Heartbeat

Introducing:
IEHP Covered

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Plus:

Medi-Cal Redetermination

Early Detection of Cognitive Decline

Conquering Loneliness and Isolation

IE♥HP
Inland Empire Health Plan

What's INSIDE THIS ISSUE

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

Introducing IEHP COVERED

Inland Empire residents looking for health insurance through Covered California will see a trusted name on the list – Inland Empire Health Plan (IEHP).

IEHP Covered is now available on the exchange, with the lowest cost silver plan in the Inland Empire, for those seeking coverage in 2024. Open enrollment runs from Nov. 1 to Jan. 31, 2024. Additionally, if a qualifying life event occurs, IEHP Covered is available outside of the open enrollment period.

"IEHP will be only the second public managed care plan to go into the exchange," said IEHP Chief Executive Officer Jarrod McNaughton. "Joining Covered California is an important step to ensuring our Members and others in the community can continue to access the quality health care services they need."

IEHP has estimated that every year, approximately 15,000 to 20,000 members in Riverside and San Bernardino counties may lose their Medi-Cal coverage due to increased income reported during the redetermination process.

Covered California is the only place Californians can go to receive financial help to make their coverage more affordable. Right now, 90% of Covered California's 1.6 million enrollees receive financial help, with many people paying $10 or less per month for their health insurance. Based on pre-pandemic trends, nearly half of the consumers who transition from Medi-Cal to Covered California will be able to get quality coverage at little to no cost.

Known as the plan with a heart, IEHP is one of the top 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid public health plan in the country. Now IEHP will be able to extend our services to consumers in the Covered California market who could not previously enjoy the benefits of being an IEHP Member.

Are you interested in being an IEHP Covered provider? Providers interested in being a part of the IEHP Covered network can reach out to **contract@iehp.org**. Please be aware that there are specific quality criteria that providers must meet to be offered an IEHP Covered contract. This may limit some providers from participating.

To learn more about IEHP Covered, visit **IEHP.org** > Browse Plans > Covered California

IE's
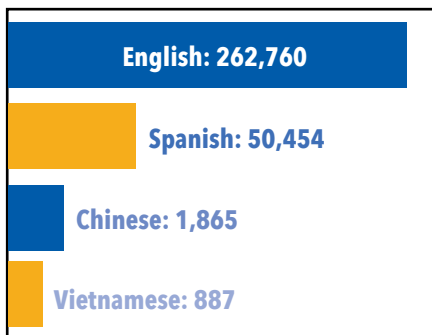## Lowest Cost
Silver Plan

IE♥HP Covered | COVERED CALIFORNIA
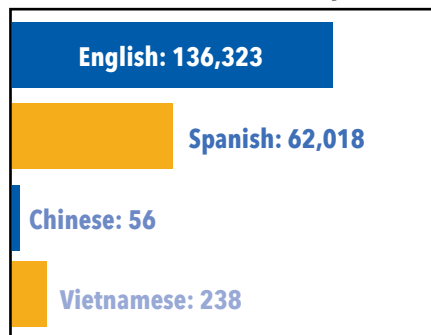
Member Languages
BY REGION

The graphs below illustrate the predominant languages spoken by Members in San Bernardino and Riverside counties. To ensure effective communication with our Members, Providers can verify a Member's preferred language, available on the provider portal's eligibility verification page if the Member has shared this information with IEHP. It is important to arrange for interpreter services at least 5 days in advance of a Member's appointment.
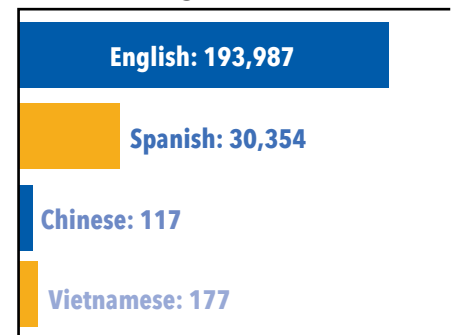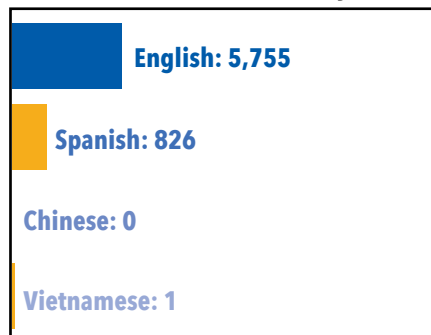
Corona/Temecula/Hemet
- English: 262,760
- Spanish: 50,454
- Chinese: 1,865
- Vietnamese: 887

