

Medi-Cal

Member Handbook

All You Need to Know About Your Benefits



IE  HP
Inland Empire Health Plan

Combined Evidence of Coverage and Disclosure Form
for Our Medi-Cal Members for the Benefit Year 2023

Alternative Format Available Upon Request

Other languages and formats

Other languages

You can get this Member Handbook and other plan materials in other languages at no cost to you. We provide written translations from qualified translators. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). The call is toll free. Read this Member Handbook to learn more about health care language assistance services, such as interpreter and translation services.

Other formats

You can get this information in other formats, such as braille, 20-point font large print, audio, and accessible electronic formats at no cost to you. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). The call is toll free.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Interpreter services

IEHP provides oral interpretation services from a qualified interpreter, on a 24-hour basis, at no cost to you. You do not have to use a family member or friend as an interpreter. We discourage the use of minors as interpreters, unless it is an emergency. Interpreter, linguistic and cultural services are available at no cost to you. Help is available 24 hours a day, 7 days a week. For language help or to get this handbook in a different language, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). The call is toll free.

English

ATTENTION: If you need help in your language 1-800-440-4347 (TTY: 1-800-718-4347). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-440-4347 (TTY: 1-800-718-4347). These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-440-4347 (TTY: 1-800-718-4347). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-800-440-4347 [TTY: 1-800-718-4347]. هذه الخدمات مجانية.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, 1-800-440-4347 (TTY: 1-800-718-4347): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-800-440-4347 (TTY: 1-800-718-4347). Այդ ծառայություններն անվճար են:

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Mon-Khmer, Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-440-4347 (TTY: 1-800-718-4347)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុស សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-440-4347 (TTY: 1-800-718-4347)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-800-440-4347 (TTY: 1-800-718-4347)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1-800-440-4347 (TTY: 1-800-718-4347)。这些服务都是免费的。



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Persian (Farsi) مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-440-4347 (TTY: 1-800-718-4347) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-718-4347 (TTY: 1-800-440-4347) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-440-4347 (TTY: 1-800-718-4347) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-440-4347 (TTY: 1-800-718-4347) पर कॉल करें। ये सेवाएं निः शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-440-4347 (TTY: 1-800-718-4347). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-440-4347 (TTY: 1-800-718-4347). Cov kev pab cuam no yog pab dawb xwb.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-800-440-4347 (TTY: 1-800-718-4347)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-440-4347 (TTY: 1-800-718-4347)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-440-4347 (TTY: 1-800-718-4347) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-440-4347 (TTY: 1-800-718-4347) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ:

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃບຫາເບີ
1-800-440-4347 (TTY: 1-800-718-4347).

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ
ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເພີ່ມໃຫຍ່ ໃຫ້ໃບຫາເບີ
1-800-440-4347 (TTY: 1-800-718-4347).

ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih
qiemx longc mienh tengx faan benx meih nyei waac nor
douc waac daaih lorx taux 1-800-440-4347
(TTY: 1-800-718-4347). Liouh lorx jauv-louc tengx aengx
caux nzie gong bun taux ninh mbuo wuaaic fangx mienh,
beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx
caux aamz mborqv benx domh sou se mbenc nzoih bun
longc. Douc waac daaih lorx 1-800-440-4347
(TTY: 1-800-718-4347). Naaiv deix nzie weih gong-bou
jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh
OC.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347).
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The call is toll free. Or call the California Relay Line at 711. Visit online at
www.iehp.org.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-440-4347 (TTY: 1-800-718-4347). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-440-4347 (TTY: 1-800-718-4347) ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-440-4347 (TTY: 1-800-718-4347). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-440-4347 (линия TTY: 1-800-718-4347). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-440-4347 (TTY: 1-800-718-4347). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-440-4347 (TTY: 1-800-718-4347). Estos servicios son gratuitos.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Tagalog (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-440-4347 (TTY: 1-800-718-4347). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-440-4347 (TTY: 1-800-718-4347). Libre ang mga serbisyong ito.

เท็กไทล์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-440-4347 (TTY: 1-800-718-4347) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-440-4347 (TTY: 1-800-718-4347) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-440-4347 (TTY: 1-800-718-4347). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-440-4347 (TTY: 1-800-718-4347). Ці послуги безкоштовні.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-440-4347 (TTY: 1-800-718-4347). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-440-4347 (TTY: 1-800-718-4347). Các dịch vụ này đều miễn phí.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Welcome to IEHP!

Thank you for joining IEHP. IEHP is a health plan for people who have Medi-Cal. IEHP works with the State of California to help you get the health care you need. IEHP contracts with Independent Physician Associations (IPAs) to provide healthcare services. An IPA is a group of PCPs, specialists, and other providers of health care services. Your PCP may be part of an IPA.

Your PCP, along with IEHP or the IPA, directs the care for all your medical needs. This includes referrals (prior authorizations) to see specialists or get medical services, like lab tests, x-rays, and/or hospital care.

If you wish to become an IEHP Member and would like to learn more about IEHP benefits and services, you can view the Medi-Cal Member Handbook on IEHP's website at www.iehp.org or request a copy to be mailed to you by contacting IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Member Handbook

This Member Handbook tells you about your coverage under IEHP. Please read it carefully and completely. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of IEHP. If you have special health needs, be sure to read all sections that apply to you.

This Member Handbook is also called the Combined Evidence of Coverage (EOC) and Disclosure Form. It is a summary of IEHP rules and policies and based on the contract between IEHP and Department of Health Care Services (DHCS). If you would like more information, call IEHP at IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) to ask for a copy of the contract between IEHP and DHCS. You may also ask for another copy of the Member Handbook at no cost to you or visit the IEHP website at www.iehp.org to view the Member Handbook. You may also request, at no cost to you, a copy of the IEHP non-proprietary clinical and administrative policies and procedures, or how to access this information on the IEHP website.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Contact us

IEHP is here to help. If you have questions, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free.

You can also visit online at any time at www.iehp.org.

Thank you,

Inland Empire Health Plan (IEHP)

10801 Sixth Street

Rancho Cucamonga, CA 91730

Mailing Address:

P.O. Box 1800

Rancho Cucamonga, CA 91729



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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www.iehp.org.

1. Getting started as a member

How to get help

IEHP wants you to be happy with your health care. If you have any questions or concerns about your care, IEHP wants to hear from you!

Member services

IEHP member services is here to help you. IEHP can:

- Answer questions about your health plan and IEHP covered services
- Help you choose or change a primary care provider (PCP)
- Tell you where to get the care you need
- Help you get interpreter services if you do not speak English
- Help you get information in other languages and formats

If you need help, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. IEHP must make sure that you wait less than 10 minutes when calling.

You can also visit online at any time at www.iehp.org.

Who can become a member

You qualify for IEHP because you qualify for Medi-Cal and live in Riverside or San Bernardino Counties. You may also qualify for Medi-Cal through Social Security because you are receiving SSI/SSP.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

1 | Getting started as a member

Social Security Administration

1-800-772-1213, Monday through Friday, 7am to 7pm

TTY: 1-800-325-0778

Web: <https://www.ssa.gov/benefits/ssi/>

For questions about enrollment, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711). Or visit <http://www.healthcareoptions.dhcs.ca.gov/>. For questions about Social Security, call the Social Security Administration at 1-800-772-1213. Or visit <https://www.ssa.gov/locator/>.

Transitional Medi-Cal

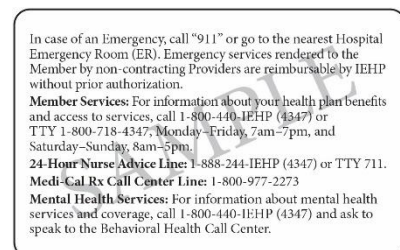
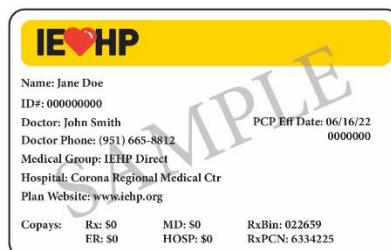
Transitional Medi-Cal is also called “Medi-Cal for working people.” You may be able to get Transitional Medi-Cal if you stop getting Medi-Cal because:

- You started earning more money.
- Your family started receiving more child or spousal support.

You can ask questions about qualifying for Transitional Medi-Cal at your local county health and human services office at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx> or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

Identification (ID) cards

As a member of IEHP, you will get a(n) IEHP ID card. You must show your IEHP ID card and your Medi-Cal Benefits Identification Card (BIC), that the State of California sent you, when you get any health care services or prescriptions. You should carry all health cards with you at all times. Here are sample BIC and IEHP ID cards to show you what yours will look like:



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

You will get your IEHP Member ID card in the mail. Please look at your new IEHP Member ID card closely. Check out all the ways to get care when you need it. Your IEHP Member ID card has the name and phone number of the Doctor you chose or was assigned to you. The back of your IEHP Member ID card has the phone number for the 24-Hour Nurse Advice Line so you can get advice after hours.

If you do not get your IEHP ID card within a few weeks after your enrollment date, or if your card is damaged, lost or stolen, call member services right away. IEHP will send you a new card at no cost to you. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

2. About your health plan

Health plan overview

IEHP is a health plan for people who have Medi-Cal in Riverside and San Bernardino counties. IEHP works with the State of California to help you get the health care you need.

You may talk with one of the IEHP member services representatives to learn more about the health plan and how to make it work for you. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

When your coverage starts and ends

When you enroll in IEHP, we will send you an ID card within two weeks of your enrollment date. You must show your IEHP ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions.

You can start getting health care when you become a Member of IEHP. To become an IEHP Member, your Medi-Cal Choice Form must first be processed by Health Care Options (HCO). HCO contracts with the Department of Health Care Services (DHCS) to enroll and disenroll Members into a health plan. It can take 15 to 45 days from the time your completed form is received by HCO before you are enrolled with IEHP.

Your Medi-Cal coverage will need to be renewed every year. If your local county office cannot renew your Medi-Cal coverage using electronic sources, the county will send you a Medi-Cal renewal form. Complete this form and return it to your local county human services agency. You can return your information online, in person, or by phone or other electronic means if available in your county.

You may ask to end your IEHP coverage and choose another health plan at any time. For help choosing a new plan, call Health Care Options at 1-800-430-4263



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

(TTY 1-800-430-7077 or 711). Or visit www.healthcareoptions.dhcs.ca.gov. You can also ask to end your Medi-Cal.

IEHP is a health plan for Medi-Cal members in Riverside and San Bernardino counties. Find your local office at <http://www.dhcs.ca.gov/services/med-cal/Pages/CountyOffices.aspx>.

IEHP eligibility may end if any of the following is true:

- You move out of Riverside and San Bernardino counties
- You no longer have Medi-Cal
- If you become eligible for a waiver program that requires you to be enrolled in FFS Medi-Cal.
- You are in jail or prison

If you lose your IEHP Medi-Cal coverage, you may still be eligible for Fee-for-Service (FFS) Medi-Cal coverage. If you are not sure if you are still covered by IEHP, please call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Special considerations for American Indians in managed care

American Indians have a right to not enroll in a Medi-Cal managed care plan or they may leave their Medi-Cal managed care plan and return to FFS Medi-Cal at any time and for any reason.

If you are an American Indian, you have the right to get health care services at an Indian Health Care Provider (IHCP). You may also stay with or disenroll from IEHP while getting health care services from these locations. For information on enrollment and disenrollment call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

How your plan works

IEHP is a managed care health plan contracted with DHCS. IEHP works with doctors, hospitals, and other health care providers in the IEHP service area to give health care to you, the member. While you are a member of IEHP, you may be eligible to get some additional services provided through FFS Medi-Cal. These include outpatient prescriptions, non-prescription drugs and some medical supplies through FFS Medi-Cal Rx.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

2 | About your health plan

IEHP Member Services will tell you how IEHP works, how to get the care you need, how to schedule provider appointments within standard access times, how to request no-cost interpreting services, and how to find out if you qualify for transportation services.

Anytime you have a question, need information, have a complaint or concern, or want to change your Doctor, call us at 1-800-440-IEHP (4347), Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. If you reach IEHP Member Services after hours, you will be able to leave a voice message. More than 140 other languages are available through phone interpreter service. You have the right to request an interpreter when talking about medical information. If you go to an IEHP Doctor's office and no one speaks your language, ask your Doctor to call IEHP to be connected to an interpreter through phone interpreter service. If you speak another language and need medical advice at other times, you can call IEHP Nurse Advice Line 24 hours a day, seven days a week. If you need an interpreter (foreign language or sign language) to be at the Doctor's office for your next routine visit, you must call IEHP at least 5 business days before a scheduled appointment.

To learn more, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You can also find member service information online at www.iehp.org.

Changing health plans

You may leave IEHP and join another health plan in your county of residence at any time. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711) to choose a new plan. You can call between 8:00 a.m. and 6:00 p.m. Monday through Friday. Or visit <https://www.healthcareoptions.dhcs.ca.gov/>.

It takes up to 30 days to process your request to leave IEHP and enroll in another plan in your county if there are no issues with the request. To find out the status of your request, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

If you want to leave IEHP sooner, you may ask Health Care Options for an expedited (fast) disenrollment. If the reason for your request meets the rules for expedited disenrollment, you will get a letter to tell you that you are disenrolled.

Members who can request expedited disenrollment include, but are not limited to, children receiving services under the Foster Care or Adoption Assistance programs, members with special health care needs, and members already enrolled in Medicare or



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another Medi-Cal or commercial managed care plan.

You may ask to leave IEHP in person at your local county health and human services office. Find your local office at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>. Or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711). For additional information please contact IEHP Member Services.

Students who move to a new county or out of California

Emergency services and urgent care are available to all Medi-Cal enrollees statewide regardless of county of residence. Routine and preventive care are covered only in your county of residence. If you move to a new county in California to attend higher education, including college, IEHP will cover emergency room and urgent care services in your new county. You can also receive routine or preventive care in your new county but must notify your MCP. See below for further details.

If you are enrolled in Medi-Cal and are a student in a county that is different from your residence in California, you do not need to apply for Medi-Cal in that county.

If you temporarily move away from home to be a student in another county in California there are two options available to you. You may:

- Notify your local county social services office that you are temporarily moving to attend an institution of higher education and provide your address in the new county. The county will update the case records with your new address and county code in the State's database. Use this choice if you want to get routine or preventive care in your new county. You may have to change health plans if IEHP does not operate in the county where you will attend college. For questions and to prevent any delay in enrolling in the new health plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

OR

- Choose not to change your health plan when you temporarily move to attend college in a different county. You will only be able to access emergency room and urgent care services in the new county for some conditions. To learn



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more, go to Chapter 3, “How to get care.” For routine or preventive health care, you would need to use the IEHP regular network of providers located in the head of the household’s county of residence.

If you are leaving California temporarily to be a student in another state and you want to keep your Medi-Cal coverage, contact your eligibility worker at.

Riverside County

Department of Public Social Services (DPSS)
11060 Magnolia Avenue
Riverside, CA 92505
To find an office nearest you, call:
1-877-410-8827

San Bernardino County

Human Services System (HSS)
Transitional Assistance Department
To find an office nearest you, call:
1-877-410-8829

As long as you are eligible, Medi-Cal will cover emergency services and urgent care in another state. Medi-Cal will also cover emergency care that requires hospitalization in Canada and Mexico if the service is approved and the doctor and hospital meet Medi-Cal rules. Routine and preventive care services, including prescription drugs, are not covered outside of California. If you want Medicaid in another state, you will need to apply in that state. You will not be eligible for Medi-Cal and IEHP will not pay for your health care. Medi-Cal does not cover emergency, urgent or any other health care services outside of the United States, except for Canada and Mexico as noted in Chapter 3.

Continuity of care

Continuity of Care for a non-plan Provider

As a member of IEHP, you will get your health care from providers in IEHP’s network. To find out whether the health care provider is in IEHP’s network please visit www.iehp.org and click on the *Find a Doctor* tab. If the provider is not listed they may not be in IEHP’s network.

In some cases, you may be able to go to providers who are not in the IEHP network if you have moved from another plan or fee-for-service (FFS) or a provider that was in network is now out-of-network. This is called continuity of care.

Call IEHP and tell us if you need to visit a provider who is out-of-network. We will tell



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

you if you have the right to continuity of care. You may be able to use continuity of care, for up to 12 months, or more in some cases, if all of the following are true:

- You have an ongoing relationship with the non-plan provider, prior to enrollment in IEHP
- You were seen by the non-plan provider at least once during the twelve (12) months prior to your enrollment with IEHP for a non-emergency visit
- The non-plan provider is willing to work with IEHP and agrees to IEHP's contractual requirements and payment for services
- The non-plan provider meets IEHP's professional standards

Call IEHP Member Services at 1-800-440-IEHP (4347) 1-800-440-IEHP (4347) (TTY 1-800-718-4347 1-800-718-4347 or 711) for more information.

If your providers do not join the IEHP network by the end of 12 months, do not agree to IEHP payment rates or do not meet quality of care requirements, you will need to switch to providers in the IEHP network. Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) to discuss your options.

Continuity of Care for services

As a member of IEHP, you will get your Medi-Cal services from providers in IEHP's network. In some cases, you may be able to get continued access to Medi-Cal services if you are being treated for certain health conditions and the non-plan provider is not willing to continue to provide services or does not agree to IEHP's contractual requirements, payment, or other terms for providing care, then you will not be able to receive continued care from the provider. However, you may be able to keep getting services from a different provider in IEHP's network.

Services IEHP provides for continuity of care include but are not limited to:

- Acute conditions (a medical issue that needs fast attention) – for as long as the condition lasts.
- Chronic physical and behavioral conditions (a health care issue you have for a long time) – for an amount of time required to finish the course of treatment and to arrange for a safe transfer to a new doctor in the IEHP network.
- Pregnancy – during the pregnancy and for up to 12 months after the end of pregnancy.
- Maternal mental health services for up to 12 months from the diagnosis or



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- from the end of pregnancy, whichever is later.
- Care of a newborn child between birth and age 36 months for up to 12 months from the start date of the coverage or the date the provider's contract ends with IEHP.
- Terminal illness (a life-threatening medical issue) – for as long as the illness lasts. Completion of covered services may exceed twelve (12) months from the time the provider stops working with IEHP.
- Performance of a surgery or other medical procedure from a non-plan provider as long as it is covered, medically necessary and is authorized by IEHP as part of a documented course of treatment and has been recommended and documented by the provider – surgery or other medical procedure to take place within 180 days of the provider's contract termination date or 180 days from the effective date of coverage of a new member.

For other conditions that may qualify, contact IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) for help selecting a contracted provider to continue with your care or if you have any questions or problems in receiving covered services from a provider who is no longer part of IEHP.

IEHP is not required to provide continuity of care for services not covered by Medi-Cal, durable medical equipment, transportation, other ancillary services and carved-out service providers. To learn more about continuity of care and eligibility qualifications, and to hear about all available services, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm.

