



A Public Entity

Inland Empire Health Plan



To: IEHP Behavioral Health Provider
From: IEHP – Provider Relations
Date: September 20, 2018
Subject: **Psychiatry Walk-In Clinic in Victorville**

IMPORTANT ANNOUNCEMENT!

We are pleased to introduce you to a FREE Psychiatry Walk-In Clinic in Victorville for your IEHP Members. This service helps support quality patient care and improve access!

If your IEHP Members need a refill of their medications for their behavioral health condition or have been waiting too long to get an appointment to see a Psychiatrist for medication management, you can send them to this FREE Psychiatry Walk-In Clinic in Victorville.

There's no appointment or prior approval needed!

Psychiatry Walk-In Clinic
14390 Park Ave., Victorville, CA 92392
(442) 327-9311. TTY users should call 711.
Monday – Friday, 9am – 5pm.

This clinic will offer the following services:

- IEHP Members can get outpatient access to psychiatry.
- IEHP Members can see a Nurse Practitioner or Psychiatrist for consultation.
- IEHP Members can get a refill of medications (if appropriate) for their behavioral health condition.

For medical and mental health emergencies, please refer patients to the nearest emergency room, call 911 or follow office protocol.

NOTE: IEHP Members who have Kaiser IPA as their health care provider should contact Kaiser Permanente for Behavioral Health Services. Members whose secondary insurance is IEHP should contact their primary insurance.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

If you have any questions, please contact the Provider Relations Team at (909) 890-2054, Monday – Friday, 8am – 5pm, or email ProviderServices@iehp.org.