

PULSE

START THE CONVERSATION

with Abi Carter
"American Idol"
winner and former
IEHP member ►

GET YOUR PRESCRIPTIONS BY MAIL

ANNUAL WELLNESS VISIT VS. YEARLY PHYSICAL

For More **MOMENTS**

Like this



**Schedule your prenatal or
postpartum check-up TODAY!**

Scan QR code for pregnancy resources.

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Our Mission Moments: Start the Conversation

The 2024 “American Idol” winner and former IEHP member shares her healing and inspiring journey.

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Get Care When You Need It!

IEHP’s 24-Hour
Nurse Advice Line
1-888-244-IEHP (4347)
TTY: 711



Need an Interpreter?

We offer this service for almost any language, including American Sign Language. Call Member Services at least five business days before your appointment. The number is on your member card.



Our Mission Moments:

START THE CONVERSATION

Just a couple of years ago, former IEHP member Abi Carter sang on the streets of the Coachella Valley, wondering if she'd ever find true joy in life.

The Indio, California, native turned to music so she could "rediscover who I was as a person and do things that I liked again."

Flash forward to one year ago when Carter was named the 2024 "American Idol" winner!

Now, in partnership with IEHP, Carter hopes to promote the value of seeking support, normalizing conversations about mental health, and utilizing your IEHP health care resources.

CHECK IN ON LOVED ONES

According to the National Alliance on Mental Illness (NAMI), 1 in 5 adults and 1 in 6 children at least 6 years old experience mental illness each year in the U.S.

So, amid the spring and summer celebrations and graduations this year, mental health experts recommend people check in with themselves and their loved ones to keep the lines of communication open.

For Carter, sitting down at a piano and writing songs – even the sad ones – provide a powerful tool to combat depression and anxiety.

"It kind of helped take the sad out of me and place it somewhere else," Carter said. "And I can look at and understand where I came from but know that I didn't need to stay there."

SHARING IS CARING

Not everyone is a musician like Abi Carter, but everyone can be a communicator or a listener. "It only takes a moment to make a positive difference," Carter said.

Don't feel like you're alone or that no one else has ever felt the way you do because "it's just not true," she added.

Sharing personal experiences is an effective way to help yourself and other people as well, according to Carter.

"People need to hear your story because they need to learn from what you're going through – and this community, this sense of friendship, and this sense of responsibility might be the thing that we need to be able to move out of those spaces," Carter said.

"You matter, and your body matters, and your health matters. It is up to you to fight for that."

Being open and aware of your mental health is key.

CONVERSATIONS MATTER

"Conversations are important – the truth is that there are so many reasons not to do something," Carter said. "Without taking care of yourself, none of those other reasons matter."

Like a powerful note in one of her songs, hope springs eternal for this Inland Empire artist.

"And there is no end of the road," she said. "There's no road you could walk far enough that you couldn't turn back."

Take that first step, IEHP members:
Start the conversation.



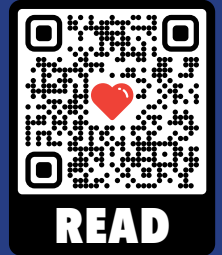
SCAN THE QR CODE

to watch our special video with Abi Carter about mental health, seeking support and checking up on yourself or visit <https://bit.ly/ABI-CARTER>.



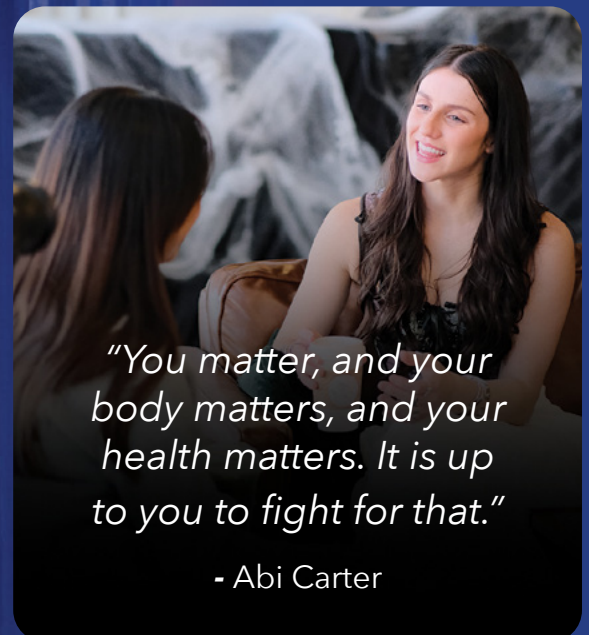
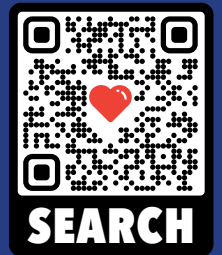
SCAN THE QR CODE

for tips on how to speak up about your mental health.