Costs

Member costs

IEHP serves people who qualify for Medi-Cal. In most cases, IEHP members do **not** have to pay for covered services, premiums or deductibles. Members enrolled in California Children's Health Insurance Program (CCHIP) in Santa Clara, San Francisco and San Mateo counties and members in the Medi-Cal for Families Program may have



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a monthly premium and copayments. Except for emergency care, urgent care or sensitive care, you must get pre-approval from IEHP before you visit a provider outside the IEHP network. If you do not get pre-approval and you go to a provider outside of the network for care that is not emergency care, urgent care or sensitive care, you may have to pay for care from providers who are out of the network. For a list of covered services, go to “Benefits and services.” You can also find the Provider Directory on the IEHP website at www.iehp.org.

For members with long-term care and a share of cost

You may have to pay a share of cost each month for your long-term care services. The amount of your share of cost depends on your income and resources. Each month you will pay your own health care bills, including but not limited to Managed Long-Term Support Service (MLTSS) bills, until the amount that you have paid equals your share of cost. After that, your long-term care will be covered by IEHP for that month. You will not be covered by IEHP until you have paid your entire long-term care share of cost for the month.

How a provider gets paid

IEHP pays providers in these ways:

- Capitation payments
 - IEHP pays some providers a set amount of money every month for each IEHP member. This is called a capitation payment. IEHP and providers work together to decide on the payment amount.
- FFS payments
 - Some providers give care to IEHP members and then send IEHP a bill for the services they provided. This is called a FFS payment. IEHP and providers work together to decide how much each service costs.

To learn more about how IEHP pays providers, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

IEHP offers a Global Quality Pay for Performance (GQP4P) Program or Medi-Cal Independent Practice Associations (IPAs) and PCPs. The GQP4P program offers financial rewards to IPAs and PCPs for reaching goals to improve quality of care and service. To be eligible for incentive payments, PCPs must meet specific Member assignment criteria. PCPs who meet these requirements are automatically enrolled in the program.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

If you receive a bill from a health care provider

Covered services are health care services that IEHP is responsible to pay for. If you get a bill for support services fees, copayments, or registration fees for a covered service, do not pay the bill. Call member services right away at IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Asking IEHP to pay you back for expenses

If you paid for services you already received, you may qualify to be reimbursed (paid back) if you meet **all** of the following conditions:

- The service you received is a covered service that IEHP is responsible to pay for. IEHP will not reimburse you for a service that is not covered IEHP.
- You received the covered service after you became an eligible IEHP member.
- You ask to be paid back within one year from the date you received the covered service.
- You provide proof that you paid for the covered service, such as a detailed receipt from the provider.
- You received the covered service from a Medi-Cal enrolled provider in IEHP's network. You do not need to meet this condition if you received emergency services, family planning services, or another service that Medi-Cal allows out-of-network providers to perform without pre-approval.
- If the covered service normally requires pre-approval, you provide proof from the provider that shows a medical need for the covered service.

IEHP will tell you of its decision to reimburse you in a letter called a Notice of Action. If you meet all of the above conditions, the Medi-Cal-enrolled provider should pay you back for the full amount you paid. If the provider refuses to pay you back, IEHP will pay you back for the full amount you paid. We must reimburse you within 45 working days of receipt of the claim. If the provider is enrolled in Medi-Cal, but is not in the IEHP network and refuses to pay you back, IEHP will pay you back, but only up to the amount that FFS Medi-Cal would pay. IEHP will pay you back for the full out-of-pocket amount for emergency services, family planning services, or another service that Medi-Cal allows to be provided by out-of-network providers without pre-approval. If you do not meet one of the above conditions, IEHP will not pay you back.

IEHP will not pay you back if:

- You asked for and received services that are not covered by Medi-Cal, such as cosmetic services.



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- The service is not a covered service for IEHP.
- You have an unmet Medi-Cal Share of Cost.
- You went to a doctor who does not take Medi-Cal and you signed a form that said you want to be seen anyway and you will pay for the services yourself.
- If you have Medicare Part D, copayments for prescriptions covered by your Medicare Part D plan.

If you pay for a service that you think IEHP should cover, you can submit the following information in writing:

- A complete itemized bill to include:
 - Billing account number
 - Billing phone number
 - Amount charged
 - Provider name
 - Provider address
 - Provider phone number
 - Date of service
- Proof of payment,
- The member's name and address,
- The member identification number on the member ID card.

Send all of the above information to:

IEHP Member Services
Inland Empire Health Plan
P.O. Box 1800
Rancho Cucamonga, CA 91729

You need to send this information within one year from the date of service. If you have paid the bill, the proof of payment must be acceptable to IEHP. If you are not able to send your request within one year from the date of service, then when you send your written request for refund, include an explanation and/or other proof that you tried, in good faith, to send us the request within the one-year period. IEHP will review your claim to see if you can get money back.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

3. How to get care

Getting health care services

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED

You can begin to get health care services on your effective date of enrollment. Always carry your IEHP ID card, Medi-Cal Benefits Identification Card (BIC), and any other health insurance cards you have with you. Never let anyone else use your BIC or IEHP ID card.

New members with Medi-Cal coverage only must choose a primary care provider (PCP) in the IEHP network. New members with Medi-Cal and comprehensive other health coverage do not have to choose a PCP. The IEHP network is a group of doctors, hospitals and other providers who work with IEHP. You must choose a PCP within 30 days from the time you become a member in IEHP. If you do not choose a PCP, IEHP will choose one for you.

You may choose the same PCP or different PCPs for all family members in IEHP, as long as the PCP is available.

If you have a doctor you want to keep, or you want to find a new PCP, you can look in the Provider Directory. It has a list of all PCPs in the IEHP network. The Provider Directory has other information to help you choose a PCP. If you need a Provider Directory, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You can also find the Provider Directory on the IEHP website at www.iehp.org.

If you cannot get the care you need from a participating provider in the IEHP network, your PCP must ask IEHP for approval to send you to an out-of-network provider. This is called a referral. You do not need approval to go to an out-of-network provider to get sensitive services that are described under the heading “Sensitive care” later in this chapter.

Read the rest of this chapter to learn more about PCPs, the Provider Directory and the



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

provider network.

Pharmacy benefits are now administered through the Fee-For-Service (FFS) Medi-Cal Rx program. To learn more, read the “Other Medi-Cal programs and services” section in Chapter 4.

Primary care provider (PCP)

You must choose a PCP within 30 days of enrolling in IEHP. Depending on your age and sex, you may choose a general practitioner, OB/GYN, family practitioner, internist or pediatrician as your primary care provider (PCP). A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your PCP. If you choose an NP, PA or certified nurse midwife, you may be assigned a doctor to oversee your care. If you are in both Medicare and Medi-Cal, or if you have comprehensive other health care insurance, you do not have to choose a PCP.

You can choose an Indian Health Care Provider (IHCP), Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP. Depending on the type of provider, you may be able to choose one PCP for your entire family who are members of IEHP, as long as the PCP is available.

Note: American Indians may choose an IHCP as their PCP, even if the IHCP is not in the IEHP network.

If you do not choose a PCP within 30 days of enrollment, IEHP will assign you to a PCP. If you are assigned to a PCP and want to change, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). The change happens the first day of the next month.

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

You can look in the Provider Directory to find a PCP in the IEHP network. The Provider Directory has a list of IHCPs, FQHCs and RHCs that work with IEHP.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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You can find the IEHP Provider Directory online at www.iehp.org. Or you can request a Provider Directory to be mailed to you by calling IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You can also call to find out if the PCP you want is taking new patients.

Choice of doctors and other providers

You know your health care needs best, so it is best if you choose your PCP.

It is best to stay with one PCP so they can get to know your health care needs. However, if you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the IEHP provider network and is taking new patients.

Your new choice will become your PCP on the first day of the next month after you make the change.

To change your PCP, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

IEHP may change your PCP if the PCP is not taking new patients, has left the IEHP network, does not give care to patients your age, or if there are quality concerns with the PCP that are pending resolution. IEHP or your PCP may also ask you to change to a new PCP if you cannot get along with or agree with your PCP, or if you miss or are late to appointments. If IEHP needs to change your PCP, IEHP will tell you in writing.

If your PCP changes, you will get a letter and new IEHP member ID card in the mail. It will have the name of your new PCP. Call member services if you have questions about getting a new ID card. IEHP offers a secure online portal for you to get your health information 24 hours a day, 7 days a week. The secure member portal allows you to order a new IEHP Member ID card, change your doctor, check eligibility, and many more. To create an account, go to www.iehp.org.

Some things to think about when picking a PCP:

- Does the PCP take care of children?
- Does the PCP work at a clinic I like to use?
- Is the PCP's office close to my home, work or children's school?
- Is the PCP's office near where I live and is it easy to get to the PCP's office?
- Do the doctors and staff speak my language?
- Does the PCP work with a hospital that I like?
- Does the PCP provide the services that I may need?



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- Do the PCP's office hours fit my schedule?

Initial health assessment (IHA)

IEHP recommends that, as a new member, you visit your new PCP within the first 120 days for an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

When you call to schedule your IHA appointment, tell the person who answers the phone that you are a member of IEHP. Give your IEHP ID number.

Take your BIC and IEHP ID card to your appointment. It is a good idea to take a list of your medications and questions with you to your visit. Be ready to talk with your PCP about your health care needs and concerns.

Be sure to call your PCP's office if you are going to be late or cannot go to your appointment.

