Questions?
Call IEHP Member Services
1-800-440-IEHP (4347)
1-800-718-IEHP (4347) for TTY users
8am–5pm | Monday-Friday
www.iehp.org

IEHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-440-4347 (TTY: 1-800-718-4347). IEHP cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-4347 (TTY: 1-800-718-4347). IEHP遵守適用的聯邦民權法律規定, 不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助的服務，請致電 1-800-440-4347 (TTY: 1-800-718-4347).

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WHAT YOU NEED TO KNOW
About Coronavirus (COVID-19)

COVID-19 is a virus that causes breathing problems in people. The virus passes from person to person through close contact and droplets in the air from coughing or sneezing (like the common cold or flu).

What are the symptoms?
Most people who get COVID-19 feel like they have the flu. Symptoms can range from mild to severe. They include fever, cough and breathing problems.

What should you do if you think you have COVID-19?
Stay home and call your Doctor’s office first. Tell them your symptoms and if you’ve traveled to infected regions or were around people who recently came back from those regions. Your Doctor may offer telehealth services or tell you what to do next.

If you can’t reach your Doctor or if it’s after-hours, you can call our 24-Hour Nurse Advice Line at 1-888-244-4347 or 1-866-577-8355 for TTY users. Our trained Nurses offer medical advice and, if needed, will connect you with a Doctor via phone or video chat.

To get the latest updates on COVID-19, visit iehp.org.
Tips for Filling Your Prescription
To help you stay home

On March 19, 2020, Governor Gavin Newsom issued a stay-at-home order for all of California. This means all residents must avoid crowded places like restaurants and family gatherings. You should only leave your house for essential needs such as groceries and important medical treatment.

IEHP can help you limit your trips to public places by offering our free mail order delivery service for both new and refill prescriptions. By using this service, you can get your medicines mailed to your home at no cost by using standard shipping.

It’s easy to get started:

Step 1: Join AllianceRX Walgreens Prime Mail Service online at www.alliancexwp.com/home-delivery or call 1-800-345-1985.

Step 2: Ask your Doctor to send a valid prescription to AllianceRX Walgreens Prime Mail Service. Or ask your local pharmacy to transfer a prescription directly to AllianceRX Walgreens for future refills.

Questions?
Please call IEHP Member Services at 1-800-440-IEHP (4347), 8am – 5pm. Ask for the Pharmacy Department. TTY users should call 1-800-718-4347 or call the California Relay Line at 711.

What if I have an emergency prescription?
If you have an emergency prescription or need a refill right away, find out if your local pharmacy offers same-day delivery. If not and if you are feeling sick, send someone to pick up the medicines for you.

You can also limit trips to your local pharmacy by asking for a 90-day supply. If you have any issues, please call Member Services.
Need Help Getting to Your Medical Visit?

At least five business days before your health visit, call IEHP Member Services at 1-800-440-4347, Monday – Friday, 8am – 5pm. TTY users should call 1-800-718-4347. Ask to speak to the IEHP Transportation Team.

Note: Not all Members qualify for door-to-door service. Ask us about bus passes, too.

Important Announcement

IEHP remains open to help you get the care and services you need. You can still reach us by calling Member Services at 1-800-440-IEHP (4347), 8am – 5pm. TTY users should call 1-800-718-4347 or call the California Relay Line at 711.

However, to help protect our community’s health during the COVID-19 situation, IEHP buildings are closed to visitors at this time. In addition, all classes and events are canceled at our Community Resource Centers until further notice.

We are sorry for any trouble this causes you and hope to get back to our regular schedule as soon as we can.
Be Part of the WISDOM Study

The WISDOM Study (Women Informed to Screen, Depending on Measures of risk) is helping end confusion about mammograms. Medical researchers from University of California need study volunteers. You will:

❤️ Find out about your personal risk for breast cancer
❤️ Help clarify screening guidelines for you, your sister, daughter and future generations
  - Participate mostly from home, and there are no extra medical visits required
  - Team up with medical researchers from University of California to discover the best guidelines for mammograms

Who can join? Women who:
❤️ are 40 – 74 years old
❤️ have not had breast cancer or DCIS (ductal carcinoma in situ)

Questions?
Visit: wisdomstudy.org
Email: info@wisdomstudy.org
Call: 1-855-729-2844

Please update the phone number and website you have for DMHC:

DMHC contact - OLD
Phone number: 1-888-HMO-2219
Website: http://www.hmohelp.ca.gov

DMHC contact - NEW
Phone number: 1-888-466-2219
Website: http://www.dmhc.ca.gov
Our Care Teams Work Together

IEHP’s Behavioral Health and Care Management Teams are now working together to better serve you! You have access to Nurses, Licensed Clinical Social Workers, Support Staff and Community Health Workers. They are assigned to the area where you live.

You may want to call your care team if you need help:

❤ Getting the care you need
❤ Coordinating your mental health care with your physical health care
❤ Getting the benefits and services you need

You can reach your team by calling the IEHP Member Services number on the back cover. For details, visit our Behavioral Health page on www.iehp.org.

Share the News!

California’s governor signed a law to expand Medi-Cal to income-eligible undocumented adults from ages 19 to 26. If you know someone who may be eligible for this expansion, then tell them to call IEHP.

To learn more, call our Enrollment Advisors Unit at 1-866-294-IEHP (4347), Monday – Friday, 8am – 5pm. TTY users should call 1-800-720-4347.
Opioids are often given to manage chronic pain or when other medicines have not worked. But the risk of addiction and overdose can be high.

Luckily, there is an antidote – naloxone. This medicine is used to reverse the effects of opioids for a short time.

Your Doctor can prescribe naloxone and it can be picked up from an IEHP network pharmacy. Certain pharmacies make it available without a prescription. Call your pharmacy to find out.

Tell caregivers, family members or friends how to use naloxone if you or a loved one start to show signs of overdose. These signs may be slow breathing, cold or clammy skin and unconsciousness. You need to get emergency medical help right away.

More facts about naloxone:

- Available at IEHP network pharmacies
- Covered through the State for all IEHP Members
- No Prior Authorization (PA) needed

To learn more, talk with your Doctor and Pharmacist.

Did you know?
Examples of opioids are oxycodone, hydrocodone, fentanyl, and tramadol.
Maternal mental health condition has been added to the list of conditions for which you can get continuity of care. This is a mental health condition that can impact a woman before, during and after pregnancy (up to one year after delivery).

To learn more, see the Continuity of Care section (Chapter 2) of your Medi-Cal Member Handbook. You can also contact IEHP Member Services at the number on the back cover.