To: All IPAs and PCPs
From: IEHP – Provider Relations
Date: October 15, 2020
Subject: Protect Your Members from the Flu

With Providers and hospitals still grappling with the effects of COVID-19, it is more important than ever to help your Members prepare for the flu season. Here are some ways you can help them fight the flu:

• Share that the Centers for Disease Control and Prevention (CDC) recommends the flu vaccine for everyone 6 months old and older (with rare exceptions)
• Educate your Members on the facts about the flu vaccine
• Refer them to IEHP’s 24-Hour Nurse Advice Line if they need care after office hours (the phone number is on their IEHP Member card)

For more resources to help your Members understand the importance of getting a flu shot, please visit our website: www.iehp.org > For Providers > Provider Resources > Health & Wellness

REIMBURSEMENT:

• Eligible IEHP Medi-Cal Members ages 6 months to 18 years should receive flu vaccinations from their Primary Care Providers utilizing serum provided by the Vaccines for Children Program.

• Eligible IEHP Medi-Cal Members ages 18 years old and older, should receive flu vaccinations from their Primary Care Providers (PCPs) and Pharmacy Providers. Submit CMS 1500 claim forms for flu serum with the correct CPT code to:

IEHP Claims Department
P.O. Box 4349
Rancho Cucamonga, CA 91729-4349

• For IEHP DualChoice Members, claims for the flu serum should be submitted to the Member’s assigned IPA.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

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