If you have questions about IHA, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Routine care

Routine care is regular health care. It includes preventive care, also called wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular checkups and health education and counseling. Children are able to receive much needed early preventive services like hearing and vision screenings, assessments of developmental process and many more services that are recommended by pediatricians' Bright Futures guidelines (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf). In addition to preventive care, routine care also includes care when you are sick. IEHP covers routine care from your PCP.

Your PCP will:

- Give you most of your routine care, including regular checkups, shots, treatment, prescriptions and medical advice
- Keep your health records
- Refer (send) you to specialists if needed



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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- Order X-rays, mammograms or lab work if you need them

When you need routine care, you will call your doctor for an appointment. Be sure to call your PCP before you get medical care, unless it is an emergency. For an emergency, call **911** or go to the nearest emergency room.

To learn more about health care and services your plan covers, and what it does not cover, read “Benefits and services” and “Child and youth well care” in this handbook.

All IEHP providers can use aids and services to communicate with people with disabilities. They can also communicate with you in another language or format. Tell your provider or IEHP what you need.

Provider network

The provider network is the group of doctors, hospitals and other providers that work with IEHP. You will get most of your covered services through the IEHP network.

Note: American Indians may choose an IHCP as their PCP, even if the IHCP is not in the IEHP network.

If your PCP, hospital or other provider has a moral objection to providing you with a covered service, such as family planning or abortion, call Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). For more about moral objections, read the “Moral objection” section later in this chapter.

If your provider has a moral objection, they can help you find another provider who will give you the services you need. IEHP can also help you find a provider who will perform the service.

In-network providers

You will use providers in the IEHP network for most of your health care needs. You will get preventive and routine care from in-network providers. You will also use specialists, hospitals and other providers in the IEHP network.

To get a Provider Directory of in-network providers, call IEHP Member Services at



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You can also find the Provider Directory online at www.iehp.org. To get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711). Or visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

You must get pre-approval (prior authorization) from IEHP before you visit a provider outside the IEHP network, including inside the IEHP service area, except in the following situations:

- You need emergency services, in which case dial 911 or go to the nearest hospital
- You are outside the IEHP service area and need urgent care, in which case you can go to any urgent care facility
- You need family planning services, in which case you can go to any Medi-Cal provider without pre-approval
- You need mental health services, in which case you can go to either an in-network provider or a county mental health plan provider without pre-approval

If you are not in one of these situations, and you do not get pre-approval and get care from a provider outside of the network, you may have to pay for the care from providers who are out-of-network.

Out-of-network providers who are inside the service area

Out-of-network providers are those that do not have an agreement to work with IEHP. Except for emergency care, you may have to pay for care from providers who are out of the network. If you need covered health care services, you may be able to get them out of the network at no cost to you as long as they are medically necessary and not available in the network.

IEHP may approve a referral to an out-of-network provider if the services you need are not available in-network or are located very far from your home. If we give you a referral to an out-of-network provider, we will pay for your care.

For urgent care inside the IEHP service area, you must visit a IEHP network urgent care provider. You do not need pre-approval to get urgent care from an in-network provider. If you do not get pre-approval, you may have to pay for the urgent care you get from out-of-network provider inside the IEHP service area. For more information on emergency care, urgent care and sensitive care services, go to those headings in this chapter.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Note: If you are an American Indian, you can get care at an IHCP outside of our provider network without a referral.

If you need help with out-of-network services, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Outside the service area

If you are outside of the IEHP service area and need care that is **not** an emergency or urgent, call your PCP right away. Or call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

For emergency care, call **911** or go to the nearest emergency room. IEHP covers out-of-network emergency care. If you travel to Canada or Mexico and need emergency services requiring hospitalization, IEHP will cover your care. If you are traveling internationally outside of Canada or Mexico and need emergency services, urgent care, or any health care services IEHP will **not** cover your care.

If you paid for emergency services requiring hospitalization in Canada or Mexico, you can ask IEHP to pay you back. IEHP will review your request.

If you are in another State, including US territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico and the US Virgin Islands), you are covered for emergency care, but not all hospitals and doctors accept Medicaid (Medicaid is what Medi-Cal is called in other States). If you need emergency care outside of California, tell the hospital or emergency room doctor that you have Medi-Cal and are a IEHP member as soon as possible. Ask the hospital to make copies of your IEHP ID card. Tell the hospital and the doctors to bill IEHP. If you get a bill for services you received in another State, call IEHP immediately. We will work with the hospital and/or doctor to arrange for IEHP to pay for your care.

If you are outside of California and have an emergency need to fill outpatient prescription drugs, then please have the pharmacy call Medi-Cal Rx at 800-977-2273 for assistance.

Note: American Indians may get services at out-of-network IHCPs.

If you have questions about out-of-network or out-of-service-area care, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). If the office is closed and you want help from a representative, call IEHP's 24-Hour Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711).



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

If you need urgent care out of the IEHP service area, go to the nearest urgent care facility. If you are traveling outside the United States and need urgent care, IEHP will not cover your care. For more information on urgent care, go to the “Urgent care” heading later in this chapter.

Delegated Model Managed Care Plans

IEHP is a managed care health plan. In managed care, PCPs, hospitals and specialists all work together to care for you.

In some cases, IEHP does not contract directly with PCPs. Instead, IEHP contracts with an Independent Physician Association (IPA) to provide health care services. An IPA is a group of PCPs, Specialists, and other health care providers. Your PCP may be part of an IPA. Your PCP, along with IEHP or the IPA, directs the care for all your medical needs. This includes referrals (prior authorizations) to see specialists or get medical services, like lab tests, x-rays, and/or hospital care.

Before you choose or change your PCP, you should know that Doctors are often linked to certain hospitals and Independent Physicians Associations (IPAs) or medical groups. This may impact any referrals that were approved before, please talk with your new PCP about past referrals.

Doctors

You will choose your doctor to be your primary care provider (PCP) from the IEHP Provider Directory. The doctor you choose must be an in-network provider. To get a copy of the IEHP Provider Directory, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). Or find it online at www.iehp.org.

If you are choosing a new doctor, you should also call to make sure the PCP you want is taking new patients.

If you had a doctor before you were a member of IEHP, and that doctor is not part of the IEHP network, you may be able to keep that doctor for a limited time. This is called continuity of care. You can read more about continuity of care in this handbook. To learn more, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

If you need a specialist, your PCP will refer you to a specialist in the IEHP network. Some specialists do not require a referral. For more information on referrals, go to the “Referrals” heading later in this chapter.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Remember, if you do not choose a PCP, IEHP will choose one for you, unless you have comprehensive other health coverage in addition to Medi-Cal. You know your health care needs best, so it is best if you choose. If you are in both Medicare and Medi-Cal, or if you have other health care insurance, you do not have to choose a PCP.

If you want to change your PCP, you must choose a PCP from the IEHP Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Hospitals

In an emergency, call **911** or go to the nearest hospital.

If it is not an emergency and you need hospital care, your PCP will decide which hospital you go to. You will need to go to a hospital that your PCP uses and is in the IEHP provider network. The hospitals in the IEHP network are listed in the Provider Directory.

Women's health specialists

You may go to a women's health specialist within IEHP network for covered care necessary to provide women's routine and preventive health care services. You do not need a referral from your PCP to get these services. For help finding a women's health specialist, you can call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You may also call the 24/7 Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711)

Provider Directory

The IEHP Provider Directory lists providers that participate in the IEHP network. The network is the group of providers that work with IEHP.

The IEHP Provider Directory lists hospitals, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, Federally Qualified Health Centers (FQHCs), outpatient mental health providers, and Rural Health Clinics (RHCs).

The Provider Directory has IEHP in-network provider names, specialties, addresses, phone numbers, business hours and languages spoken. It tells if the provider is taking new patients. It also gives the level of physical accessibility for the building, such as parking, ramps, stairs with handrails, and restrooms with wide doors and grab bars. If you want information about a doctor's education, training, and board certification, please



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call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

You can find the online Provider Directory at www.iehp.org.

If you need a printed Provider Directory, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

You can find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory at <https://medi-calrx.dhcs.ca.gov/home/>. You can also find a pharmacy near you by calling Medi-Cal Rx at 1-800-977-2273 (TTY 800-977-2273 and press 5 or 711).

Timely access to care

Your in-network provider must offer you an appointment within the time frames listed below.

Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.

Appointment type	You should be able to get an appointment within:
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Urgent care appointments that do require pre-approval (prior authorization)	96 hours
Non-urgent (routine) primary care appointments	10 business days
Non-urgent (routine) specialist care appointments	15 business days
Non-urgent (routine) mental health provider (non-doctor) care appointments	10 business days
Non-urgent (routine) mental health provider (non-doctor) follow-up care appointments	10 business days of last appointment



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Appointment type	You should be able to get an appointment within:
Non-urgent (routine) appointments for ancillary (supporting) services for the diagnosis or treatment of injury, illness or other health condition	15 business days

Appointment Type for Behavioral Health	You Should Be Able to Get an Appointment Within:
Life-threatening emergency	Immediate disposition of Members to appropriate care setting
Non-life-threatening emergency	6 hours or go to the ER
Urgent visit for behavioral health need that do not require a prior authorization	Within 48 hours of request
Urgent visit for behavioral health need that do require a prior authorization	Within 48 hours of request
Initial routine (non-urgent) appointment with a Behavioral Health provider	10 business days
Follow-up routine	10 business days

Other wait time standards	You should be able to get connected within:
Member services telephone wait times during normal business hours – Calls received after normal business hours (Monday – Friday, 8am – 5pm) are returned within one (1) business day. Calls received after midnight are responded to the same business day.	10 minutes
Telephone wait times for Nurse Advice Line	30 minutes (connected to nurse)



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Travel time or distance to care

IEHP must follow travel time or distance standards for your care. Those standards help to make sure you can get care without having to travel too long or too far from where you live. Travel time or distance standards depend on the county you live in.

