

To: IEHP – Global Quality P4P Participants (PCPs & IPA)
From: IEHP – Quality Programs
Date: July 3, 2024
Subject: **Global Quality P4P Reminder – Alternative Member Contact Information**

REMINDER: We have new sources of additional contact information for Members, available on the secure Provider Portal. This will make it easier to reach Members, using newly available phone numbers and addresses.

Additional Member contact information can help your office:

1. Reach Members for routine appointment scheduling.
2. Close preventive gaps in care.
3. Establish care with newly assigned Members.

How to View Additional Member Information:

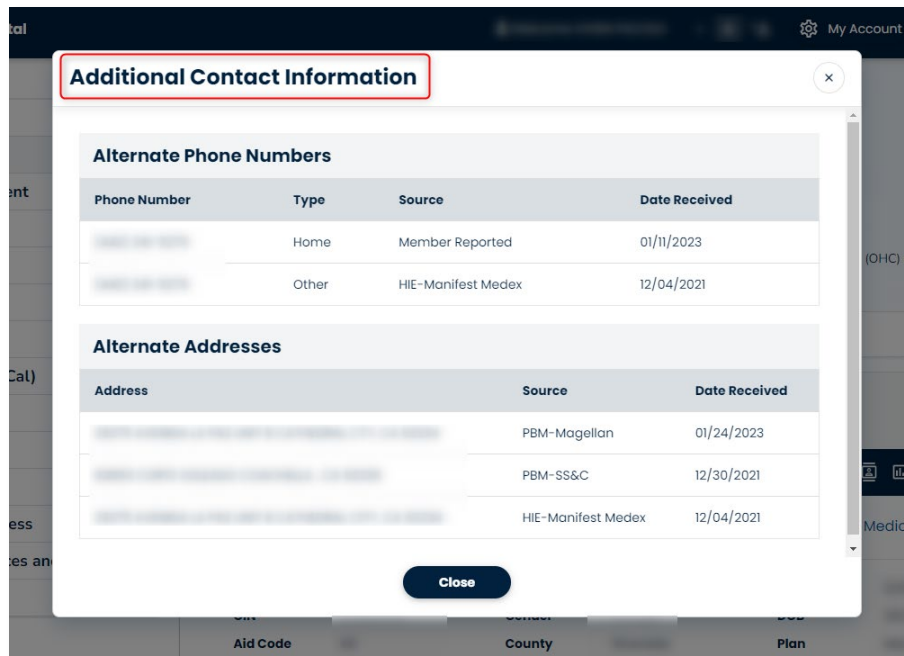
Step 1: Log into the Provider Portal.

Step 2: Eligibility > Search for Member > Select "Additional Contact Info" icon.

The screenshot shows the IEHP Provider Portal interface. On the left is a navigation sidebar with 'Eligibility' highlighted. The main content area is titled 'Eligibility' and contains a search bar, search results for a member with verification number 17103548, and a table of member details. A red box highlights the 'Additional Contact Info' icon in the search results header, with a red arrow pointing to it.

Member	IEHP ID	Status
CIN	Gender	DOB
Aid Code	County	Plan
Co-Pay	Eff. Date	OHC

You can view alternative phone numbers, the source of the reported information and when the additional information was received by IEHP.



Please utilize this additional contact information to maximize your Member outreach efforts. We appreciate your partnership to ensure Members receive the care they need.

As a reminder, the 2024 GQ P4P IPA Program Guide is located at: www.providerservices.iehp.org > Programs & Services > Provider Incentive Programs > Pay for Performance Program > Global Quality P4P Program or click [here](#).

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org. You can also connect with IEHP's Quality Department at QualityPrograms@iehp.org.

All communications sent by IEHP can be found at: www.providerservices.iehp.org > News and Updates > Notices.