Coachella Valley
- English: 136,323
- Spanish: 62,018
- Chinese: 56
- Vietnamese: 238

High Desert
- English: 193,987
- Spanish: 30,354
- Chinese: 117
- Vietnamese: 177

Mohave Valley
- English: 2,871
- Spanish: 31
- Chinese: 85
- Vietnamese: 0

Palo Verde Valley
- English: 5,755
- Spanish: 826
- Chinese: 0
- Vietnamese: 1

Riverside
- English: 230,280
- Spanish: 78,066
- Chinese: 460
- Vietnamese: 984

San Bernardino*
- English: 340,137
- Spanish: 97,205
- Chinese: 823
- Vietnamese: 1,378

West San Bernardino**
- English: 143,367
- Spanish: 32,143
- Chinese: 4,752
- Vietnamese: 1,215
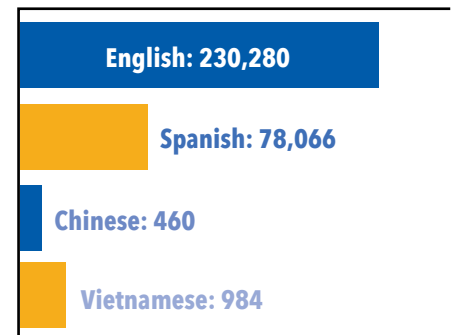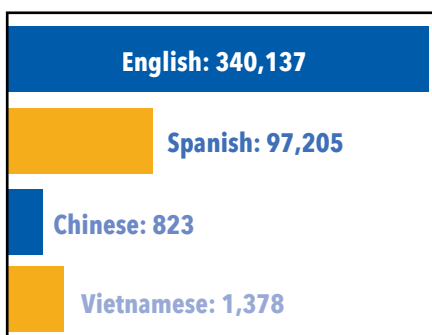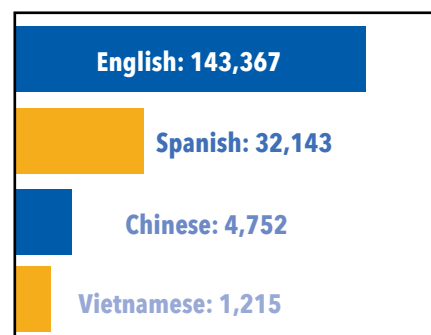
* San Bernardino, Bloomington, Colton, Grand Terrace, Big Bear City, Big Bear Lake, Blue Jay, Crestline, Fontana, Lake Arrowhead, Rialto, Running Springs, Banning, Beaumont, Calimesa, Highland, Lome Linda, Redlands, Yucaipa.

** Alta Loma, Chino Hills, Pomona, Chino, Claremont, La Verne, Montclair, Upland, Ontario, Rancho Cucamonga

Medi-Cal
REDETERMINATION
Ensuring Members Maintain Coverage

When the Public Health Emergency ended in May 2023, California counties began to review whether Medi-Cal beneficiaries still qualified for coverage. As these Medi-Cal redeterminations commenced, disenrollments started to occur on July 1, 2023.

Since then, IEHP has lost an average of 19,000 members per month. October 2023 had the highest number of disenrollments, with 28,000 Members disenrolled from IEHP. The main contributor to these disenrollments: IEHP Members did not complete their redetermination forms on time.

Please talk to your patients about submitting their Medi-Cal redetermination applications to the county Medi-Cal offices on time. When Medi-Cal redetermination applications are submitted on time, eligibility will hold – pending the processing of the renewal.