DID YOU KNOW?

IEHP covers initial mental health assessments without preapproval (prior authorization). Use the "Doctor Search" feature at <https://search.iehp.org> to find a behavioral health specialist in your area.



"You matter, and your body matters, and your health matters. It is up to you to fight for that."

- Abi Carter



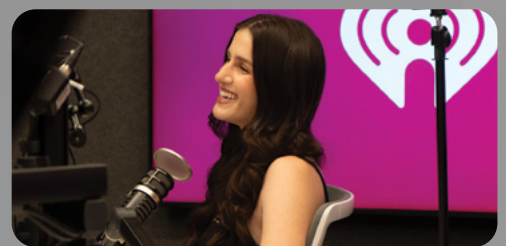
Covering YOUR HEALTH

IEHP and iHeartRadio's Covering Your Health podcast welcomed "American Idol" Abi Carter to the iHeart Riverside studios for a 30-minute chat with host Evelyn Erives.

Their conversation covers a range of topics, including Carter's upbringing in the city of Indio, how she was discovered by "Idol" producers to audition for the show, and her partnership and connection with IEHP.

Abi Carter's full episode "From Idol to Advocate" (Season 2 Debut) is available for download through the iHeartRadio app or wherever you get your podcasts.

Learn more about Abi Carter and listen to her debut album "Ghosts in the Backyard" at www.abicartermusic.com.



SMALL WORLD

Abi Carter, the season 22 winner of "American Idol," grew up in the Inland Empire with IEHP as her family's health insurance, calling it "the best health care I ever had!"

IEHP EARNES HIGHEST QUALITY SCORE TO DATE



IEHP received a rating of 4 out of 5 Stars in the National Committee for Quality Assurance's (NCQA) Medicaid Health Plan Ratings in 2024, the highest score we've received to date. We were evaluated on 43 unique measures that reflect how well we are delivering quality care to our members across patient experience, children's health, and adult preventive and chronic care management. This new rating demonstrates our commitment to providing vibrant health to the communities we serve.

SPRING/SUMMER HEALTHY HABITS CHALLENGE

At IEHP, we believe healthy habits can start with small changes. Join our healthy habits challenge today. Complete and cross off these fun and healthy activities.

Take a 15-minute walk.	Drink one or two more glasses of water.	Add some green veggies to your plate.
Take the stairs or park your car a little farther away from work.	Take a break from social media.	Declutter one or two small spaces.
Take a virtual tour of our CWC. Visit www.bit.ly/CWCTOUR .	Skip the salt. Use fresh herbs and pepper to season your food.	Go to sleep one hour earlier.
Do something you love. Read a book. Call your mom. Go for a swim.	No sugary drinks. Try sparkling water, unsweetened tea or coffee.	Try a new healthy recipe. Visit www.bit.ly/IEHPRECIPES .

ASK THE DOCTOR

What's the difference between my annual wellness visit and my yearly physical?



Based on their names, it's easy to confuse your annual wellness visit with your yearly physical, but these exams are very different.

A good way to understand the difference is to think about the purpose of each of these vital and needed exams.

Let's start with the annual wellness visit, which is all about prevention. This means taking steps to stay healthy and avoid future health issues. Depending on your age, gender and risk factors, an annual wellness visit is also called a well-woman visit, a well-child visit or a well-adult visit.

During your visit, your doctor (or a nurse) will ask you to fill out a special questionnaire (or survey) called a Health Risk Assessment or HRA.

Answering these questions about your health can help your doctor work with you to develop or update your personal prevention plan, which is the main goal or purpose of the visit.

