



Inland Empire Health Plan



**To:** All IEHP PCPs  
**From:** IEHP – Provider Relations  
**Date:** January 2, 2019  
**Subject:** **The New IEHP Health Homes Program**

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On **January 1, 2019**, Inland Empire Health Plan (IEHP) launched the **IEHP Health Homes Program (HHP)**. This new, no-cost Medi-Cal benefit helps eligible IEHP Members with certain complex chronic health conditions – like diabetes, hypertension or kidney disease – and who meet other specific criteria get the health care and community services they need.

The HHP provides these vulnerable Members an additional care team to help coordinate and manage their care. The care team consists of a Nurse Care Manager, a Behavioral Health Care Manager, a Care Coordinator, and a Community Health Worker. These specially trained professionals collaborate with IEHP Members' Primary Care Physicians (PCPs), Specialists, and family support systems to create a personalized plan of care.

#### **WHO IS ELIGIBLE FOR THE HHP?**

The HHP is a Medi-Cal benefit covered by IEHP for eligible Members, regardless of IPA delegation. To be eligible:

- IEHP Members must meet specific health and acuity criteria; and
- IEHP Members must not be receiving similar services from another program.

#### **HHP BENEFITS**

The HHP offers person-centered, team-based care coordination with a strong focus on behavioral health care and social supports and services. By better coordinating care and linking people to needed services, the HHP is designed to improve health care quality and health outcomes, enhance communication, and reduce costs. The HHP care team will mostly meet with Members at their PCPs' office or by telephone. In more rural areas, or for IEHP Members with extremely complex needs, the care team may meet with them anywhere the Members can meet within the coverage area, including where they live.

Please direct eligible IEHP Members who need the HHP services to call IEHP Member Services at **(800) 440-4347**, Monday – Friday, 8am – 5pm. TTY users should call **(800) 718-4347**.

For more details, please visit:

<https://ww3.iehp.org/en/Providers/Special-Programs/Health-Homes-Program>

If you have any questions, or if you would like some IEHP Health Homes Program brochures to share with your IEHP Members, please call the IEHP Provider Relations Team at **(909) 890-2054**.

If you have programmatic questions, please submit them to [healthhomes@iehp.org](mailto:healthhomes@iehp.org).