


**To:** All PCPs and IPAs  
**From:** IEHP – BH  
**Date:** February 22, 2022  
**Subject:** **UPDATED LAUNCH DATE: Pyx Health Mobile Application: Pilot Program**

Inland Empire Health Plan (IEHP) has partnered with **Pyx Health** to pilot an app-based program for up to 100,000 Members, has adjusted the launch date from February 16, 2022, to **March 7, 2022**.

The guide below provides information regarding the **Pyx Health app** and how it is designed to benefit our Members or visit <http://www.PyxHealth.com> for more information.

QUESTION	ANSWER
<b>What is Pyx Health?</b>	<ul style="list-style-type: none"> <li>• Pyx Health is a mobile application (app) available to a specific Member population, addressing loneliness and social isolation.</li> <li>• Pyx Health is available 24/7 and offers screenings for loneliness, depression, and social determinants of health.</li> </ul>
<b>Who is the target population?</b>	<ul style="list-style-type: none"> <li>• English or Spanish speaking Members</li> </ul> <p><u>who are:</u></p> <ul style="list-style-type: none"> <li>• Cal MediConnect</li> <li>• Medi-Cal Seniors and Persons with Disabilities</li> <li>• Members who are homebound</li> </ul>
	<p><u>Exclusions from the pilot:</u></p> <ul style="list-style-type: none"> <li>• Medi-Medi and Kaiser Members</li> <li>• Members without a listed phone number or who are registered on the “Do Not Call” list</li> <li>• Members eligible and/or enrolled in Enhanced Care Management (ECM)</li> <li>• Members enrolled in Complex Care Management (CCM)</li> <li>• Members under the age of eighteen</li> <li>• Members who are using the Baby &amp; Me application</li> </ul>

<p><b>How will Members in the pilot population be notified about Pyx Health?</b></p>	<ul style="list-style-type: none"> <li>An informational postcard will be sent to Members in the pilot population:</li> </ul>  <ul style="list-style-type: none"> <li>Pyx Health representatives will outreach to Members in the pilot population to assist with downloading the mobile app or accessing it via the Member's smart phone, computer, or tablet, upon Member's acceptance and program engagement.</li> </ul>
<p><b>What is the goal of this pilot?</b></p>	<ul style="list-style-type: none"> <li>Support Members experiencing loneliness and social isolation via a simple, easy-to-use, innovative technology.</li> <li>To connect Members to IEHP if a need is identified via the mobile app platform.</li> </ul>
<p><b>What are the responsibilities of the Provider and IPAs for Members in this pilot population?</b></p>	<p>No action is required, but:</p> <ul style="list-style-type: none"> <li>IEHP will post a monthly file via the SFTP for IPAs by the 10<sup>th</sup> of each month, including Members who are in the Pyx Pilot Program.</li> <li>If Pyx refers a Delegated Member to IEHP to address a need and the identified need is an IPA responsibility, IEHP will follow the standard referral process to route the case to the assigned IPA.</li> </ul>

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

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence