



We heal and inspire the human spirit.

To: Medi-Cal PCPs & IPAs
From: Provider Relations
Date: May 14, 2026
Subject: **New Member Welcome Message: Schedule Your IHA!**

Beginning May 19, newly enrolled Medi-Cal members assigned to your practice will receive a personalized text message from IEHP containing a unique, secure URL that directs them to an individualized member webpage.

This webpage will help members understand their coverage, how and where to access care, available IEHP resources, and important next steps, like scheduling their **Initial Health Appointment (IHA)**.

What Members Will Find on Their Personalized Webpage:

- Benefit start date
- PCP name and office phone number for scheduling appointments
- Instructions for setting up an IEHP Member Portal account
- Mail order pharmacy information
- A call to action encouraging them to schedule their IHA

Educational videos available include:

- Meet Your Plan: Overview of IEHP benefits and resources
- Preventive Care: Screenings, vaccines, and proactive care planning
- How to Find Care: Mental health, urgent care, Nurse Advice Line, and virtual care

Why This Matters to Your Practice

As members begin receiving this outreach, we hope they **contact your office to schedule their Initial Health Appointment**.

To support timely member care and your practice's Pay for Performance (P4P) success, please ensure:

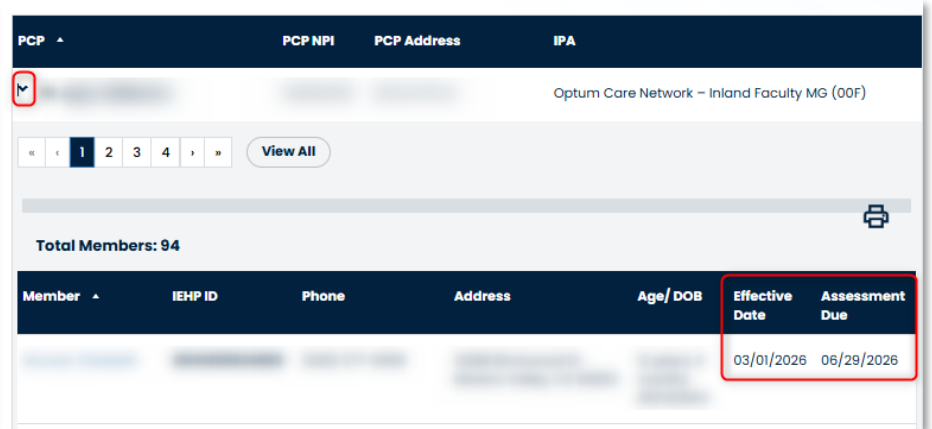
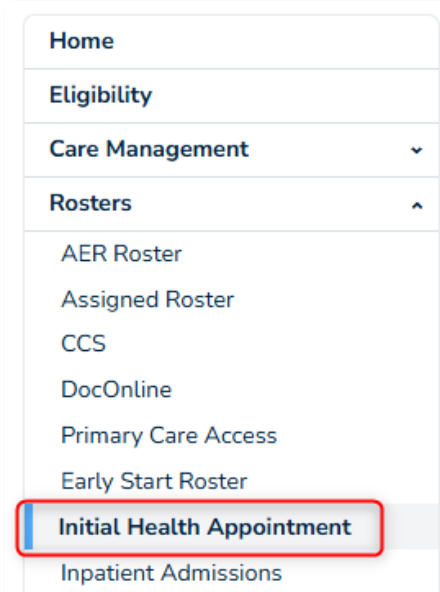
- **Timely access for IHA appointments**
 - ✓ Members ages 18 months and younger should receive an Initial Health Appointment (IHA) within the first 60 days of the effective date of Plan enrollment (no later than 120 days of the effective date of Plan enrollment).
 - ✓ Members ages 18 months and older must receive an Initial Health Appointment (IHA) within the first 120 days of the effective date of Plan enrollment.

Please make sure your team is aware of this upcoming IEHP communication so they can respond confidently to members requesting Initial Health Appointments.

To support these efforts, the Initial Health Appointment (IHA) roster is available via the Provider Portal:

Select Rosters > Initial Health Appointment

1. Click the arrow next to the PCP name
2. Member names and information will populate, including the IHA due date



Timely IHAs help Members start their care journey on the right foot—and help providers maximize P4P outcomes by meeting IHA completion goals.

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