Here are several ways you can help:

- If you see a Medi-Cal redetermination alert, on the IEHP Provider Portal, ask the Member if they received their yellow redetermination packet in the mail.

- If a Member has not received their yellow redetermination packet, instruct them to contact their county Medi-Cal office to update their address information and request their packet.

  - **Riverside County: 1-877-410-8827**, Monday through Friday, 8 a.m. to 5 p.m.

  - **San Bernardino County: 1-877-410-8829** Monday through Friday, 7a.m. to 5p.m.

- Inform Members they can renew their Medi-Cal coverage in person, by phone, by mail, or online at **www.BenefitsCal.com** by selecting the "Create an Account" link.

- **Inform Members that they can receive assistance by contacting IEHP's Eligibility Support Team at 1-888-860-1296, Monday through Friday, 8 a.m. to 5 p.m. IEHP is here to help!**

Thank you for helping our Members keep IEHP coverage and receive needed care.

STATE OF CALIFORNIA HEALTH
AND HUMAN SERVICES AGENCY

DEPARTMENT OF HEALTH CARE SERVICES

Medi-Cal Renewal Form
You can get this form in another language or accessible format of your choice.
To ask for help in your language, call:

You may lose your Medi-Cal if you do not respond by

Notice date:
Case number:
Case name:
Worker name:
Worker telephone number:

It's time to renew benefits for:
Name
Date of birth

2022 Global Quality P4P Program
TOP 10 PCPs

Inland Empire Health Plan (IEHP) recognizes the Top-Quality Performers in the IEHP PCP 2022 Global Quality P4P Program. These Providers achieved the highest quality scores and demonstrated a commitment to quality of care in the following areas: adult and child preventive health, chronic care, women's health, behavioral health, access to care, and Member satisfaction. The top achievers for the 2023 GQ P4P Program will be determined by Summer 2024.

Congratulations for providing optimal care to our IEHP Members!

Romeo Jamil Samouh, MD
Family Practice, Upland
Score: **3.6923**

James Juenin Wu, MD
Pediatrics, Pomona
Score: **3.5385**

David Sungho Ahn, MD
Pediatrics, Apple Valley
Score: **3.5385**

Hua Bai, MD
Pediatrics, Chino Hills
Score: **3.3784**

Charmaine E. Earle, MD
Family Practice, Victorville
Score: **3.3077**

Maria Nieves Gutierrez-Go, MD
Pediatrics, Indio
Score: **3.2766**

Aruna Pallapati, MD
Pediatrics, Riverside/Corona
Score: **3.2727**

Steve R. Firme, MD
Pediatrics, Upland
Score: **3.1538**

Erica M. Ruiz, MD
Pediatrics, La Quinta
Score: **3.1429**

Irmgard Una Tackie, MD
Pediatrics, Fontana
Score: **3.1000**

Newborn
ENROLLMENT
Baby coverage from day 1

Samantha B. was well-prepared for her baby's arrival, stocking up on essentials such as clothing, diapers, and blankets. However, she was taken aback by the need to get health insurance for her newborn son, Myles.

"I wasn't aware that after your baby is born that you do have to get insurance for them," said Samantha, an Inland Empire Health Plan (IEHP) Member and daughter of a Team Member. "It's something to worry about."

One of the main reasons for a gap in care for children ages 0-2 years old is the failure to enroll newborns into a health plan right after birth.

IEHP partnered with the Women's Center at Pomona Valley Hospital Medical Center (PVHMC) to address this issue. PVHMC's admitting representatives present each expectant mother with a "Welcome Baby" letter upon check-in, which enrolls the baby for ongoing Medi-Cal coverage.

"During the time when Mom is getting ready to bring in a new addition to the family, there are so many things running through her mind," said Nichelle Ford,

patient access manager at PVHMC. "So, Pomona Valley just wants the mom to know we are here for them and with the newborn enrollment process, that baby is covered before Mommy leaves the hospital."

Thanks to the power of partnership, the process of signing up newborns for health insurance from Day 1 is becoming more streamlined, ensuring timely health coverage for newborns.

