

HEALTHY SCHOOL PROGRAM



Supporting Families. Strengthening Students.

FAQs FOR NON-MEMBER STUDENTS

1 WHAT IS A NON-MEMBER?

A non-member is someone who is **not currently enrolled with IEHP**. They might:

- Have another health plan like Kaiser Permanente or Molina Healthcare
- Have no insurance at all
- Be approved for Medi-Cal but haven't yet selected a health plan

2 HOW DOES SOMEONE BECOME AN IEHP MEMBER?

Students must have **full-scope Medi-Cal** (comprehensive health coverage including doctor visits, hospital care, prescriptions, dental, vision and mental health – not just emergency services) to be enrolled in IEHP.

For questions about eligibility or to apply for Medi-Cal, families can contact:

- IEHP Enrollment Services: **1-866-294-IEHP (4347)**, TTY: 711
- Riverside County Department of Social Services: **1-877-410-8827**
- San Bernardino County Department of Social Services: **1-877-410-8829**
- Ombudsman: **1-888-452-8609** *Helps with expedited enrollment into a managed care plan.*
- BenefitsCal: **www.benefitscal.com** *Apply for Medi-Cal and other public benefits online.*

3 IF FAMILIES NEED HELP WITH OTHER HEALTH PLANS, HERE ARE SOME HELPFUL CONTACTS:

- Kaiser Permanente Member Services: **1-800-464-4000**, TTY: 711
- Molina Healthcare Member Services: **1-888-665-4621**, TTY: 711
- Health Care Options (HCO): **1-800-430-4263** *Processes enrollment into IEHP, Molina, or Kaiser after Medi-Cal approval.*

4 HOW CAN A FAMILY LEARN MORE ABOUT IEHP ENROLLMENT?

- IEHP Enrollment Services: **1-866-294-IEHP (4347)**, TTY: 711

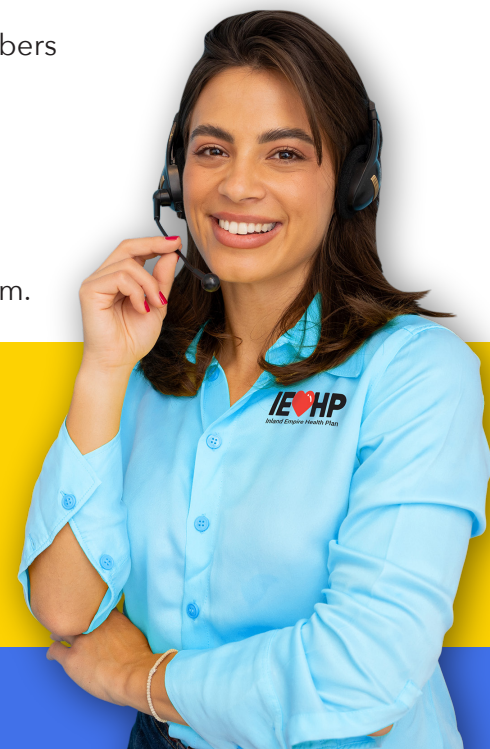
5 IF A STUDENT IS AN IEHP MEMBER, BUT THEIR PARENTS ARE NOT, CAN WE STILL REFER THE STUDENT?

Yes. Our Community Health Worker/Health Navigator can:

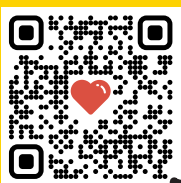
- Provide full support to the IEHP member (the student)
- Offer enrollment help and local resources for non-member family members

6 WHAT IF THE STUDENT HAS URGENT MEDICAL OR BEHAVIORAL HEALTH NEEDS?

- If a student or anyone else within the household is experiencing a psychiatric emergency, call **988** Suicide & Crisis Lifeline, **911** or go to the nearest emergency room.
- For urgent medical needs, call **911** or go to the nearest emergency room.



FOR MORE DETAILS:



Contact your school.



Call IEHP Member Services at
1-800-440-IEHP (4347), TTY: **1-800-718-4347**.



Scan the QR code, or visit **iehp.org/schools**