

Here's a Guide to Your IEHP Member Handbook



Use the guide enclosed to learn quickly about benefits and services.
Then take these first steps toward your health goals:

1

Find these important phone numbers on your IEHP Member Card:

- Your doctor
- 24-Hour Nurse Advice Line
- Member Services

(Expect your card to be mailed within 7-10 business days from your effective date.)



2

Complete your Health Appraisal.

- This online survey for members aged 18 and older includes questions about your health habits and potential health risks.
- Based on your answers, we can suggest options for you to stay healthy.
- Located on the IEHP secure member portal at **iehp.org**.
- You can also have a physical form mailed to you. Call Member Services for more information.

3

Manage your health information.

- Fill out a Health Information Form for each new Medi-Cal member in your household.
- Scan the QR code or go to **HIF.iehp.org** to access the form.
- Use your member ID and date of birth to get access.

To learn more,
scan here:



4

Ask about continued care.

If you're getting care for anything listed below (or have scheduled care already), then ask your doctor how to continue with it.

- Treatment for a serious or acute chronic condition
- Care of a newborn up to 36 months of age
- Treatment that may need prompt medical attention
- Pregnancy
- Terminal illness
- Surgery or procedure that IEHP authorized

Services for members under age 21:

Learn about "Medi-Cal for Kids & Teens: Your Medi-Cal Rights" at **iehp.org/EPSTD**. Or contact us at IEHP Member Services if you want this information mailed to you.

View the full Member Handbook and Provider Directory at **iehp.org**. If you'd like a copy of either one mailed to you, call IEHP Member Services at **1-800-440-IEHP (4347)**, M-F, 7am-7pm and Sat-Sun, 8am-5pm. For TTY call **1-800-718-4347** or **711**. Or email **MemberServices@iehp.org**.

Connect with us!    

©2024 Inland Empire Health Plan. A Public Entity. All rights reserved. MK_25_5011896