If IEHP is not able to provide care to you within these travel time or distance standards, DHCS may approve a different standard, called an alternative access standard. For IEHP's time or distance standards for where you live, visit www.iehp.org. Or call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

If you need care from a provider and that provider is located far from where you live, call member services at IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). They can help you find care with a provider located closer to you. If IEHP cannot find care for you with a closer provider, you can ask IEHP to arrange transportation for you to go to your provider, even if that provider is located far from where you live. If you need help with pharmacy providers, please call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711).

It is considered far if you cannot get to that provider within the IEHP's travel time or distance standards for your county, regardless of any alternative access standard IEHP may use for your ZIP Code.

Appointments

When you need health care:

- Call your PCP
- Have your IEHP ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and IEHP ID card to your appointment
- Ask for transportation to your appointment, if needed
- Ask for language assistance or interpreting services, before your appointment to have the services at the time of your visit, if needed
- Be on time for your appointment, arriving a few minutes early to sign in, fill out forms and answer any questions your PCP may have
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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If you have an emergency, call **911** or go to the nearest emergency room.

Getting to your appointment

If you don't have a way to get to and from your appointments for covered services, we can help arrange transportation for you. This service, called medical transportation, is **not** for emergencies. If you are having an emergency, call **911**. Medical transportation is available for services and appointments that are not related to emergency services and may be available at no cost to you.

Go to the section "Transportation benefits for situations that are not emergencies" for more information.

Canceling and rescheduling

If you can't make your appointment, call your provider's office right away. Most doctors ask you to call 24 hours (1 business day) before your appointment if you have to cancel. If you miss repeated appointments, your doctor may not want to have you as a patient anymore.

Payment

You do **not** have to pay for covered services. In most cases, you will not get a bill from a provider. You must show your IEHP ID card and your Medi-Cal BIC when you get any health care services or prescriptions, so your provider knows who to bill. You may get an Explanation of Benefits (EOB) or a statement from a provider. EOBs and statements are not bills.

If you do get a bill, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). If you get a bill for prescriptions, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711). Or visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>. Tell IEHP the amount charged, the date of service and the reason for the bill. You are **not** responsible to pay a provider for any amount owed by IEHP for any covered service. You must get pre-approval (prior authorization) from IEHP before you visit a provider outside the IEHP network, including inside the IEHP service area, except in the following situations:



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- You need emergency services, in which case dial 911 or go to the nearest hospital
- You need family planning services or services related to testing for sexually transmitted infections, in which case you can go to any Medi-Cal provider without pre-approval
- You need mental health services, in which case you can go to either an in-network provider or a county mental health plan provider without pre-approval

If you do not get pre-approval, you may have to pay for care from providers who are not in the network. If you need covered health care services, you may be able to get them at an out-of-network provider at no cost to you, as long as they are medically necessary, not available in the network and pre-approved by IEHP. For more information about emergency care, urgent care, and sensitive services, go to those headings in this chapter.

If you get a bill or are asked to pay a co-pay that you think you did not have to pay, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). If you pay the bill, you can file a claim form with IEHP. You will need to tell IEHP in writing why you had to pay for the item or service. IEHP will read your claim and decide if you can get money back. IEHP Members have up to one year from the date of service to send IEHP a bill to be reimbursed. The Claims Department has 30 days to review and send you a letter. If the claim is accepted, you will get a check in the mail. If the request is denied, you will get a letter telling you why. If you do not agree with the decision, you can call IEHP Member Services and file a complaint. For questions or to ask for a claim form, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

If you receive services in the Veterans Affairs system or non-covered or unauthorized services received outside of California, you may be responsible for payment.

IEHP will not pay you back if:

- The services are not covered by Medi-Cal such as cosmetic services.
- You have an unmet Medi-Cal Share of Cost.
- You went to a doctor who does not take Medi-Cal and you signed a form that said you want to be seen anyway and you will pay for the services yourself.
- You asked to be paid back for co-pays for prescriptions covered by your Medicare Part D plan.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Referrals

Your PCP or another specialist will provide you a referral to visit a specialist within the time frame listed in the “Timely access to care” section of this handbook, if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP’s office can help you set up a time to go to the specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work, physical therapy, EKG, EEG, wellness, medical social services and home health care.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as they think you need treatment.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can go to the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the IEHP referral policy, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

You do not need a referral for:

- PCP visits
- Obstetrics/Gynecology (OB/GYN) visits
- Urgent or emergency care visits
- Adult sensitive services, such as sexual assault care
- Family planning services (to learn more, call Office of Family Planning Information and Referral Service at 1-800-942-1054)
- HIV testing and counseling (12 years or older)
- Sexually transmitted infection services (12 years or older)
- Chiropractic services (a referral may be required when provided by out-of-network FQHCs, RHCs and IHCPs)
- Initial mental health assessment (therapy and psychiatry)
- Acupuncture (the first two services per month; additional appointments will need a referral)
- Podiatry services
- Eligible dental services
- Out of area renal dialysis



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- Preventive services
- Biomarker testing for advanced or metastatic stage 3 or 4 cancers

Minors can also get certain outpatient mental health services, sensitive services and substance use disorder services without parent's consent. For more information read "Minor consent services" and "Substance use disorder treatment services" in this handbook.

Ready to quit smoking? Call English: 1-800-300-8086 or Spanish: 1-800-600-8191 to find out how. Or go to www.kickitca.org.

Pre-approval (prior authorization)

For some types of care, your PCP or specialist will need to ask IEHP for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that IEHP must make sure that the care is medically necessary or needed.

Medically Necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness or injury. For Members under the age of 21, Medi-Cal services includes care that is medically necessary to fix or help relieve a physical or mental illness or condition.

The following services always need pre-approval (prior authorization), even if you get them from a provider in the IEHP network:

- Hospitalization, if not an emergency
- Services out of the IEHP service area, if not an emergency or urgent
- Outpatient surgery
- Long-term care or skilled nursing services at a nursing facility
- Specialized treatments, imaging, testing, and procedures
- Medical transportation services when it is not an emergency. Emergency ambulance services do not require pre-approval.

Under Health and Safety Code Section 1367.01(h)(1), IEHP will decide routine pre-approvals (prior authorizations) within 5 working days of when IEHP gets the



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information reasonably needed to decide.

For requests in which a provider indicates or IEHP determines that following the standard timeframe could seriously endanger your life or health or ability to attain, maintain, or regain maximum function, IEHP will make an expedited (fast) pre-approval (prior authorization) decision. IEHP will give you notice as quickly as your health condition requires and no later than 72 hours after getting the request for services.

Pre-approval (prior authorization) requests are reviewed by clinical or medical staff, such as doctors, nurses and pharmacists.

IEHP does **not** pay the reviewers to deny coverage or services. If IEHP does not approve the request, IEHP will send you a Notice of Action (NOA) letter. The NOA letter will tell you how to file an appeal if you do not agree with the decision.

IEHP will contact you if IEHP needs more information or more time to review your request.

You never need pre-approval (prior authorization) for emergency care, even if it is out of the network and out of your service area. This includes labor and delivery if you are pregnant. You do not need pre-approval for certain sensitive care services. To learn more about sensitive care services, go to “Sensitive care” later in this chapter.

For questions about pre-approval (prior authorization), call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Second opinions

You might want a second opinion about care your provider says you need or about your diagnosis or treatment plan. For example, you may want a second opinion if you are not sure you need a prescribed treatment or surgery, or you have tried to follow a treatment plan and it has not worked.

If you want to get a second opinion, we will refer you to a qualified network provider who can give you a second opinion. For help choosing a provider, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

IEHP will pay for a second opinion if you or your network provider asks for it and you get the second opinion from a network provider. You do not need permission from IEHP to get a second opinion from a network provider. However, if you need a referral, your network provider can help you get a referral for a second opinion if you need one.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

If there is no provider in the IEHP network to give you a second opinion, IEHP will pay for a second opinion from an out-of-network provider. IEHP will tell you within 5 business days if the provider you choose for a second opinion is approved. If you have a chronic, severe or serious illness, or face an immediate and serious threat to your health, including, but not limited to, loss of life, limb, or major body part or bodily function, IEHP will tell you in writing within 72 hours.

If IEHP denies your request for a second opinion, you may file a grievance. To learn more about grievances, go to the “Complaints” heading in the Chapter titled “Reporting and Solving Problems” in this handbook.

Utilization management processes

IEHP has specific processes for Utilization Management (UM). IEHP also has guidelines or criteria that are used in specific cases to approve or deny requested health care services. In all cases, the Medical Director is required to take a Member’s needs into account when making decisions to approve or deny requested health care services. If you would like a copy of the IEHP Utilization Management processes, or would like a specific treatment guideline or criteria, please call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). The Utilization Management (UM) staff is on hand between 8am and 5pm during business days to talk about any UM issues. Staff may send outbound messages regarding UM questions during normal working hours and will always identify themselves by name, title, and organization name when calling or returning your calls. You can also call the California Department of Health Care Services (DHCS) at 1-888-452-8609.

Sensitive care

Minor consent services

If you are under age 18, you can receive some services without a parent or guardian’s permission. These services are called minor consent services.

