

Welcome!

Thank you
for joining
IEHP!

We're here to help you get the best care possible. Please follow the steps below to get started:

1 Find these phone numbers on your Member Card:

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

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



Continued care

If you're getting care for anything listed below (or have already scheduled care), you can 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 here](#). Or call us if you'd like it to be mailed to you.

View the full Member Handbook and Provider Directory at iehp.org. To have printed copies mailed, call IEHP Member Services at **1-800-440-IEHP (4347)**, M-F, 7 a.m.-7 p.m., and Sat-Sun, 8 a.m.-5 p.m. For TTY, call **1-800-718-4347**. Or email us at memberservices@iehp.org.

2 Complete your Health Appraisal.

- This is for members 18 and older. It asks about your health habits and potential health risks.
- Based on your answers, we can give you options to stay healthy.
- Find it on the secure [IEHP Member Portal](#).
- Call Member Services for a printed form.

3 Manage your health information.

- Fill out a Health Information Form (HIF) for each new Medi-Cal member in your household.
- Scan the code or go to hif.iehp.org to access the form.



- Use your member ID and date of birth to get access.

IEHP
Inland Empire Health Plan
iehp.org

Connect with us!