"What we really hope to do with this partnership is to help our moms and our new families have the support they need to know who that baby's primary care provider is, who their pediatrician is going to be to care for them, and know where to call if they need help," said Genia Fick, IEHP's Vice President of Quality.

IEHP is excited to share that our partnerships to support newborn enrollment are expanding to include Aspen Medical Clinic and Mommy and Me Medical Group.

IEHP appreciates our partnership with our Provider network to ensure that everyone in the Inland Empire has access to the medical care they need.
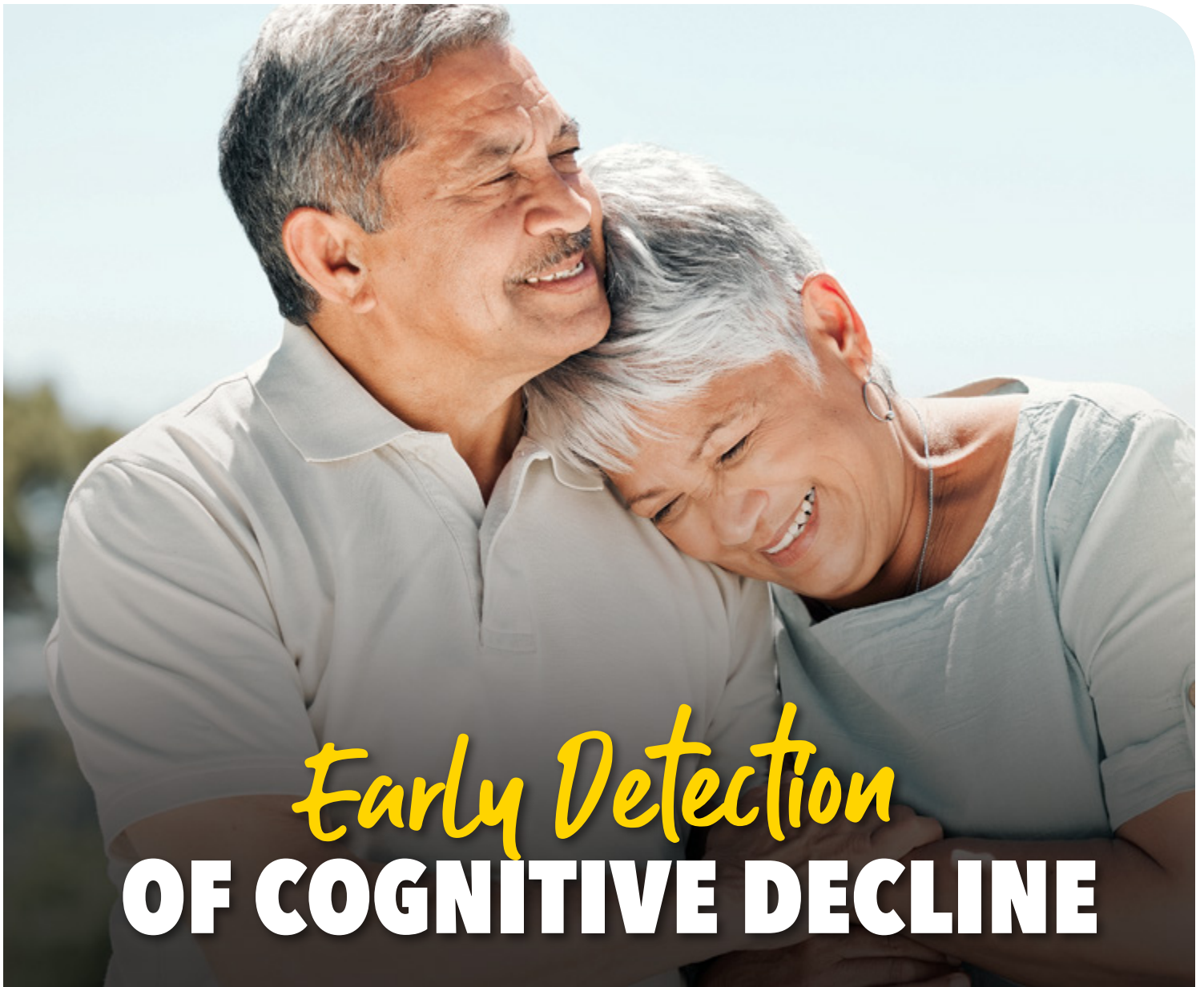
Early Detection OF COGNITIVE DECLINE