You may get the following services without your parent or guardian’s permission:

- Sexual assault services, including outpatient mental health care
- Pregnancy



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- Family planning and birth control
- Abortion services

If you are 12 years old or older, you may also get these services without your parent or guardian's permission:

- Outpatient mental health care for:
 - Sexual assault
 - Incest
 - Physical assault
 - Child abuse
 - When you have thoughts of hurting yourself or others
- HIV/AIDS prevention, testing, and treatment
- Sexually transmitted infections prevention, testing, and treatment
- Substance use disorder treatment
 - For more information go to "Substance use disorder treatment services" in this handbook.

For pregnancy testing, family planning services, birth control services, or services for sexually transmitted infections, the doctor or clinic does not have to be part of the IEHP network. You can choose any Medi-Cal provider and go to them for these services without a referral or pre-approval (prior authorization). For minor consent services that are not specialty mental health services, you can go to an in-network provider without a referral and without pre-approval. Your PCP does not have to refer you and you do not need to get pre-approval from IEHP to get minor consent services that are covered under this Member Handbook.

Minor consent services that are specialty mental health services are not covered under this Member Handbook. Specialty mental health services are covered by the county mental health plan for the county where you live.

Minors can talk to a representative in private about their health concerns by calling the 24/7 Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711)

IEHP will not send information about getting sensitive services to parents or guardians. Please refer to the "Notice of Privacy Practices" section for information about how to request for confidential communications related to sensitive services.

Adult sensitive care services

As an adult (18 years or older), you may not want to go to your PCP for certain sensitive



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or private care. If so, you may choose any doctor or clinic for the following types of care:

- Family planning and birth control (including sterilization for adults 21 and older)
- Pregnancy testing and counseling
- HIV/AIDS prevention and testing
- Sexually transmitted infections prevention, testing and treatment
- Sexual assault care
- Outpatient abortion services

The doctor or clinic does not have to be part of the IEHP network. You can choose any Medi-Cal provider and go to them without a referral or pre-approval (prior authorization) for these services. Services from an out-of-network provider not related to sensitive care may not be covered. For help finding a doctor or clinic giving these services, or for help getting to these services (including transportation), you can call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You may also call the 24/7 Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711).

IEHP will not send information about getting sensitive services to other household members. Please refer to the “Notice of Privacy Practices” section for information about how to request for confidential communications related to sensitive services.

Moral objection

Some providers have a moral objection to some covered services. This means they have a right to **not** offer some covered services if they morally disagree with the services. If your provider has a moral objection, they will help you find another provider for the needed services. IEHP can also work with you to find a provider.

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need:

- Family planning;
- Contraceptive services, including emergency contraception;
- Sterilization, including tubal ligation at the time of labor and delivery;
- Infertility treatments;
- Abortion.

You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call IEHP at IEHP Member



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) to ensure that you can obtain the health care services that you need.

These services are available and IEHP must ensure you or your family member sees a provider or is admitted to a hospital that will perform the covered services. Call IEHP at IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) if you have questions or need help finding a provider.

Urgent care

Urgent care is **not** for an emergency or life-threatening condition. It is for services you need to prevent serious damage to your health from a sudden illness, injury or complication of a condition you already have. Most urgent care appointments do not need pre-approval (prior authorization) and are available within 48 hours of your request for an appointment. If the urgent care services you need require a pre-approval, you will be offered an appointment within 96 hours of your request.

For urgent care, call your PCP. If you cannot reach your PCP, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). Or you can call 24/7 Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711), to learn the level of care that is best for you.

If you need urgent care out of the area, go to the nearest urgent care facility.

Urgent care needs could be:

- Cold
- Sore throat
- Fever
- Ear pain
- Sprained muscle
- Maternity services

You must get urgent care services from an in-network provider when you are inside IEHP's service area. You do not need pre-approval (prior authorization) for urgent care from in-network providers inside IEHP's service area. If you are outside the IEHP service area, but inside the United States, you do not need pre-approval to get urgent care. Go to the nearest urgent care facility. Medi-Cal does not cover urgent care services outside the United States. If you are traveling outside the United States and need urgent care, we will not cover your care.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

If you need mental health urgent care, call your county mental health plan or Member Services at IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). You may call your county mental health plan or your IEHP Behavioral Health Organization any time, 24 hours a day, 7 days a week. To find all counties' toll-free telephone numbers online, visit <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>.

CALL	<p><u>Riverside County</u></p> <p>1-800-706-7500. Monday through Friday, 8am-5pm. Before and after hours, phone lines roll over to HelpLine Community Connect.</p> <p><u>San Bernardino County</u></p> <p>1-888-743-1478. 24 hours a day, 7 days a week.</p> <p>All calls are free. We have free interpreter services for people who do not speak English.</p>
TTY	<p><u>Riverside County</u></p> <p>Desert Region (760) 863-8026</p> <p>Mid-County Region (951) 296-0596</p> <p>Western Region (951) 358-4728</p> <p><u>San Bernardino County</u>, please call 1-888-743-1481</p> <p>This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p>

Your urgent care provider might give you medication as part of your urgent care visit. If you get medications as part of your visit, IEHP will cover the medications as part of your covered urgent care. If your urgent care provider gives you a prescription to take to a pharmacy, the Medi-Cal Rx program will cover the medications. To learn more about Medi-Cal Rx, go to the “Prescription drugs covered by Medi-Cal Rx” heading in the section “Other Medi-Cal programs and services” in Chapter 4.

Emergency care

For emergency care, call **911** or go to the nearest emergency room (ER). For



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emergency care, you do **not** need pre-approval (prior authorization) from IEHP.

Inside the United States, including any U.S. Territories, you have the right to use any hospital or other setting for emergency care.

Outside the U.S., only emergency services requiring hospitalization in Canada and Mexico are covered. Emergency care and other care in other countries are not covered.

Emergency care is for life-threatening medical conditions. This care is for an illness or injury that a prudent (reasonable) layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don't get care right away, you would place your health (or your unborn baby's health) in serious danger, or you risk serious harm to your body functions, body organ or body part. Examples may include, but are not limited to:

- Active labor
- Broken bone
- Severe pain
- Chest pain
- Trouble breathing
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts (may be covered by county mental health plans)

Do not go to the ER for routine care or care that is not needed right away. You should get routine care from your PCP, who knows you best. If you are not sure if your medical condition is an emergency, call your PCP. You may also call the 24/7 Nurse Advice Line at 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711).

If you need emergency care away from home, go to the nearest emergency room (ER), even if it is not in the IEHP network. If you go to an ER, ask them to call IEHP. You or the hospital to which you were admitted should call IEHP within 24 hours after you get emergency care. If you are traveling outside the U.S., other than to Canada or Mexico, and need emergency care, IEHP will **not** cover your care.

If you need emergency transportation, call **911**. You do not need to ask your PCP or IEHP first before you go to the ER.



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If you need care in an out-of-network hospital after your emergency (post-stabilization care), the hospital will call IEHP.

Remember: Do not call **911** unless it is an emergency. Get emergency care only for an emergency, not for routine care or a minor illness like a cold or sore throat. If it is an emergency, call **911** or go to the nearest emergency room.

IEHP Nurse Advice Line gives you free medical information and advice 24 hours a day, every day of the year. Call 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711).

Nurse advice line

IEHP Nurse advice line gives you free medical information and advice 24 hours a day, every day of the year. Call 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711) to:

- Talk to a nurse who will answer medical questions, give care advice, and help you decide if you should visit a provider right away
- Get help with medical conditions such as diabetes or asthma, including advice about what kind of provider may be right for your condition
- Talk to a nurse about whether you should get medical care, and how and where to get care. For example, if you are not sure if your condition is an emergency medical or mental health condition, they can help you decide if you need emergency services or urgent care. They can also tell you how and where to get that care.
- Get help on what to do if you need care and your health care provider's office is closed.

The Nurse advice line **cannot** help with clinic appointments or medication refills. Call your provider's office if you need help with these.

Advance directives

An advance health directive is a legal form. You can list on the form the health care you want in case you cannot talk or make decisions later on. You can list what care you do



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not want. You can name someone, such as a spouse, to make decisions for your health care if you cannot.

You can get an advance directive form at pharmacies, hospitals, law offices and doctors' offices. You may have to pay for the form. You can also find and download a free form online. You can ask your family, PCP or someone you trust to help you fill out the form.

You have the right to have your advance directive placed in your medical records. You have the right to change or cancel your advance directive at any time.

You have the right to learn about changes to advance directive laws. IEHP will tell you about changes to the state law no longer than 90 days after the change.

You can call IEHP at IEHP Member Services at 1-800-440-IEHP (4347) for more information.

Organ and tissue donation

You can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at www.organdonor.gov.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

4. Benefits and services

What your health plan covers

This chapter explains your covered services as a member of IEHP. Your covered services are free as long as they are medically necessary and provided by a network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for certain sensitive services, urgent care services and emergency care. Your health plan may cover medically necessary services from an out-of-network provider. But you must ask IEHP for pre-approval (prior authorization) for this. Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury. For Members under the age of 21, Medi-Cal services include care that is medically necessary to fix or help relieve a physical or mental illness or condition. For more details on your covered services, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Members under 21 years old get extra benefits and services. Read Chapter 5: Child and youth well care for more information.

