

A MESSAGE FROM THE CEO ABOUT IEHP'S MISSION, VISION AND VALUES

Our Mission, Vision and Values guide everything we do at IEHP. They help strengthen our organization and ensure we are headed on the right path for the future.

IEHP is more than just a health plan and we are committed to fixing the disparities and inequities in our communities and addressing the wide swings in clinical outcomes. We have huge potential to change the landscape of health care in our region and we don't take that responsibility lightly.

But we can't do it alone. It's important that we partner with you and your team so that we can all work together to make a difference in the lives of our Members and the Inland Empire.

And it begins by sharing our Mission, Vision and Values with all of you:

Mission

We heal and inspire the human spirit.

Our Mission is why IEHP exists. It is our ultimate purpose. A powerful mission transcends the past, present, and future. It is both timely and timeless.

Vision

We will not rest until our communities enjoy optimal care and vibrant health.



Jarrod McNaughton, MBA, FACHE
Chief Executive Officer, IEHP

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Our Vision is a brief description of our desired, intentionally set future. A great vision harnesses the very best of our talents and capabilities towards a challenging, but achievable picture of the future.

Values

We do the right thing by:

- **Placing our Members at the center of our universe.**
- **Unleashing our creativity and courage to improve health and well-being.**
- **Bringing focus and accountability to our work.**
- **Never wavering in our commitment to our Members, Providers, Partners, and each other.**

Our Values are prioritized characteristics necessary to achieve our desired Vision. Effective values are not an all-inclusive list of great human attributes, but key ingredients necessary for successful attainment of the preferred future state.

In upcoming issues, IEHP will bring you real stories that show our Mission, Vision and Values in action. And, if you have any stories of your own that you'd like to share, please contact Provider Relations.

Thank you for your continued efforts on behalf of our Members and our communities.

REMINDER ABOUT MEDI-CAL RX CHANGES

As you know, pharmacy services for IEHP Members are now administered under the program known as Medi-Cal Rx. Please ensure that all prescribers in your office utilize CoverMyMeds (<https://www.covermymeds.com/main/>) or are registered for the Medi-Cal Rx Provider Portal (<https://uac.magellanrx.com/>) to submit prior authorization requests electronically.

To ensure your IEHP Members can continue to receive their medications without any delays, please verify that the pharmacy they are using is a contracted Medi-Cal Rx Pharmacy. You can search to see if a Member's pharmacy is a contracted Medi-Cal Rx Pharmacy using the Medi-Cal Rx Pharmacy Location Tool (<https://medi-calrx.dhcs.ca.gov/home/find-a-pharmacy>).

If the Members' pharmacy is not a contracted Medi-Cal Rx Pharmacy, the Member would need to transfer their active prescription(s) to a different pharmacy that is a Medi-Cal Rx Pharmacy. In this case, please remind your Members to choose a new pharmacy. Either you or IEHP Members can call the new pharmacy to start this. If needed, please reference the "Medi-Cal RX Transition: How to Assist IEHP Members" Provider FAQ to further assist Members.

Please also remind Members that they need to take their new IEHP Member Card with the Magellan phone number and their Medi-Cal Benefits Identification Card (BIC) with them to the pharmacy.

CaAIM INITIATIVE: COMMUNITY SUPPORTS SERVICES

Members facing social determinants of health such as homelessness, neighborhood safety or hunger may find it difficult to remain healthy. It can mean complications with illness, increases in ER or hospital admissions and other struggles for these Members.

As of January 1, 2022, IEHP offers a menu of 11 Community Supports Services under the CaAIM Initiative. These services range from housing assistance to asthma remediation.



Additional Information:

- + Providers can submit referrals via the Provider Portal.
- + If Members have additional questions on the services available, please have them call Member Services at **1-800-440-4347**.
- + Should you need further assistance as it relates to Community Supports, please contact the IEHP Provider Call Center at **(909) 890-2054** or visit www.iehp.org under Providers > Special Programs > Community Supports*

*A list of the offered Community Supports services are on this page.

TIPS FOR HANDLING DISRUPTIVE CLIENTS

It's hard to know what people are going through, especially when they come to a Doctor or Provider's office for treatment and care. Many of you have experienced frustrated, upset and even angry Members during your workday. You are on the front lines and will be in situations where you encounter Members who are not at their best. After all, most people go to their Doctor or Provider when something is wrong.



