



To: Medi-Cal IPAs, PCPs, Specialists and BH Providers
From: IEHP – Provider Relations
Date: February 23, 2021
Subject: **Complex Care Management (CCM) Program**

Do you have IEHP Members with severe chronic conditions?

Inland Empire Health Plan (IEHP) is here to help with the **Complex Care Management (CCM) Program**. This program was developed to assist you in supporting our Members' caregivers and their families in coordinating care and services.

The conditions that are managed in this Complex Care Management Program may include those Members who have serious illnesses, such as advanced liver disease, cancer, decompensating neurological conditions, new cerebral neurological conditions, new cerebral vascular accident, and/or chronic uncontrolled physical conditions and/or behavioral health symptoms that impact Members' activities of daily living (ADLs).

Members for this program are referred through multiple avenues:

- Medical management program referrals;
- Discharge planner referrals;
- Member or caregiver referrals or
- Practitioner referrals

IEHP accepts referrals for Members who may benefit from this program. Please fill out the Care Management referral form located on the IEHP non-secure website at:

www.iehp.org > For Providers > Provider Resources > Forms > UM/CM > Care Management Referral Form (PDF) and send via secure e-mail to CMReferralTeam@iehp.org along with all applicable documentation.

Our IEHP Complex Care Management Team will work closely with you and the Member's assigned IPA until the Member's condition stabilizes. IEHP offers and provides an Interdisciplinary Care Team (ICT) that will individualize Member's plan of care and keep you informed of the Member's progress. To access your copy of the Member's Complex Care Plan, please go to the Secure IEHP Provider Portal at:

www.iehp.org > Rosters > Health Management > Care Plans and HRAs.

IEHP is available to assist, Monday through Friday from 8am-5pm. Should you need to contact a member of the Care Team, please do not hesitate to call our Provider Relations Team at (909) 890-2054 and the Complex Care Manager assigned to Member's case will assist you.

Thank you and we appreciate partnering with you towards improving the health of our Members.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondences.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.