Your annual wellness visit may also include:

- Routine measurements like height, weight and blood pressure
- A review of your medical and family histories
- A review of your current medicines

- Personal health advice (your plan)
- Advance care planning
- A cognitive and functional assessment (special tests for memory loss, frailty, dementia and more)
- A second survey about the social determinants of health (or details about where people are born, live, work, play, worship and more that can affect their health and well-being)

Your yearly physical exam, while just as vital to your health care, is much different. Unlike your annual wellness visit, this is a head-to-toe physical exam.

It's also your chance to ask your doctor questions about your health and wellness. During this visit, feel free to bring up new issues or current health concerns you want to discuss with your doctor, including your medicines.

Your yearly physical exam, based on age and other risk factors, may also include:

- Bloodwork (labs) and other tests
- Needed vaccines
- Screenings for heart disease, cancer and sexually transmitted infections



HEALTHY TIP:

Plan ahead. Call your doctor today and schedule your annual wellness visit. Make sure you say, "annual wellness visit" when you call. Then, ask the staff to set up your yearly physical as well for about six months later.

If you're not sure which exam is right for you, ask your doctor or call Member Services. The number is on your member card.

Start Well Childhood Vaccines

IMMUNIZATION TIMING 2025

Kids need vaccines to protect them from serious diseases.

Age
4-6
YEARS

DTaP
Polio
(IPV)
MMR
Varicella

Age
11-12
YEARS

Tdap
HPV
(2 doses)
MenACWY
(Meningitis)

Age
16-18
YEARS

MenACWY
(Meningitis)
MenB
(2 doses)

Within the first year, some babies may need one dose of RSV. Talk to your doctor to see what's right for your baby.

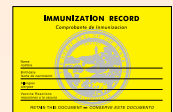


COVID-19 vaccination is recommended for ages 6 months and older.

Keep your child safe from the flu.

Everyone 6 months and older should get the flu vaccine. To best protect your child, get them the flu vaccine during the fall season.

Please ask your doctor how far apart to have the vaccines. For more information, visit: www.cdc.gov/vaccines.



CALIFORNIA KIDS
Love them. Immunize them.

At Birth

HepB
(Hepatitis B)

Age
0-2
months

DTaP
(Diphtheria, Tetanus, Pertussis)

Polio
(IPV)

HepB
(Hepatitis B)
1-2 months

Hib
(Hib meningitis)

PCV
(Pneumo)

RV
(Rotavirus)

Age
4
months

DTaP
(Diphtheria, Tetanus, Pertussis)

Polio
(IPV)

Hib
(Hib meningitis)

PCV
(Pneumo)

RV
(Rotavirus)

Age
6
months

DTaP
(Diphtheria, Tetanus, Pertussis)

Polio
(IPV)

HepB
(Hepatitis B)

Hib
(Hib meningitis)

PCV
(Pneumo)

RV
(Rotavirus)

Age
12
months

HepA
(Hepatitis A)

MMR
(Measles, Mumps and Rubella)

Hib
(Hib meningitis)

PCV
(Pneumo)

Varicella
(Chicken Pox)

Age
15
months

DTaP
(Diphtheria, Tetanus, Pertussis)

Age
18
months

HepA
(Hepatitis A)



ERADICATOR WORD SEARCH

**FIND THE WORDS
HIDDEN IN THE
LIST BELOW:**

**HEALTHY
ANTISMOKING
EXERCISE
SUPERHERO
SMOKE
BIONIC
PHANTOM
SHADES
LUNGS
ERADICATOR
BREATHE
STRONG**

L	U	N	G	S	Q	P	E	A
E	H	T	A	E	R	B	R	N
A	E	J	E	A	D	S	A	T
E	G	K	D	W	H	Q	D	I
S	X	V	O	A	O	H	I	S
C	J	E	D	M	E	E	C	M
U	I	E	R	A	S	U	A	O
M	S	N	L	C	Y	P	T	K
G	S	T	O	L	I	Q	O	I
Z	H	F	G	I	M	S	R	N
Y	P	B	Y	H	B	B	E	G
S	U	P	E	R	H	E	R	O
L	P	H	A	N	T	O	M	N
K	M	E	G	N	O	R	T	S

WELL-CHILD VISITS: Back to Good Health Before Back to School

Making sure infants, children and young adults see their doctors for well-child visits is one of the best ways you can help protect your children and community. The well-child visit is a time for the doctor to talk to you and your child or young adult about:

- Growth changes and healthy choices
- Flu shots and other needed vaccines
- Vision and dental health care needs
- Physical and mental health
- Preventive care screenings
- Blood lead screening

Don't wait until the fall. Appointments fill up quickly. Call your child's doctor today and set up a well-child visit.