By 2040, the number of Californians over the age of 65 living with Alzheimer's disease may more than double. Additionally, Californians over 65 have a one in five chance of developing a type of dementia. Early cognitive decline detection is crucial so work can begin to slow its progression and improve quality of life for both patients and caregivers.

The Dementia Care Aware (DCA) program is designed to equip primary care providers in California with the tools and knowledge to confidently administer cognitive health assessments.

Led by the California Department of Health Care Services (DHCS) and UC San Francisco, DCA is a training and support program that offers a 5 to 10-minute Cognitive Health Assessment screening approach that can be administered during many types of visits. This screening fulfills the Annual Well Visit cognitive impairment screening requirement. Providers who complete the training, and attest via the DCA attestation process, can receive $29 for each annual screening of their Medi-Cal patients who don't have Medicare.

Dementia Care Aware provides training on care planning, connecting patients and caregivers to community resources, and implementing dementia detection and care in clinical practice.

To sign up for training, scan the QR code with a mobile device. For more information, call **1-800-933-1789** or visit **dementiacareaware.org**.

Conquering Loneliness and Isolation
MEETING PEOPLE WHERE THEY ARE

Dr. Vivek Murthy, the United States Surgeon General, released an advisory this year on the public health crisis of loneliness, isolation, and the lack of connection within our communities titled *Our Epidemic of Loneliness and Isolation – The U.S. Surgeon General's Advisory on the Healing Effects of Social Connection and Community.*

Nearly half of American adults report experiencing some level of loneliness. This has been linked to poor mental and physical health outcomes. Social isolation increases the risk of heart disease and stroke by 29% and 32%, respectively, and raises the risk of dementia by 50%. Loneliness is linked to higher rates of depression, anxiety, and suicide.

It's important to recognize the signs of loneliness and social isolation in your patients to assist them in accessing connections in their community. **One option to connect patients with their community is referring patients to IEHP's Community Resource Centers (CRC).** IEHP's CRCs located in Riverside, San Bernardino, and Victorville, offer the following classes free of charge to everyone in our community:

- Fitness
- Nutrition
- Meditation
- Stress Management
- Diabetes Management
- Asthma

The CRCs offer opportunities to build in-person relationships with community members and IEHP's caring team, as was the case for Maria Alvarado, a 92-year-old IEHP Member, who found solace and companionship after the passing of her husband. You can view her full story by scanning the QR code.

For CRC locations, times and a full class calendar visit: **IEHP.org** > Community Resources > Community Resource Center.

If Members express concerns with their mental health, you can fill out a referral to a Behavioral Health Provider on the Provider Portal. You can also direct Members to IEHP Member Services at **1-800-440-4347**, Monday through Friday from 7a.m.-7p.m., and Saturday through Sunday from 8a.m.-5p.m. TTY users can call **1-800-718-4347**. Members can speak to the Behavioral Health Department, who will evaluate the severity of the Member's mental health needs and direct the Member to appropriate care.

Living the Mission
OFFICE STAFF
AWARD

Celebrating Gabriela Morfchak

For over a decade, Gabriela Morfchak has gone above and beyond for the patients visiting Dr. Kazmouz' office in Palm Springs. As the office manager, she is responsible for day-to-day operations, from assisting staff in the office to addressing patient concerns. Gabriela ensures everything runs smoothly, and she offers an empathetic touch to Member care. Gabriela is down-to-earth, displays great levels of humility, and is a team player who has a servant heart.

"There was a Member who was very ill and didn't understand the instructions being given due to a language barrier. [Gaby] took the family and the Member, sat them down and patiently offered resources and assistance to them. She also advocated to give the Member samples of the medication they urgently needed." said Dr. Kazmouz.

