



To: PCPs and IPAs
From: IEHP – Provider Relations
Date: July 16, 2021
Subject: 2021 Member Incentive and Standing Orders Programs

Inland Empire Health Plan (IEHP) is pleased to announce that the 2021 Member Incentive and Standing Order Programs have launched! As a reminder, these programs incentivize Medi-Cal and Medicare Members for completing needed screenings, labs, or immunizations.

Eligible Medi-Cal and Medicare Members are identified in one of two Member incentive program categories: Members **with orders** and Members **without orders**.

- **With Orders**: Members assigned to PCPs who elected to participate in the Standing Orders Program can go directly to radiology or lab facilities to complete their needed labs/screenings.
- **Without Orders**: Members must visit their PCPs for needed lab/screening/immunization.

IEHP began notifying Members eligible for the incentive programs in June 2021 via mailed communications. Providers with participating Members began receiving incentive program Member rosters in July 2021. These rosters can be used to identify Members eligible to receive a gift card for completing needed screenings, labs, or immunizations.

The table below outlines the measures included in this year’s programs and the associated incentive amounts:

	Flu & Rotavirus (0-12 months)	Flu (13-24 months)	HPV (12-13 years)	Cervical Cancer Screening	Diabetic Lab – HbA1c only	Breast Cancer Screening	Diabetic Retinal Eye Exam	Diabetic Labs – HbA1c and Microalbumin	Colorectal Cancer Screening
	Medi-Cal Only					Both Medi-Cal & Medicare		Medicare Only	
Standing Orders PCP visit NOT required					✓	✓		✓	✓
Without Orders PCP visit required	✓	✓	✓	✓	✓	✓	✓	✓	✓
Incentive (Member Gift Card) Amount	\$50	\$25	\$50	\$25	\$25	\$25	\$25	\$25	\$25

Once the care gap has been completed, and the claim/encounter is received through standard billing channels, the Member will be sent the incentive.

Services must be done by 12/31/2021 or other identified completion date to qualify for the 2021 program incentive. IEHP will review all data sources at least monthly and identify Members that have completed the services within the specified timeframe, making them eligible to receive the gift card.

Please direct Members’ gift card questions/inquiries to the appropriate IEHP Member Services Team:

Only Medi-Cal with IEHP: 1-800-440-IEHP (4347), 8am-5pm (PST), Monday-Friday; TTY users should call 1-800-718-4347 or email MemberServices@iehp.org.

IEHP DualChoice/BOTH Medicare and Medi-Cal with IEHP: 1-877-273-IEHP (4347), 8am-5pm (PST), 7 days a week, including holidays; TTY users should call 1-800-718-4347; or email MemberServices@iehp.org.

Lab, Screening, or Immunization	Deadline for Member to complete service:
Breast Cancer Screening- Mammogram (BCS) Cervical Cancer Screening- Pap Smear (CCS) Diabetes Screening- Dilated Retinal Exam (DRE) Diabetic Labs- Hemoglobin A1c (CDC) Colorectal Cancer Screening (COL)	Members will be eligible for a gift card if screening/lab is completed by 12/31/2021 .
Immunizations- Flu & Rotavirus (0-12 months)	Member is eligible for a gift card if Flu vaccine <u>AND</u> Rotavirus series are completed by the child’s 1st birthday .
Immunizations- HPV (12-13 years)	Member is eligible for a gift card if the HPV series (2 or 3 doses) is completed by the child’s 13th birthday .
Immunizations- Flu (13-24 months) <i>*Letters will be sent to Members during the early part of the 2021 flu season. Mailings tentatively scheduled for September 2021 release.</i>	Member is eligible for a gift card if Flu vaccine is completed by the child’s 2nd birthday .

Thank you for your continued collaboration to ensure Members receive needed preventive health screening, labs, and immunizations. **Your efforts to provide the highest quality care to our Members is greatly appreciated.**

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

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.