Vaccines FOR ADULTS

Adults need vaccines at certain times to help prevent diseases that could be serious. Talk to your doctor about which ones are right for you. See the list below for the vaccines the CDC recommends for your age.

	19-26 YEARS	27-49 YEARS	50-64 YEARS	65+ YEARS
COVID-19	Aged 64 and younger: At least 1 dose of the current COVID-19 vaccine.			65+: At least 2 doses.
Influenza/Flu	Every Year			
RSV	Aged 64 and younger: At least 1 dose.		If aged 60 through 74 years	If aged 75 years or older
Tdap/Td	Tdap every pregnancy. Td/Tdap every 10 years for all adults.			
MMR	If aged 68 years or younger			
Chickenpox	If U.S. born and aged 45 years or younger			
Shingles				
HPV		Aged 27-45 years		
Pneumococcal				
Hepatitis A				
Hepatitis B	Through 59 years			
Meningococcal				
Hib				
Mpox				

- ALL adults in age group should get the vaccine.
- SOME adults in age group should get the vaccine.
- Adults should talk to their health care provider to decide if this vaccine is right for them.

Scan this QR code
to find out which
vaccines you may need.



Source: U.S. Department of Health and Human Services/Centers for Disease Control and Prevention: www.cdc.gov



VIRTUAL DOCTOR VISITS:

See Your Doctor Without Leaving Your House

Many IEHP doctors, specialists (including Behavioral Health) and urgent care facilities offer virtual visits – and they are easy to set up. Call your doctor and ask about virtual visits. You can also use our Provider Search Tool at search.iehp.org/#/ to find providers near you who offer this service.

WHY SET UP A VIRTUAL VISIT?

- Same-day appointments are often available.
- It's easy to access with a smartphone or computer.
- You get the care you need without leaving your home.
- It keeps you safe and secure and limits the spread of sickness.

If your doctor doesn't offer virtual visits, call our 24-Nurse Advice Line anytime at **1-888-244-IEHP (4347)** or **711** for TTY users. If our nurses decide you need to talk with a doctor, they can connect you to on-demand visits with a board-certified physician – often in less than 10 minutes.

MANAGE YOUR HEALTH INFORMATION 24/7

Sign up for IEHP's secure member portal and take control of your health:

- Change your doctor.
- Review your referral status.
- Check eligibility.
- Track your medicines.
- View or print out a new ID.
- Sign up for free health classes.
- Check your claims.
- IEHP Covered members can view invoices and make payments.

Register for your account today. Visit iehp.org and click "login". Be sure to update your preferred language, race and gender so we can serve you better.

GET YOUR WELL- WOMAN VISITS EVERY YEAR



For women of all ages, seeing your doctor for a Well-Woman Visit every year is a great way to help you stay healthy. Unlike your yearly physical, this is a preventive care visit with a gynecologist, OB/GYN or health care provider.

The Health Resources and Services Administration (HRSA) recommends women get at least one well-woman visit a year starting in adolescence (ages 13-15).

More than a pelvic exam of the past, this whole-health appointment focuses on you, your body and your overall health and wellness. Based on your age, health status, reproductive health needs, pregnancy status, and risk factors, it can include a physical exam, vaccines, lab tests, health screenings (like PAP smear, HPV test or a mammogram), education, counseling and more.

Remember, OB/GYNs are specialists with knowledge and training to address issues like fertility, birth control, cancer prevention and sexually transmitted infections. If you have any questions you want to ask during your visit, write them down so you don't forget.

IEHP covers preventive care, which includes a yearly wellness exam, screenings and vaccines. Call your doctor today to set up a well-woman visit.

IEHP COVERS DOULA SERVICES

Doulas are non-medical professionals trained to support you and your family before, during and up to 12 months after giving birth. This includes needed care and support during miscarriage, stillbirth and abortion.

