

IE HP

MyPath

PROGRAM

Questions & Answers PROVIDERS



Q. What is MyPath?

A. A palliative care program for members with an advanced disease like cancer or congestive heart failure. MyPath uses a team approach to serve members in their homes and address issues of the body, mind and spirit.

Q. Why would members need the program?

A. Some people with an advanced disease need 24/7 support. MyPath offers it. The program informs members on their condition and guides them through the healthcare process, so they can stay at home with their families and have a better quality of life.

Q. Is MyPath covered by IEHP?

A. Yes. MyPath is a Medi-Cal benefit. All Medi-Cal members are eligible. Also, IEHP provides the benefit for IEHP DualChoice members (only Direct).

Q. How does the program offer extra support?

A. A care team provides support for program members 24/7. For clinical care, MyPath offers a doctor and a nurse. A social worker is also on hand, along with a chaplain, if needed.



Q. Will MyPath providers come to a member's home?

A. Yes, MyPath providers will come to a member's home, a community location or any place the member would like to meet.

Q. Which providers are available in the program?

A. We are currently contracted with multiple providers for the MyPath program. For more information, please reach out to the Provider Call Center at (909) 890-2054.

Q. Do members keep their current benefits while in the program?

A. Yes. They keep all current benefits, stay with their current doctors and continue current treatment plans.

Q. How long can members be in the program?

A. The program targets members with a prognosis of 2 years or fewer. However, there is no time limit.

Q. How does one enroll in the program?

A. A MyPath provider will assess the member's eligibility during a home visit (or at any agreed meeting place). To request an assessment, the member or caregiver can call IEHP Member Services at **1-800-440-IEHP (4347)**, Monday - Friday, 8 a.m. – 5 p.m. The member's primary care provider can also submit a referral to IEHP.

The team works with the primary care provider and specialist to support with:

- Advance care planning
- Care coordination
- Mental health services
- Community resources
- Social needs assessment

Updates on the **MyPath program** will be posted on our provider webpage.