Gabriela's compassion extends beyond Members, providing support to the entire practice team.

Her leadership skills are evident in her ability to work under pressure, finding solutions and bringing everyone together by offering a helping hand.

Dr. Kazmouz had this to say about something he learned from Gaby over the years: "I've learned to stay calm under pressure and appreciate her human touch and empathy towards Team Members and Patients."

IEHP is thrilled to honor Gabriela Morfchak as the first Living the Mission Staff Award winner. Congratulations Gabriela, thank you for all that you do!

The Living the Mission Office Staff Award honors office Team Members whose actions and compassionate care go above and beyond to serve our Members and support Providers. **To nominate a Team Member in your office who exemplifies IEHP's Mission, Vision, and Values, scan the QR code with your mobile device and complete the questionnaire.**

NOMINATE NOW!

IEHP HEALTHCARE SCHOLARSHIP FUND

Investing in the Future of Healthcare

IEHP is proud to partner with local academic institutions to support the Inland Empire Health Plan (IEHP) Healthcare Scholarship Fund (HSF). This initiative assists local medical students by alleviating the burden of debt, which can discourage aspiring health care professionals from pursuing their dreams. The Inland Empire (I.E.) has one of the lowest ratios of physicians per 100,000 people in California and by awarding scholarships to students, HSF is helping to increase the number of healthcare providers serving the Inland Empire's growing Medi-Cal population.

As of August 2023, we have invested $8 million and awarded a total of 168 scholarships, with over 30% of the recipients being from the I.E. More than 50% of current HSF recipients are first-generation medical students who grew up in low-income households.

HSF recipients gain access to IEHP's leadership and provider network as a resource in their academic journey. The scholarship has empowered students like Elizabeth Celaya-Ojeda, a four-year award recipient from UC Riverside, to pursue her passion for serving underserved communities.

"I want to work particularly with the underserved in this area because I truly believe that being a physician is a privilege and with that there is a responsibility to be an advocate for those who are facing health disparities. I am particularly interested in providing care to underserved Native American and Hispanic communities. Not many healthcare providers are aware of the disparities these two communities face and I want to be an advocate for them, especially in the Inland Empire," said Ms. Celaya-Ojeda.

Medical students accepted into Loma Linda University Medical School, UC Riverside, and the California University of Science and Medicine are eligible to apply for the scholarship directly through their school. All HSF recipients must commit to practicing medicine in the I.E. for at least five years after graduation.

The HSF is just one of the many ways we are working to make healthcare more accessible and support new physicians in their journey.. By investing in the next generation of healthcare providers, we are excited to play a part in helping the region thrive for years to come.

FLU AND COVID VACCINES

Flu season is here, and it can be especially harmful for pregnant Members, children under five, and adults over 65 years of age. Getting the flu vaccine is particularly beneficial during pregnancy, as it helps protect both the mother and the baby from the disease.

Here are Best Practices for Encouraging Flu Shots:

1. Place flu vaccine educational posters in waiting and exam rooms
2. Talk to parents personally to address their concerns about vaccinating their children for the flu and provide important information when they are hesitant to get their children the flu vaccine.
3. Encourage Members to receive the new single dose COVID-19 vaccine alongside their flu vaccine.

The Riverside County Medical Association (RCMA), San Bernardino County Medical Society (SBCMS), and IEHP have partnered to offer IEHP Providers access to SoCal Doc Jobs, a secure and user-friendly web platform.

On SoCal Doc Jobs, physicians can post job opportunities for medical and office staff for free, and candidates can easily apply for the positions. This platform provides visibility for your job openings, making it easier to hire and retain clinical staff who want to serve the community.

The benefits of SoCal Doc Jobs include:

- A simplified, free process for IEHP Providers to post open job opportunities.
- Easy navigation for job seekers to find and apply for open positions.
- A reliable platform for employers to find qualified clinical staff.

Join us in strengthening the healthcare system and ensuring optimal care for communities.

For more information, please visit **SoCalDocJobs.com** or contact the Riverside County Medical Association at **(951) 686-3342** or via email at **membership@rcmadocs.org**.