Some of the basic health benefits IEHP offers are listed below. Benefits with a star (*) may need pre-approval from IEHP or your IPA or medial group first.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- Acupuncture*
- Acute (short-term treatment) home health therapies and services
- Adult immunizations (shots)
- Allergy testing and injections*
- Ambulance services for an emergency
- Anesthesiologist services*
- Asthma prevention
- Audiology*
- Behavioral health treatments*
- Biomarker testing
- Cardiac rehabilitation
- Chiropractic services*
- Chemotherapy & Radiation therapy*
- Cognitive health assessments
- Community health worker services
- Dental services - limited (performed by medical professional/PCP in a medical office)
- Dialysis/hemodialysis services
- Doula services
- Durable medical equipment (DME)*
- Dyadic care services
- Emergency room visits
- Enteral and parenteral nutrition*
- Family planning office visits and counseling (you can go to a non-participating provider)
- Family therapy
- Habilitative services and devices*
- Hearing aids*
- Home health care*
- Hospice care*
- Inpatient medical and surgical care*
- Lab and radiology*
- Long-term home health therapies and services*
- Maternity and newborn care
- Major organ transplant*
- Occupational therapy*
- Orthotics/prostheses*
- Ostomy and urological supplies*
- Outpatient hospital services*
- Outpatient mental health services*
- Outpatient surgery*
- Palliative care*
- PCP visits
- Pediatric services
- Physical therapy*
- Podiatry services*
- Preventive services
- Pulmonary rehabilitation
- Rapid Whole Genome Sequencing
- Rehabilitation services and devices*
- Skilled nursing services*
- Specialist visits*
- Speech therapy*
- Surgical services*
- Telemedicine/Telehealth
- Transgender services*
- Urgent care
- Vision services*
- Women's health services

Definitions and descriptions of covered services can be found in Chapter 8, "Important numbers and words to know."



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Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness or injury.

Medically necessary services include those services that are necessary for age-appropriate growth and development, or to attain, maintain, or regain functional capacity.

For Members under 21 years of age, a service is medically necessary if it is necessary to correct or ameliorate defects and physical and mental illnesses or conditions under the federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit. This includes care that is necessary to fix or help relieve a physical or mental illness or condition or maintain the member's condition to keep it from getting worse.

Medically necessary services do not include:

- Treatments that are untested or still being tested
- Services or items not generally accepted as effective
- Services outside the normal course and length of treatment or services that don't have clinical guidelines
- Services for caregiver or provider convenience

IEHP will coordinate with other programs to ensure that you receive all medically necessary services, even if those services are covered by another program and not IEHP.

Medically necessary services include covered services that are reasonable and necessary to:

- Protect life;
- Prevent significant illness or significant disability;
- Alleviate severe pain;
- Achieve age-appropriate growth and development; and
- Attain, maintain, and regain functional capacity.

For Members less than 21 years of age, medically necessary services include all covered services, identified above, and any other necessary health care, diagnostic services,



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treatment, and other measures to correct or ameliorate defects and physical and mental illnesses and conditions, as required by the federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit.

EPSDT provides a broad range of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under age 21. The EPSDT benefit is more robust than the benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible. The goal of EPSDT is to assure that individual children get the health care they need when they need it – the right care to the right child at the right time in the right setting.

IEHP will coordinate with other programs to ensure that you receive all medically necessary services, even if those services are covered by another program and not IEHP.

Medi-Cal benefits covered by IEHP

Outpatient (ambulatory) services

Adult immunizations

You can get adult immunizations (shots) from a network provider without pre-approval (prior authorization). IEHP covers those shots recommended by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC), including shots you need when you travel.

You can also get some adult immunization (shots) services in a pharmacy through Medi-Cal Rx. To learn more about the Medi-Cal Rx program, read the Other Medi-Cal programs and services section in this chapter.

Allergy care*

IEHP covers allergy testing and treatment, including allergy desensitization, hypo-sensitization or immunotherapy.

Anesthesiologist services*

IEHP covers anesthesia services that are medically necessary when you get outpatient care. This may include anesthesia for dental procedures when provided by an



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anesthesiologist, who may require pre-approval (prior authorization).

Chiropractic services*

IEHP covers chiropractic services, limited to the treatment of the spine by manual manipulation. Chiropractic services are limited to two services per month in combination with acupuncture, audiology, occupational therapy and speech therapy services (limits do not apply to children under age 21). IEHP may pre-approve other services as medically necessary.

The following members are eligible for chiropractic services:

- Children under age 21
- Pregnant people through the end of the month that includes 60-days following the end of a pregnancy
- Residents in a skilled nursing facility, intermediate care facility, or subacute care facility
- All members when services are provided at county hospital outpatient departments, outpatient clinics, FQHCs or RHCs that are in the IEHP's network. Not all FQHCs, RHCs or county hospitals offer outpatient chiropractic services.

Cognitive health assessments

IEHP covers an annual brief cognitive health assessment for members who are 65 years of age or older, and are otherwise not eligible for a similar assessment as part of an annual wellness visit under the Medicare Program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.

Community health worker services

IEHP covers community health worker (CHW) services for individuals when recommended by a physician or other licensed practitioner to prevent disease, disability, and other health conditions or their progression; prolong life; and promote physical and mental health and efficiency. Services may include:

- Health education and training, including control and prevention of chronic or infectious diseases; behavioral, perinatal and oral health conditions; and injury prevention
- Health promotion and coaching, including goal setting and creating action plans to address disease prevention and management



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Dialysis and hemodialysis services

IEHP covers dialysis treatments. IEHP also covers hemodialysis (chronic dialysis) services if your doctor submits a request and IEHP approves it.

Medi-Cal coverage does not include:

- Comfort, convenience, or luxury equipment, supplies and features
- Non-medical items, such as generators or accessories to make home dialysis equipment portable for travel

Doula services

IEHP covers doula services to include personal support to pregnant individuals and families throughout pregnancy, labor, and the postpartum period.

Dyadic care services

IEHP covers dyadic care services for members and their caregivers that are medically necessary.

Family Therapy

IEHP covers family therapy when medically necessary and composed of at least two family members.

Examples of family therapy include but not limited to:

- Child-parent psychotherapy (ages 0 through 5)
- Parent child interactive therapy (ages 2 through 12)
- Cognitive-behavioral couple therapy (adults)

Outpatient surgery*

IEHP covers outpatient surgical procedures. Those needed for diagnostic purposes, procedures considered to be elective, and specified outpatient medical or dental procedures must have pre-approval (prior authorization).

Specialty Physician services*

IEHP covers physician services that are medically necessary.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Podiatry (foot) services*

IEHP covers podiatry services as medically necessary for diagnosis and medical, surgical, mechanical, manipulative and electrical treatment of the human foot. This includes the ankle and tendons that insert into the foot and the nonsurgical treatment of the muscles and tendons of the leg controlling the functions of the foot.

Treatment therapies*

IEHP covers different treatment therapies, including:

- Chemotherapy
- Radiation therapy

Maternity and newborn care

IEHP covers these maternity and newborn care services:

- Breastfeeding education and aids
- Delivery and postpartum care
- Breast pumps and supplies
- Prenatal care
- Birthing center services
- Certified Nurse Midwife (CNM)
- Licensed Midwife (LM)
- Diagnosis of fetal genetic disorders and counseling
- Newborn care services

Exclusions

- Routine circumcision

Telehealth services

Telehealth is a way of getting services without being in the same physical location as your provider. Telehealth may involve having a live conversation with your provider. Or telehealth may involve sharing information with your provider without a live conversation. You can receive many services through telehealth. However, telehealth may not be available for all covered services. You can contact your provider to learn which types of services may be available through telehealth. It is important that both you and your provider agree that the use of telehealth for a particular service is appropriate for you. You have the right to in-person services and are not required to use telehealth



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even if your provider agrees that it is appropriate for you.

Mental health services

Outpatient mental health services

The IEHP covers a member for an initial mental health assessment without needing pre-approval (prior authorization). You may get a mental health assessment at any time from a licensed mental health provider in the IEHP network without a referral.

Your PCP or mental health provider may make a referral for additional mental health screening to a specialist within the IEHP network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional or behavioral functioning, IEHP can provide mental health services for you. IEHP covers mental health services such as:

- Individual and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Development of cognitive skills to improve attention, memory and problem solving
- Outpatient services for the purposes of monitoring medication therapy
- Outpatient laboratory, medications that are not already covered under the Medi-Cal Rx Contract Drug List (<https://medi-calrx.dhcs.ca.gov/home/>), supplies and supplements
- Psychiatric consultation
- Family Therapy

For help finding more information on mental health services provided by IEHP, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

If your PCP or mental health provider cannot provide you treatment for a mental health disorder available in the IEHP network and within the times listed above in the “Timely access to care” section, IEHP will cover and help you arrange out-of-network services.

If your mental health screening results determine you may have a higher level of impairment and need specialty mental health services (SMHS), your PCP or your mental health provider will refer you to the county mental health plan to get an assessment and help you connect with the next step in the process.

To learn more, read “Other Medi-Cal programs and services” on page 78 under,



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“Specialty mental health services.”

Emergency services

Inpatient and outpatient services needed to treat a medical emergency

IEHP covers all services that are needed to treat a medical emergency that happens in the U.S. (including territories such as Puerto Rico, U.S. Virgin Islands, etc.). IEHP also covers emergency care that requires hospitalization in Canada or Mexico. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, a prudent layperson could expect it to result in:

- Serious risk to your health; **or**
- Serious harm to bodily functions; **or**
- Serious dysfunction of any bodily organ or part; **or**
- In the case of a pregnant person in active labor, meaning labor at a time when either of the following would occur:
 - There is not enough time to safely transfer you to another hospital before delivery.
 - The transfer may pose a threat to your health or safety or to that of your unborn child.

