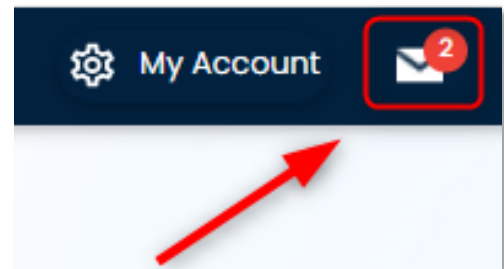


To: PCPs
From: Provider Relations
Date: October 22, 2025
Subject: Follow-Up for Members Seen in ED for Certain Conditions

To adhere to regulatory requirements, members must be seen within 7 days of the ED visit for certain conditions.

To assist with outreach, PCPs will now receive an email in their Portal inbox highlighting assigned members recently seen in the ED for care related to a diagnosis of Substance Use Disorder (SUD) and/or Specialty Mental Health (SMH), or who have history of multiple high-risk chronic conditions (e.g. COPD, Heart Failure, Chronic Kidney Disease).



IEHP Member with Recent SUD/SMH or Multiple Chronic Conditions ED Visit							
Member Name	Member ID	Member DOB	ED Visit Date	Facility Name	Discharge Diagnosis Code & Description	Chronic Conditions (if applicable)	Complete 7 Day Follow Up Visit By
			9/25/2025	HEMET GLOBAL MEDICAL CENTER		Alzheimer, Chronic Kidney, Stroke and transient ischemic	10/2/2025
			9/23/2025	HEMET GLOBAL MEDICAL CENTER	[r45.851] Suicidal Ideations		10/1/2025

Please reference the **Complete 7 Day Follow-Up Visit By** column to ensure a visit takes place within the compliant time period.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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