dual Special Needs Plan (DSNP) and Medi-Cal SPD members**. All HRAs completed by IEHP on or after August 1, 2024, will be completed on the Updated HRA form.

As a reminder, 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.

#### **New Questions:**

1. Are you currently receiving Palliative Care Services?
2. Within the past 12 months, are you worried that your food would run out before you got money to buy more?
3. What is your living situation today?
4. In the past 12 months, has lack of reliable transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?

#### **Completing the HRA**

- Members will receive their HRA by mail to complete at home and return in the included self-addressed and stamped envelope.
- Providers desiring to assist a member can download the HRA from the Provider Portal, and once complete, fax to 909-297-2501.
- Members can contact IEHP Member Services at 1-877-761-6233 for assistance with completing the form telephonically or to arrange for in-person assistance.
- Members can also complete the HRA online by logging into the Member Portal > My Health Records > Health Risk Assessment

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

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