Most parents want to do what is best for their children. This includes getting all the vaccines their children need to Grow Well. In fact, research shows that 97 percent of parents agree with childhood vaccinations.

Parents who choose to vaccinate their children say that a recommendation from their Physician or other health professional is a major factor in their decision.

Please continue to talk to parents, address their concerns and help motivate them to get their children the vaccines they need, when they need them.

To help you and your Physician navigate concerns some parents might have about vaccines, IEHP developed the Grow Well Childhood Immunization Toolkit for Providers. Ask your Provider Relations Team about this informative resource.

Protecting Vaccines: Tips for Short-term Power Outages

Even short-term power outages (less than four hours in duration) can create major problems for vaccine storage. To ensure your practice is prepared during a short-term power outage, here are a few tips from Riverside County Medical Association (RCMA).

**Protect Vaccines**

*At the Start of an Outage*
- Do not open your refrigerator or freezer.
- Place a “DO NOT OPEN” sign on your vaccine storage unit(s).

Many blackouts will not last long and most units will maintain their interior cold temperature if the door remains closed.

*When the Power Returns*
- Record the interior temperature.
- Pay attention to maximum temperature observed and duration of exposure.

*To Find Out if Vaccines are Still Effective:*
- Riverside County Public Health (951) 358-7125
- San Bernardino County Public Health (909) 387-6300

**Monitor Temperature**

If you have a battery-powered thermostat, record the temperature readings and remember to mark the time. If not, wait until power is restored.

Do not open the door to take temperature readings. Be diligent in recording temperatures following an outage, keeping track of maximum and minimum temperatures until the unit stabilizes.
Utilities

- Does your office have contingency plans for managing loss of power and other utilities?
- Does your office have emergency lighting that will activate during a power outage or does the office have ample natural light to ensure visibility during an outage? Are there flashlights, with spare batteries, located throughout your office?
- Does your office have an emergency generator to supply power during outages?
- Is the generator located in the safest area possible (e.g., a cool, dry location that won’t be at risk for flooding)?

Vaccine for Children Program (VFC)

If your practice participates in the VFC Program, refer to your VFC-approved vaccine management plan for guidance. For more in-depth information related to VFC vaccine management, visit the CDHP link http://eziz.org/vaccine-management/power-shut-offs/
Referring Patients for Complex Care Management

As your partner in care, IEHP encourages Care Management referrals for IEHP Members needing Complex Care Management (CCM) and/or Long-Term Services and Supports (LTSS).

**For Medi-Cal Members**

 Medi-Cal Members can be referred to the CCM program. This program supports Members’ health goals by working directly with Members, their families and their Providers to coordinate complex care and services.

**For Medicare Members**

 Medicare Members can be referred to the LTSS program for medical and social services to help seniors and persons with disabilities live independently in their homes as long as safely possible.

LTSS includes the Multipurpose Senior Services Program (MSSP) and Community-Based Adult Services (CBAS). IEHP also helps coordinate any In-Home Supportive Services (IHSS) benefits.

**Access IEHP’s LTSS Roster**

To help PCPs coordinate care, this resource provides a list of Members assigned to PCPs who are receiving LTSS services.

**To access the LTSS Roster:**

1) Log in to the IEHP Secure Provider Portal at [www.iehp.org](http://www.iehp.org)
2) Select “Rosters” from the navigation panel on the left
3) Select “LTSS Roster”

Provider Relations Team Contact Information

(909) 890-2054  Monday - Friday, 8am - 5pm
Submit the Care Management (CM) referral form to IEHP. The form is available at [www.iehp.org](http://www.iehp.org) > For Providers > Provider Resources > Forms > UM/CM > Care Management Referral Form (PDF).

Complete all sections of the form and provide the Physician’s direct contact information.

Email the completed form to [cmreferralteam@iehp.org](mailto:cmreferralteam@iehp.org). Be sure to attach documentation as needed, including clinical notes and active authorizations.

To Refer a Patient for CCM or LTSS

+ Submit the Care Management (CM) referral form to IEHP. The form is available at [www.iehp.org](http://www.iehp.org) > For Providers > Provider Resources > Forms > UM/CM > Care Management Referral Form (PDF).

+ Complete all sections of the form and provide the Physician’s direct contact information.

+ Email the completed form to cmreferralteam@iehp.org. Be sure to attach documentation as needed, including clinical notes and active authorizations.
Cindy Garcia is a Medical Assistant for Dr. Romeo Samouh’s Family Medicine Practice in Upland, where she has worked for the past five years. A great patient advocate who is dependable, empathetic and bilingual, Cindy truly enjoys working with her patients, especially those in the pediatric population.

“She is caring, humble, compassionate, and hardworking,” said Dr. Samouh, who nominated Cindy. “Our patients are happy – and lucky – to have her as their Nurse,” he added. Cindy loves animals and, when she’s not working, she likes to read and to sing. We are proud to name Cindy Garcia the IEHP Scrub of the Month.

Nominate a co-worker

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

When I submit a referral on IEHP’s website for an IEHP Direct Member, does it matter if I pick a Specialist or should I select “Any In Network?”

Great question! When you submit a referral to a Specialist for an IEHP Direct Member, it is very important that you pick a Specialist from the drop-down menu of options on IEHP’s Secure Provider Portal after you have selected the type of specialty the Member needs.

By selecting a specific Specialist when you request a referral, in most instances you will be able to get a fast auto-approval of your referral request and share that information immediately with the Member.

When you select “Any in Network,” the referral has to be reviewed and processed manually by a UM team member here at IEHP, which means a longer turnaround time for processing the referral. This may result in Members calling more frequently to ask for status of the referral and decrease Member satisfaction.

Ask Susie about IEHP procedures or programs:
- Call (909) 890-2054.
- Fax to “Ask Susie” at (909) 296-3550.
- Email: providerservices@iehp.org
Medication Reconciliation

Medication reconciliation is one of the most effective medical interventions available to improve the health of your Members because it helps to ensure that they are taking their medication as prescribed by their Doctor.

Why is it needed?

- New medications and changes in medications occur during transitions of care.
- During transitions of care, unintentional errors may happen.
- Different physicians may have conflicting medication lists.

What can you do?

Here are some tips to help the health care team and Members to have the most accurate medication list and regimen available.

- Remind Members to bring all medications to any medical appointments and to any health care encounters.
- Advise Members to keep a personal medication list or “wallet card.” Provide a medication list form and help keep that list updated with changes to medication doses and regimens, dates of changes and other helpful information.
- Expect that, at any health care appointment or encounter, the health care team will review and confirm the Member’s active medication list and regimen. Ask Members for their active medication list and regimen at every visit. Make it part of your process.

More than 50% of patients have at least one medication discrepancy on their medication list at the time of hospital admission!

Provider Relations Team Contact Information
(909) 890-2054 Monday - Friday, 8am - 5pm
Self-Care Tips for the New Year

As a Nurse or Front Desk Staff member, you take care of others and attend to their needs. It’s a big part of your job, and you’re good at it. However, it’s important to take care of yourself and address your needs too.

Studies show that focusing on your own care can help lessen stress, enhance resiliency and avoid burn out. This benefits you, your patients, your family, and your career.

The challenge is that everyone defines self-care differently. You may like to exercise while others might enjoy cooking, reading a book with their children or spending quality time with their loved ones.

At IEHP, we think of self-care as doing whatever you need to do to help you manage your mind, body and spirit in a positive manner, without guilt, because you need it and because you deserve 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