Skilled in prenatal/postpartum care, maternal health and early childhood wellness, doulas help make sure you have the best experience possible, every step of the way. Benefits include a birth plan, prep for feeding and lactation, help getting needed resources and more.

Scan the QR code to learn more about doulas and other covered care for pregnancy, or visit www.bit.ly/IEHPDoula.



LEARN MORE

COMPLEX CARE MANAGEMENT

From IEHP

Do you need help managing your illness or mental health? Do you need assistance coordinating care with your doctors? Our Complex Care Management (CCM) Program assists Medi-Cal, DualChoice and IEHP Covered members who are ill. This program helps members with serious illnesses, such as diabetes, hypertension, kidney disease, or other chronic, uncontrolled conditions. Our program also supports members with complex mental health needs.

The Complex Care Management Program is a care team, consisting of your Primary Care Doctor, Complex Care Manager, and other professionals who support your health care needs.

Our Care Management Team will work with you and your doctor to make sure you get the care you need. We can help you manage your illness and medications, coordinate care, and get needed medical equipment and supplies. We work with your providers to help you access the services and resources you need.



To learn more about our no-cost CCM program, talk to your doctor. You may also visit www.bit.ly/IEHPCCM.



EMERGENCY ROOM OR URGENT CARE CENTER



WHEN SHOULD I GO TO THE EMERGENCY ROOM (ER)?

An emergency is when a person could die or be permanently hurt. Visit your closest ER or call **911** if you experience:

- Changes in mental status, such as confusion
- Chest pain or pressure
- Coughing or vomiting blood
- Difficulty breathing or shortness of breath
- Severe allergic reaction
- Severe or persistent vomiting or diarrhea
- Sudden dizziness, weakness or changes in vision
- Sudden or severe pain

Visit our Provider Search at search.iehp.org/#/ for a list of ERs near you.

WHEN SHOULD I GO TO AN URGENT CARE CENTER?

Go to an urgent care center when you need care after hours for non-life-threatening conditions, including:

- A common illness like the flu
- Minor fever or headache
- Painful sore throat
- Earache or sinus pain
- Cuts or small wounds
- Urinary tract infections
- Rash or minor allergic reactions
- Minor injuries like a sprained ankle
- Back pain
- Small burns
- Nausea
- Diarrhea

With more than 90 clinics in our network, many are open late and on weekends. Visit our Provider Search at search.iehp.org/#/ or call our 24-Hour Nurse Advice Line at **1-888-244-IEHP (4347)**. TTY users should call **711**.

MAIL ORDER PHARMACY

Safe, Easy and FREE Home Delivery

Get your medicines delivered right to your door with IEHP's Mail Order Pharmacy.

Save a trip to the pharmacy and get:

- Your meds sent to your home at no extra costs (only pay copays as applies)
- Up to a 100-day supply
- Refill reminders

**TO GET STARTED, FIND YOUR IEHP PLAN BELOW
AND CONTACT YOUR PROVIDER.**

IEHP Medi-Cal:

Call Medi-Cal Rx Customer Service Center (CSC) at **1-800-977-2273**, 24 hours a day, 7 days a week, including holidays. TTY users should call **711**. You can also visit www.medi-calrx.dhcs.ca.gov.

IEHP DualChoice:

Call SortPak at **1-877-570-7787**, 6 a.m.-6 p.m., Monday-Friday. TTY users should call **1-877-570-7787**.

IEHP Covered: (Two options)

- 1) Birdi: **1-855-873-8739**
5 a.m.-5 p.m., Monday-Friday, and 6 a.m.-2 p.m., Saturday. TTY users should call **711**.
- 2) SortPak: **1-877-570-7787**
6 a.m.-6 p.m., Monday-Friday
TTY users should call **1-877-570-7787**.

If you need help, call Member Services. The number is on your member card.



ALCOHOL & SUBSTANCE USE DISORDER TREATMENT

IEHP encourages members who want help with alcohol use or other substance use to get care. Services for substance use are available from your doctor, inpatient hospitals, emergency departments and specialty substance use service providers. County Behavioral Health Plans often provide specialty services.

