



*We heal and inspire the human spirit.*

**To:** PCPs and IPAs

**From:** IEHP – Provider Relations

**Date:** August 13, 2025

**Subject:** **IMPORTANT - P4P Services that can be Delivered via Telehealth**

---

We are committed to our members and providers, and we are genuinely concerned about the rising “no show” rates due to members expressing fear about in-person care.

IEHP encourages our providers to utilize telehealth options to reach members when it is allowed and appropriate. Several primary care physicians have asked if telehealth is an option for Well-Child Visit measures. Currently, the Department of Health Care Services and National Committee for Quality Assurance (NCQA) do not allow any exceptions to offer Well-Child Visits via telehealth; all Well-Child Visit measures require an in-person visit.

We are closely monitoring and engaging with our regulatory bodies for any possible changes to this requirement.

There are a few P4P measures where telehealth visits may be an option. These measures include:

- Asthma Medication Ratio
- Controlling High Blood Pressure
- Diabetes Care – Blood Pressure Control <140/90
- Post Discharge Follow-up
- Statin Therapy Received for Patients with Cardiovascular Disease
- Statin Therapy Received for Patients with Diabetes

We recognize the pressures and uncertainty that are impacting our community at this time. We will continue to provide updates to you regarding telehealth as well as other ways we can support each other to ensure care is available those we serve.

If you have any 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 communications sent by IEHP can be found at: [www.iehp.org](http://www.iehp.org) > Providers > News and Updates > Notices.