



A Public Entity

Inland Empire Health Plan



To: All PCPs, Specialists and Behavioral Health Providers
From: IEHP - Community Supports Team
Date: August 29, 2022
Subject: **REMINDER - Community Supports Services Available for Members**

Effective January 1, 2022, Inland Empire Health Plan (IEHP) is offering **Community Supports** for eligible members. These services are available as medically appropriate, cost-effective alternatives to standard benefits.

Community Supports

IEHP offers eleven (11) of fourteen (14) Department of Health Care Services (DHCS) pre-approved Community Supports Services to our members:

- Housing Transition/Navigation Services
- Housing Deposits
- Asthma Remediation
- Short-Term Post-Hospitalization Housing
- Medically Supportive Food/Meals/Medically Tailored Meals
- Home Modifications
- Sobering Centers (Riverside County)
- Housing Tenancy and Sustaining Services
- Recuperative Care
- Community Transition Services/Nursing Facility Transition to a Home
- Nursing Facility Transition/Diversion to Assisted Living Facilities

***Community Supports may be an excellent resource for children and adults with needs identified through an Adverse Childhood Experiences Screening (ACES).**

Providers must complete a certified ACEs Aware Core Training and attest to completing with DHCS to qualify for Prop 56 supplemental payments for ACEs. <https://training.acesaware.org>

How to Refer for Community Supports

Utilize IEHP's secure Provider Portal to refer any IEHP member, including members assigned to an IPA:
Provider Portal > Referrals > Service Requested > Community Support Services

Members can also self-refer by calling Member Services at: (800) 440-IEHP (4347).

You may also visit our website at:

www.iehp.org > For Providers > Special Programs > Community Supports

As a reminder, all communications sent by IEHP can also be found on our website at:

www.iehp.org > For Providers > Plan Updates > Correspondences

For questions or for more information, please contact your Provider Service Representative by calling the Provider Call Center at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org