COMPLEX CHILDREN AND FAMILY SERVICES

Are you aware of the services and resources that IEHP offers to Medi-Cal Members aged 0-20 with complex needs? Our Complex Children and Family Services (CCFS) is dedicated to addressing the medical and behavioral health care needs of Members who face barriers to care.

The CCFS serves a range of Members, including those with complex medical conditions, high-risk pregnancies, and those in the foster care system. Our services include:

- Case Management
- Member benefit education
- Vision care
- Transportation services to doctor appointments
- Access to community services (e.g. food pantries and shelters)
- Behavioral health care focused on anxiety, autism, and depression
- Physical and/or mental health care and resources

To learn more about the CCFS Team and resources, call IEHP Provider Services at **(909) 890-2054** and ask for the CCFS Team at extension **8580**. You can also visit **IEHP.org** > Browse Plans > Medi-Cal to learn more about resources and benefits for Medi-Cal Members.

Living the Mission Awards 2024

IEHP's *Living the Mission Awards* honor Providers, Community Partners, and entities whose actions and contributions embody IEHP's Mission, Vision, and Values. **The nomination windows open from November 1 through January 31.**

Four different *Living the Mission Awards* will be conferred at the 2024 IEHP Annual Mission Conference:

INSPIRE AWARD

This award honors a Provider, entity, or Community Partner that exemplifies IEHP's Mission, "We heal and inspire the human spirit." This is demonstrated by:

- Having compassion that extends to all the people they serve
- Investing time and energy in their community through acts of service
- Inspiring and motivating others to serve and to be their best
- Being a servant-leader that others want to follow and emulate

OPTIMAL CARE AWARD

This award honors a Provider or entity that exemplifies world-class care and outcomes in preventive care, chronic care, or hospital care. This is demonstrated by:

- Clinical care and outcomes that exceed national benchmarks and consistently follow best practice
- Care that is seamlessly coordinated from prevention through the whole care continuum
- Care that is built on cultural humility and respectful, holistic, human-centered experiences

Note: This award is based on IEHP review of clinical outcome data and is not open for public nomination.

VIBRANT HEALTH AWARD

This award honors a Provider, entity, or Community Partner that exemplifies engagement with the well-being and joyful life of the residents of the Inland Empire. This is demonstrated by:

- Passionate participation in raising awareness of and reducing the social determinants of ill-health
- Actively supporting core individual and community needs such as food security, shelter, and safety
- Working to ensure health and well-being are equitably experienced across our diverse communities

CREATIVITY AND INNOVATION AWARD

This award honors a Provider, entity, or Community Partner that exemplifies the courage to "break the mold" to address the health concerns of the residents of the Inland Empire. This is demonstrated by:

- Daring to experiment and do something to truly shift the paradigm
- Innovating to improve care for our communities

Share your specialty with medical students at an evening of...

UCR | School of Medicine

Speed Mentoring

Wednesday, February 7th | 6 p.m. – 8 p.m.
(Dinner Served)

Location: UCR Alumni & Visitor Center
3701 Canyon Crest Dr., Riverside
(Free Parking at Lot 24 across the street)

As you know the road to medicine is a long journey, and the next generation of physicians need our support. In partnership with the UC Riverside School of Medicine, RCMA is sponsoring an evening of Speed Mentoring. Speed Mentoring is similar to Speed Dating. Physicians with similar specialties will be grouped together at tables while medical students rotate through each table asking questions and learning about each specialty.

Come And Represent Your Specialty!

Though all specialties are welcome, specialists are especially encouraged to participate.

All Specialties Welcome

Please RSVP to RCMA at membership@rcmadocs.org, (800) 472–6204, QR Code or www.rcmadocs.org/events

AI FIRST ANNUAL HEALTHCARE CONFERENCE

an experiential deep dive into the latest technological transformation for physicians, healthcare executives, innovators and health plans.

The future of healthcare is upon us. Are you ready?

