



We heal and inspire the human spirit.

To: All Hospitals and Skilled Nursing Facilities
From: IEHP – Provider Relations
Date: March 20, 2024
Subject: **IEHP Single Point of Contact Team and Alpha Split**

We want to inform you about an important update regarding our care coordination efforts, which align with the requirements outlined in the DHCS Population Health Management Policy Guide.

As part of our ongoing commitment to enhancing the quality of care provided to our members during the transition from inpatient to another level of care, **Inland Empire Health Plan (IEHP) has implemented a Single Point of Contact (SPOC) team. The SPOC team will be a crucial liaison between the Member, the discharging facility, the Primary Care Physician (PCP), and the Managed Care Plan (MCP).**

Our primary goal is ensuring members receive the highest level of care while fostering seamless communication between the health plan and the discharging facility. To achieve this, IEHP has created a direct pathway, facilitating communication and coordination between your facility and our health plan.

Key Highlights of the IEHP Single Point of Contact Team Implementation:

- **Single Point of Contact Team Phone Queue:** We have a dedicated SPOC team phone queue, ensuring your facility can easily reach us when needed. Your organization’s assigned SPOC team phone number is provided to your Care Management (CM) team daily via fax.
- **Single Point of Contact Alphabetical (Alpha) Split Grid:** We have also implemented an alphabetical split grid by member last name. This grid will contain essential contact information for the assigned SPOC team, making it easier for your staff to connect with the appropriate liaison quickly. This grid is routinely sent to your CM team.
- **For Skilled Nursing Facilities:** Identify the hospital the member was admitted from and contact the corresponding regional phone number provided on the SPOC grid, which is periodically provided to your facility.

IEHP is committed to maintaining the highest standards of care and collaboration, and we believe that the introduction of the SPOC team and associated tools will significantly enhance our ability to provide seamless care transitions for our members.

When calling the single point of contact team phone queue provided to your teams, please follow the prompts to be connected to a representative.

We understand the importance of a collaborative relationship between your facility and IEHP, and we look forward to working closely with you to ensure the best possible outcomes for our members.

If you have any questions or need further information about the SPOC team or our care coordination efforts, please do not hesitate to reach out to our leaders assigned to your region at the very top of the Single Point of Contact (SPOC) Alpha Split Grid.

IEHP Covered California:

On January 1, 2024, IEHP launched a new venture, IEHP Covered, a commercial insurance plan. To enhance communication and support, IEHP Covered features a dedicated phone line exclusively for facility use, enabling direct contact with the IEHP Covered Team. This number is included in the Single Point of Contact Grid described above.

Thank you for your continued partnership in delivering exceptional healthcare services to our members. Together, we can make a positive impact on the health and well-being of the communities we serve.

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > Provider Central > News and Updates > Notices