IEHP members can have an assessment to match them to the services that best fit their health needs. When medically necessary, services include outpatient treatment, residential treatment and medicines for substance use disorders (also called Medication Assisted Treatment (MAT)) such as buprenorphine, methadone and naltrexone.

The county provides substance use disorder services to Medi-Cal members who qualify. Members who are identified for substance use disorder treatment are referred to their county department. IEHP will provide or arrange for MAT to be given in primary care, inpatient hospital, emergency department and other medical settings.

TO LEARN MORE ABOUT TREATMENT OPTIONS, CALL:

- Riverside County
Residents Substance Use
Community Access:
1-800-499-3008
- San Bernardino County
Residents Substance
Abuse Referral Service:
1-800-968-2636

CARE

You Can Feel

If you get a survey in the mail about your health care experience, **be sure to complete it and return it as soon as possible.**

Your answers help us improve the care we give, like connecting you to quality doctors and prescriptions.



MEDI-CAL AND FOSTER CARE

Did you know that foster care youth 18 years old and over may qualify for free Medi-Cal coverage until their 26th birthday? For coverage right away, call your local county office or IEHP Enrollment at **1-866-294-IEHP (4347)**, Monday-Friday, 8 a.m.-5 p.m. TTY users should call **1-800-718-4347**.





NONDISCRIMINATION NOTICE

Discrimination is against the law. Inland Empire Health Plan (IEHP) follows State and Federal civil rights laws. IEHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

IEHP provides:

- Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services in a timely manner to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact IEHP Member Services at **1-800-440-IEHP (4347)**, Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm, including holidays. If you cannot hear or speak well, please call **1-800-718-4347**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Inland Empire Health Plan
10801 6th St., Rancho Cucamonga, CA
91730-5987
1-800-440-4347 (TTY: **1-800-718-4347**/California Relay 711)

HOW TO FILE A GRIEVANCE

If you believe that IEHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with IEHP's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact IEHP's Civil Rights Coordinator between 8am-5pm, by calling **1-800-440-4347**. Or, if you cannot hear or speak well, please call TTY: **1-800-718-4347**/California Relay 711.
- In writing: Fill out a complaint form or write a letter and send it to:
IEHP's Civil Rights Coordinator
10801 6th St., Rancho Cucamonga, CA
91730-5987

- In person: Visit your doctor's office or IEHP and say you want to file a grievance.
- Electronically: Visit IEHP's website at www.iehp.org.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **(916) 440-7370**. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights Department of Health Care Services Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY/TDD **1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



AVISO DE NO DISCRIMINACIÓN

La discriminación es ilegal. Inland Empire Health Plan (IEHP) cumple con las leyes de derechos civiles estatales y federales aplicables. IEHP no discrimina ilegalmente ni excluye a las personas o las trata de manera diferente por motivos de sexo, raza, color, religión, ascendencia, país de origen, identificación con grupo étnico, edad, discapacidad mental, discapacidad física, condición médica, información genética, estado civil, género, identidad de género, u orientación sexual.

IEHP ofrece:

- Ayuda y servicios gratuitos de manera oportuna a personas con discapacidad para ayudarles a comunicarse mejor, como:
 - ✓ Intérpretes calificados de lenguaje de señas
 - ✓ Información por escrito en otros formatos (impresa en letra grande, audio, formatos electrónicos accesibles y otros formatos)
- Servicios de idiomas gratuitos de manera oportuna a personas cuyo idioma principal no sea el inglés, como:
 - ✓ Intérpretes calificados
 - ✓ Información escrita en otros idiomas

Si usted necesita estos servicios, llame a Servicios para Miembros de IEHP al **1-800-440-IEHP (4347)**, de lunes- a viernes, de 7am-7pm, y sábados y domingos, de 8am-5pm, incluidos los días festivos. Si no puede escuchar o hablar bien, llame al **1-800-718-4347**. Si lo solicita, puede tener disponible este documento en braille, impreso en letra grande, cinta de audio o formato electrónico.