Spend an extraordinary day with us learning about and playing with the very latest Artificial Intelligence (AI) technologies. These are the innovations that are rapidly transforming today's healthcare delivery system and changing the face of medical practices and care delivery nationwide.

AI is now drastically improving efficiences by cutting documentation time, reducing staffing overload and provider burnout, while boosting quality performance, patient outcomes and satisfaction population health care delivery efficiencies.

Speakers and Topics

Reid Conant, M.D., FACEP
Chief Medical Information Officer at Microsoft Nuance

Topic: Eliminating the Pain of Documentation Overload

Discover a phenomenal approach for reducing documentation time, boosting face-to-face time and eliminating pajama time.

Prentice Tom, M.D.
Chief Medical Officer at Kintsugi

Topic: Behavioral Health Screening: AI and Voice Biomarkers

Introducing a fascinating practice-based strategy for monitoring patients facing behavioral health challenges.

Ted Robertson
Managing Director at ideas42

Topic: Applying AI in Healthcare for Better Outcomes

Applying AI to the challenges of engaging patients and boosting adherence.

Christian Dameff, M.D. & Jeff Tully, M.D.
Co-Directors of the Center of Healthcare Cybersecurity at UC San Diego

Cybersecurity in the Emerging World of AI

Exploring the challenges, threats and potential pitfalls of AI in healthcare delivery systems and physician practices.

Friday, April 26, 2024
8:30am to 3:30pm

The Atrium at IEHP
10801 Sixth Street
Rancho Cucamonga, 91730

Registration Fee:
$149 per person
$50 Residents/Students
CME Available

Register to attend at:
rcmadocs.org/aiconference
or scan the **QR** code for
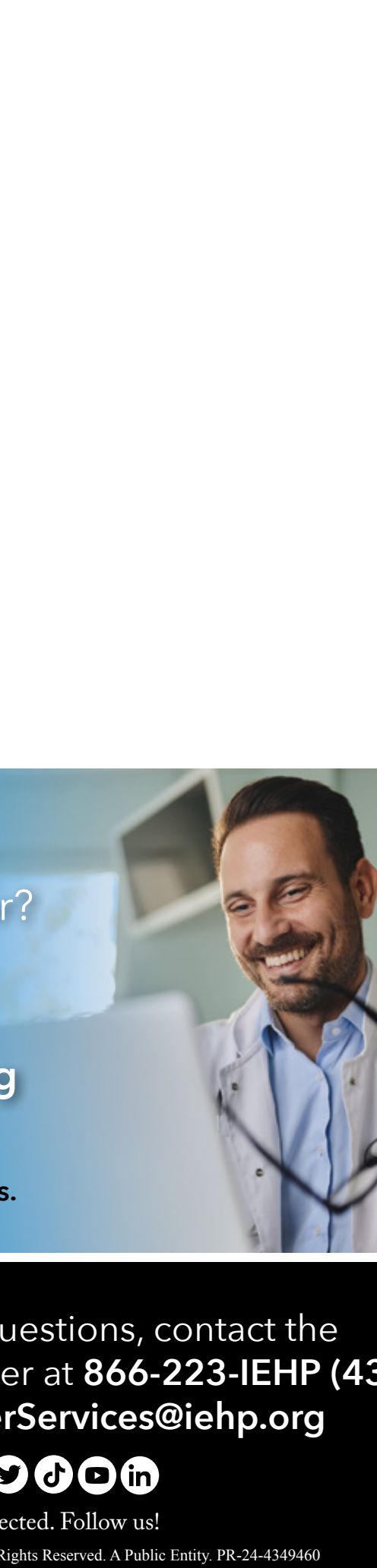registration **RSVP required**

Hosts:

Co-Hosts:

For more information or to register please contact Riverside County Medical Association
Dawne Bonanno at (800) 472-6204 or dbonanno@rcmadocs.org

IE♥HP
Inland Empire Health Plan

P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

Is your practice moving?

Have a new phone number?

Email us promptly all
updates to your practice:
ProviderUpdates@iehp.org

**Thank you for helping us keep your
information up to date for our Members.**

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

Stay connected. Follow us!