You have a challenging and significant job because you are the first person Members engage with when they walk through that door. What you do and say makes that first impression and often sets the tone of the whole visit. You play a key role in *healing and inspiring the human spirit*.

Here are some things to remember and tips that may help:

- Members want to feel calm and taken care of, so try and see the situation through the Member's eyes.
- You never know what triggers the Member when they walk into your office. It could be too noisy or too quiet, too hot or too cold, or you could potentially remind them of someone in their life who mistreated them.
- Anger is the way people tend to respond to an unmet need or fear and often, you might become the target of that anger.
- Pay attention to what Members feel and attempt to create a safe space.
- Use non-verbal cues to show the Member you care. Nodding, providing eye contact, coupled with empathetic statements, will help to de-escalate Members.
- Avoid questions that begin with "Why," which can be seen as judgmental.
- Ask open-ended statements: "How can we make this situation better?"; "How can I help?"; "What can I do to help you feel more comfortable right now?"
- Try to understand the cause of the behavior instead of focusing just on the behavior.
- Repeat or rephrase the issues bothering the Member, so they know you are hearing and understanding them.
- If things start to escalate, immediately focus on resolving that conflict.
- If the Member somehow triggers you, pay attention to how YOU feel and perhaps bring someone else in to assist with the situation.

As we know, these past two years have added another layer of stress and anxiety for everyone in our community. We all feel and experience it. It is even more important to be kind to yourself and others, *never wavering in our commitment to our Members and each other*.

GRIEVANCE AND APPEAL PROCESS ADDED TO GQ P4P PROGRAM

One of IEHP's goals for 2022 is to improve response time to grievances from Members. It's important to remember that DHCS requires a response to all grievances within 30 days unless it is an urgent grievance, in which case a response within 72 hours is required.

Required responses have been historically low, resulting in low scores for Providers and, in extreme cases, sanctions and contract termination. To raise these rates and encourage Provider response, Member Grievance and Appeal has been added to the Global Quality P4P 2022 Program. *It's one way we bring focus and accountability to our work.* While there are no monetary incentives given, there are penalty fees required of Providers who don't adhere to state-mandated response times.

Please talk to your Providers about the importance of a timely response to all grievances. Thank you to our Providers and office staff for all they do to serve IEHP Members.



REMINDER FROM PROVIDER SERVICES

Please remember that balance billing is not allowed for IEHP Members. Per DHCS guidelines, Members may not be charged for services rendered by their assigned PCP, nor for any Specialist care they receive, except for noncovered benefits, items or services. Under no circumstances can a contracted or non-contracted Provider deny services to an IEHP member for non-payment for a missed appointment or lack of payment for co-payments and deductibles, as applicable. Please remind your team to check eligibility to ensure Member does not have Other Health Coverage listed. In cases where Member has OHC, that is the primary payor and that OHC payor should be billed accordingly. IEHP is the payor of last resort when Members have OHC.

ASK
Susie



Q. Does a Provider need to fill out transportation forms for IEHP Members?

A. Public transportation programs help people access critical social and community supports they need to improve health and well-being. Some transportation requires a form completed by the Member's Primary Care Provider (PCP) certifying if the Member needs the services.

Please help us support Members to live active lives outside of the home. Simply complete and sign the forms and return them to the Member. You can even ask the Member to drop off and pick up at another time. With your help, we can reduce isolation and increase physical and social activity.

And remember, health care Providers cannot charge for completing the form for programs that facilitate transportation (See Policy MC_18L, "Providers Charging Members").

Ask Susie about IEHP procedures or programs:

- Call (909) 890-2054.
- Fax to "Ask Susie" at (909) 296-3550.
- Email: providerservices@iehp.org

IEHP SCRUB OF THE MONTH



Veronica Delgado

Veronica Delgado is the Office Manager at Couture Medical Group in Riverside.

She said she has always had a passion for helping others. "I am fortunate that I can do this as a career. That is what I enjoy the most about my job" Veronica said.

Dr. Larry Couture nominated Veronica because of her hard work and commitment to patient care. He said, "**Veronica is highly intelligent, extremely efficient and a high asset to our practice.**"

When she's not working, Veronica enjoys exercising, hiking, cooking, and spending time with her family. We are proud to name Veronica Delgado the IEHP Scrub of the Month.