Para obtener una copia en alguno de estos formatos alternativos, llame o escriba a:

Inland Empire Health Plan
10801 6th St., Rancho Cucamonga, CA
91730-5987
1-800-440-4347 (TTY: **1-800-718-4347**/Servicio de retransmisión de California 711)

CÓMO PRESENTAR UNA QUEJA FORMAL

Si considera que IEHP no le ha proporcionado estos servicios o que lo ha discriminado ilegalmente de alguna otra forma por motivos de sexo, raza, color, religión, ascendencia, país de origen, identificación con grupo étnico, edad, discapacidad mental, discapacidad física, condición médica, información genética, estado civil, género, identidad de género u orientación sexual, puede presentar una queja formal ante el coordinador de Derechos Civiles de IEHP. Puede presentar una queja formal por teléfono, por escrito, en persona o en línea:

- Por teléfono: Comuníquese con el coordinador de derechos civiles de IEHP de 8am-5pm (Hora del Pacífico) llamando al **1-800-440-4347**. O, si no puede escuchar o hablar bien, llame a la línea TTY al **1-800-718-4347/Servicio de retransmisión** de California 711.
- Por escrito: Llene un formulario de quejas o escriba una carta y envíela a:

IEHP's Civil Rights Coordinator
10801 6th St., Rancho Cucamonga, CA
91730-5987

- En persona: Vaya al consultorio de su médico o a IEHP y diga que quiere presentar una queja.
- En línea: Visite el sitio web de IEHP en www.iehp.org.

OFICINA DE DERECHOS CIVILES – DEPARTAMENTO DE SERVICIOS DE SALUD DE CALIFORNIA

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Servicios de Salud de California por teléfono, por escrito o en línea:

- Por teléfono: Llame al **916-440-7370**. Si no puede oír o hablar bien, por favor, llame al 711 (Servicio de retransmisión de telecomunicaciones).
- Por escrito: Llene un formulario de quejas o envíe una carta a:
Deputy Director, Office of Civil Rights Department of Health Care Services Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Los formularios de quejas están disponibles en: <http://www.dhcs.ca.gov/Pages/LanguageAccess.aspx>.

- En línea: Envíe un correo electrónico a CivilRights@dhcs.ca.gov.

OFICINA DE DERECHOS CIVILES – DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS DE LOS ESTADOS UNIDOS

Si considera que ha sido discriminado por motivos de raza, color, nacionalidad, edad, discapacidad, o sexo, también puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU. por teléfono, por escrito o en línea:

- Por teléfono: Llame al **1-800-368-1019**. Si no puede hablar o escuchar bien, llame a la línea **TTY/TDD al 1-800-537-7697**.
- Por escrito: Llene un formulario de quejas o envíe una carta a:
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

Los formularios de quejas están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.

- En línea: Visite el Portal de Quejas de la Oficina de Derechos Civiles en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

IEHP DUALCHOICE (HMO D-SNP): IEHP DualChoice, a Medicare Medi-Cal Plan, is a Medicare Advantage organization with a Medicare contract. Enrollment in IEHP DualChoice depends on contract renewal. IEHP DualChoice complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call IEHP DualChoice Member Services toll free at 1-877-273-4347 (TTY 711). Visit us at www.iehp.org.

You can opt out of future calls regarding plan business. To opt out of future calls from IEHP DualChoice, please call IEHP DualChoice Member Services at 1-877-273-4347 (TTY 711).



Inland Empire Health Plan

P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

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MOVED OR CHANGED YOUR PHONE NUMBER?

Don't lose your health coverage.
Visit **benefitscal.com** or call your local
Medi-Cal office to update your information:

- San Bernardino County: **1-877-410-8829**,
Monday-Thursday, 7 a.m.-5 p.m., and
Friday, 7 a.m.-4:30 p.m.
- Riverside County: **1-877-410-8827**,
Monday-Friday, 8 a.m.-5 p.m.

Then call Member Services to let us know.



Questions?

Call Member Services
1-800-440-IEHP (4347)
1-800-718-4347 TTY
Monday-Friday, 7 a.m.-7 p.m., and
Saturday-Sunday, 8 a.m.-5 p.m.

IEHP.org    

Stay connected. Follow us!

California Department of Health Care Services (DHCS) Office of the Ombudsman

For help with Medi-Cal, you may call the California
Department of Health Care Services (DHCS) Ombudsman
Office at **1-888-452-8609**, Monday-Friday, 8 a.m.-5 p.m.,
excluding holidays. The Ombudsman Office helps people
with Medi-Cal understand their rights and responsibilities.