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To: Medi-Cal PCPs and IPAs
From: IEHP – Provider Relations
Date: May 4, 2023
Subject: **REMINDER: Initial Health Appointment (IHA) Roster**

Effective January 1, 2023, the “Initial Health Assessment” is now known as the “**Initial Health Appointment.**” The Individual Health Education Behavioral Assessment (IHEBA) and Staying Healthy Assessment (SHA) are no longer required components of the IHA.

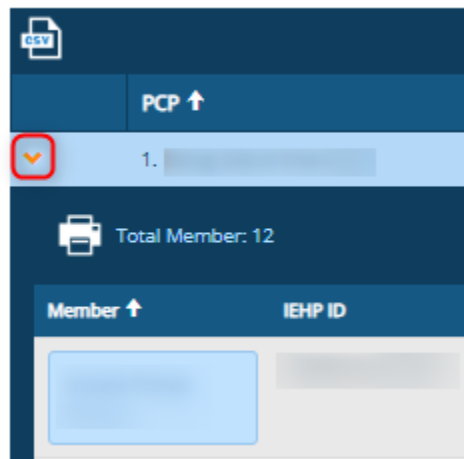
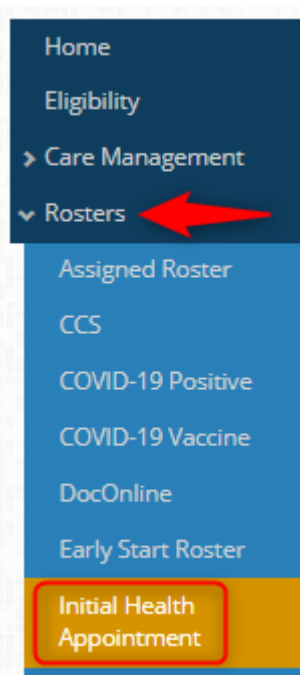
The Department of Health Care Services (DHCS) requires that **all newly enrolled Medi-Cal Members must receive an Initial Health Appointment (IHA):**

- **within 120 days of enrollment for Members 18 months of age and older**

For Members less than 18 months of age:

- **within 60 calendar days of enrollment or within periodicity timelines established by the AAP Bright Futures for age 2 and younger, whichever is sooner.**

Please access the Initial Health Appointment (IHA) via IEHP’s Secure Provider Portal:



1. Select Rosters
2. Select Initial Health Appointment
3. Click arrow next to the PCP name
4. Click on the blue box with Member name
5. The following screen will display the IHA due date.

How do I bill IHA visits conducted via telehealth?

Please bill telehealth IHA visits using **Place of Service (POS) codes: 02 or 10 (as appropriate) and Modifier 95, 93 or GQ*** in addition to codes noted in the Global Quality P4P Program Guide for each measure. After the Covid-19 Public Health Emergency (PHE) concludes on May 11, 2023, provisions remain to accept telehealth visits to help bridge Provider efforts with IHA measure compliance.

IHAs conducted via telehealth are required to include all the following components:

- Comprehensive medical history and physical including a complete social history
- Completed mental health exam
- Identification of risks
- An assessment of need for preventive screenings or services
- Health education
- Diagnosis and plan for treatment of any diseases
- A plan for a follow-up comprehensive physical **must** be documented and completed in the medical record. It is highly recommended to complete a face-to-face comprehensive physical exam within 120 days of the telehealth visit or lift of the public health emergency (PHE).

Telehealth Place of Service codes:

- POS 02: Telehealth Provided Other than in Patient's Home Descriptor: The location where health services and health related services are provided or received, through telecommunication technology.
- POS 10: Telehealth Provided in Patient's Home Descriptor: The location where health services and health related services are provided or received through telecommunication technology.

*Telehealth Modifiers:

- 95 - Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction).
- 93 - Audio-only synchronous (synchronous service rendered via telephone or other real-time interactive audio-only interaction).
- GQ - Asynchronous interaction (Used to denote store-and-forward modality).

IMPORTANT REMINDERS:

A plan for provision of appropriate preventive services must be documented in the medical record.

Providers must conduct a face-to-face visit with Members seen for an IHA visit via telehealth to complete the IHA physical exam component and ensure that all required components are addressed.

We recommend with the conclusion of the Covid-19 PHE that every effort be made to complete IHA visits in person, when deemed clinically safe to do so.

All communications sent by IEHP can be found at: www.iehp.org > For Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org