TIKTOK FETA PASTA



This pasta recipe went viral on TikTok, and for a good reason. **It's easy to make and super tasty!**

Ingredients

- 2 cups of cherry or grape tomatoes
- 8-10 ounces of crumbled or block feta cheese
- 1 box of bowtie pasta (you can also substitute with your favorite)
- Minced garlic
- Olive oil
- Kosher salt, pepper and Italian seasoning

Instructions

Preheat oven to 350 degrees. Arrange tomatoes in an 8x8 (or similar size) baking dish. Drizzle with olive oil and season to your liking with garlic, salt, pepper, and Italian seasoning. Mix. Move tomatoes to the sides of the dish and leave a space in the middle. Fill the space with the feta cheese. Drizzle the feta with more olive oil, garlic, pepper, and Italian seasoning. **DON'T MIX.** Bake for 40 minutes.

While the tomatoes and cheese are baking, make the pasta according to the directions on the box. Then drain. Remove tomatoes and cheese from the oven and mix – make sure to mash the tomatoes, so you end up with a chunky sauce. Add your pasta and mix again. Then serve and enjoy!

NOMINATE A CO-WORKER FOR SCRUB OF THE MONTH

Do you work with a winner? A hard worker who brightens your office with kindness, inspiring your team to do its best?

Tell us why: Write your reason why you think this person should be Scrub of the Month. Keep it under 500 words. If you give us the best reason, we'll give you and your co-worker a \$50 Target gift card.

Send your name, office location and work phone number. Fax, mail or email your entry:

Fax: (909) 296-3550. On the cover sheet, write *ScrubTalk* - Scrub of the Month Nomination.

Mail: IEHP *ScrubTalk* -
Scrub of the Month Nomination
P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

Email: providerservices@iehp.org



A Public Entity

Inland Empire Health Plan
P.O. Box 1800
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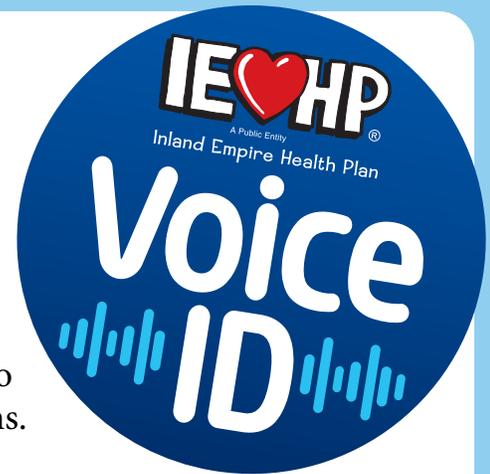
Staff Newsletter

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INTRODUCING IEHP VOICE ID

Introducing IEHP Voice ID

Members will soon have an easy, secure way to confirm their identities when calling IEHP. In early 2022, the health plan will launch an innovative technology called IEHP Voice ID. This voice recognition system uses the Members' voiceprints to identify them. Their speech tones can be stored in secure databases and later used to identify each speaker's unique voice — like fingerprints or facial scans.



How secure and fast is it?

IEHP Voice ID offers greater security than passwords, iris scans and other modalities. It also helps make it faster to get to the Member's reason for calling. Instead of answering a series of questions, each Member who uses IEHP Voice ID could cut the time to verify their identity from 3 minutes to less than 30 seconds!

Did you know that only 40 percent of callers are ready with their correct Member ID #? IEHP wants to increase that to 90 percent or more. Using **IEHP Voice ID** streamlines each call — IEHP Member Services representatives will know right away that they are talking to the right individuals.

How can Members get IEHP Voice ID?

Once the technology is offered, Members can call IEHP Member Services to opt-in to **IEHP Voice ID**. The use of this software service is optional. It does not cost anything. IEHP Member Services may also ask callers if they would like to enroll in it.

Moving Your Office?

Please give the IEHP Provider Relations Team (and your IPA) a 60-day notice. Member notification is required by State agencies. Your IEHP Members will be notified so they can keep receiving their medical care.



Questions? Ideas? Reach Your Provider Relations Team at (909) 890-2054 • Fax: (909) 296-3550