If a hospital emergency room gives you up to a 72-hour supply of an outpatient prescription drug as part of your treatment, the prescription drug will be covered as part of your covered Emergency Services. If a hospital emergency room provider gives you a prescription that you have to take to an outpatient pharmacy to be filled, Medi-Cal Rx will be responsible for the coverage of that prescription.

If a pharmacist at an outpatient pharmacy gives you an emergency supply of a medication, that emergency supply will be covered by Medi-Cal Rx and not IEHP. Have the pharmacy call Medi-Cal Rx at 800-977-2273 if they need help in giving you an emergency medication supply.

Emergency transportation services

IEHP covers ambulance services to help you get to the nearest place of care in emergency situations. This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life. No services are covered



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outside the U.S., except for emergency services that require you to be in the hospital in Canada or Mexico. If you receive emergency ambulance services in Canada and Mexico and you are not hospitalized during that episode of care, your ambulance services will not be covered by IEHP.

Hospice and palliative care*

IEHP covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social and spiritual discomforts. Adults age 21 years or older may not receive both hospice care and palliative care services at the same time.

Hospice care

Hospice care is a benefit that services terminally ill members. Hospice care requires the member to have a life expectancy of 6 months or less. It is an intervention that focuses mainly on pain and symptom management rather than on a cure to prolong life.

Hospice care includes:

- Nursing services
- Physical, occupational or speech services
- Medical social services
- Home health aide and homemaker services
- Medical supplies and appliances
- Some drugs and biological services (some may be available through FFS Medi-Cal Rx)
- Counselling services
- Continuous nursing services on a 24-hour basis during periods of crisis and as necessary to maintain the terminally ill member at home
- Inpatient respite care for up to five consecutive days at a time in a hospital, skilled nursing facility or hospice facility
- Short-term inpatient care for pain control or symptom management in a hospital, skilled nursing facility or hospice facility

Palliative care

Palliative care is patient and family-centered care that improves quality of life by anticipating, preventing and treating suffering. Palliative care does not require the member to have a life expectancy of six months or less. Palliative care may be provided at the same time as curative care.



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Palliative care includes:

- Advance care planning
- Palliative care assessment and consultation
- Plan of care including all authorized palliative and curative care
- Plan of care team including, but not limited to:
 - Doctor of medicine or osteopathy
 - Physician assistant
 - Registered nurse
 - Licensed vocational nurse or nurse practitioner
 - Social worker
 - Chaplain
- Care coordination
- Pain and symptom management
- Mental health and medical social services

IEHP offers palliative care through the My Path program. My Path offers Members with serious or chronic illnesses with care from a team that will partner with the Member, their caregivers, their doctors, and specialists to help the Member get the care they want to improve their quality of life. Adults who are age 21 or older cannot receive both palliative care and hospice care at the same time. If you are getting palliative care and meet the eligibility for hospice care, you can ask to change to hospice care at any time.

Hospitalization*

Anesthesiologist services

IEHP covers medically necessary anesthesiologist services during covered hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical or dental procedures.

Inpatient hospital services

IEHP covers medically necessary inpatient hospital care when you are admitted to the hospital.



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Rapid Whole Genome Sequencing

Rapid Whole Genome Sequencing (rWGS) is a covered benefit for any Medi-Cal member who is one year of age or younger and is getting inpatient hospital services in an intensive care unit. It includes individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing. rWGS is a new way to diagnose conditions in time to affect ICU care of children one year of age or younger.

Surgical services

IEHP covers medically necessary surgeries performed in a hospital.

The Postpartum Care Extension Program

The Postpartum Care Extension Program provides extended coverage for Medi-Cal members during both the pregnancy and after pregnancy.

The Postpartum Care Extension Program extends coverage by IEHP for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status and no additional action is needed.

Rehabilitative and habilitative (therapy) services and devices*

This benefit includes services and devices to help people with injuries, disabilities or chronic conditions to gain or recover mental and physical skills.

We cover rehabilitative and habilitative services described in this section if all of the following requirements are met:

- The services are medically necessary
- The services are to address a health condition
- The services are to help you keep, learn, or improve skills and functioning for daily living
- You receive the services at an in-network facility, unless an in-network doctor determines that it is medically necessary for you to receive the services in another location, or an in-network facility is not available to treat your health condition.

The plan covers:

Acupuncture

IEHP covers acupuncture services to prevent, modify or alleviate the perception of



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severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of needles) are limited to two services per month, in combination with audiology, chiropractic, occupational therapy and speech therapy services when provided by a physician, dentist, podiatrist or acupuncturist (limits do not apply to children under age 21). IEHP may pre-approve (prior authorize additional services as medically necessary.

Audiology (hearing)*

IEHP covers audiology services. IEHP may pre-approve (prior authorize) additional services as medically necessary.

Behavioral health treatments

IEHP covers behavioral health treatment (BHT) services for members under 21 years of age through the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit. BHT includes services and treatment programs, such as applied behavior analysis and evidence-based behavior intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual under 21 years old.

BHT services teach skills using behavioral observation and reinforcement, or through prompting to teach each step of a targeted behavior. BHT services are based on reliable evidence and are not experimental. Examples of BHT services include behavioral interventions, cognitive behavioral intervention packages, comprehensive behavioral treatment and applied behavioral analysis.

BHT services must be medically necessary, prescribed by a licensed doctor or psychologist, approved by the plan, and provided in a way that follows the approved treatment plan.

Cardiac rehabilitation

IEHP covers inpatient and outpatient cardiac rehabilitative services.

Durable medical equipment (DME)*

IEHP covers the purchase or rental of DME supplies, equipment and other services with a prescription from a doctor, physician assistants, nurse practitioners, and clinical nurse specialists. Prescribed DME items may be covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability.



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Generally, IEHP does not cover the following:

- Comfort, convenience or luxury equipment, features and supplies, except for retail-grade breast pumps as described under “Breast pumps and supplies” under the heading “Maternity and newborn care in this chapter
- Items not intended for maintaining normal activities of daily living, such as exercise equipment (including devices intended to provide additional support for recreational or sports activities)
- Hygiene equipment, except when medically necessary for a Member under age 21
- Nonmedical items, such as sauna baths or elevators
- Modifications to your home or car
- Devices for testing blood or other body substances (however diabetes blood glucose monitors, continuous glucose monitors, test strips and lancets are covered by Medi-Cal Rx)
- Electronic monitors of the heart or lungs except infant apnea monitors
- Repair or replacement of equipment due to loss, theft, or misuse, except when medically necessary for a member under age 21
- Other items not generally used primarily for health care

However, in some cases, these items may be approved with Prior Authorization (Pre-Approval) submitted by your doctor. IEHP will choose whether to rent or to buy standard equipment and will choose who to rent or buy the DME from. You must give the DME back to the provider that supplied the equipment when IEHP no longer covers it.

Enteral and parenteral nutrition*

These methods of delivering nutrition to the body are used when a medical condition prevents you from eating food normally. Enteral nutrition formulas and parenteral nutrition products may be covered through Medi-Cal Rx, when medically necessary. IEHP may cover enteral and parenteral pumps and tubing, when medically necessary.

Hearing aids*

IEHP covers hearing aids if you are tested for hearing loss, the hearing aids are medically necessary, and have a prescription from your doctor. Coverage is limited to the lowest cost aid that meets your medical needs. IEHP will cover one hearing aid unless an aid for each ear is needed for results significantly better than you can get with one aid.



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Hearing aids for Members under age 21

State law requires children who need hearing aid to be referred to the California Children's Services (CCS) program to determine if the child is eligible for CCS. If the child is eligible for CCS, CCS will cover the costs for medically necessary hearing aids. If the child is not eligible for CCS, we will cover medically necessary hearing aids as part of Medi-Cal coverage.

Hearing aids for Members age 21 and older.

Under Medi-Cal, we cover the following for each covered hearing aid:

- Ear molds needed for fitting
- One standard battery package
- Visits to make sure the aid is working right
- Visits for cleaning and fitting your hearing aid
- Repair of your hearing aid

Under Medi-Cal, we will cover a replacement hearing aid if:

- Your hearing loss is such that your current hearing aid is not able to correct it
- Your hearing aid is lost, stolen, or broken and cannot be fixed and it was not your fault. You must give us a note that tells us how this happened.

For adults age 21 and older, Medi-Cal does not include:

- Replacement hearing aid batteries

Home health services*

IEHP covers health services provided in your home, when prescribed by your doctor and found to be medically necessary.

Home health services are limited to services that Medi-Cal covers such as:

- Part-time skilled nursing care
- Part-time home health aide
- Skilled physical, occupational and speech therapy
- Medical social services
- Medical supplies

Medical supplies, equipment and appliances

IEHP covers medical supplies that are prescribed by doctor, physician assistants, nurse practitioners, and clinical nurse specialists. Some medical supplies are covered through



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FFS Medi-Cal Rx and not IEHP.

Medi-Cal coverage does not include the following:

- Common household items including, but not limited to:
 - Adhesive tape (all types)
 - Rubbing alcohol
 - Cosmetics
 - Cotton balls and swabs
 - Dusting powders
 - Tissue wipes
 - Witch hazel
- Common household remedies including, but not limited to:
 - White petrolatum
 - Dry skin oils and lotions
 - Talc and talc combination products
 - Oxidizing agents such as hydrogen peroxide
 - Carbamide peroxide and sodium perborate
- Non-prescription shampoos
- Topical preparations that contain benzoic and salicylic acid ointment, salicylic acid cream, ointment or liquid and zinc oxide paste
- Other items not generally used primarily for health care and which are regularly and primarily used by persons who do not have a specific medical need for them.

Occupational therapy*

IEHP covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services. IEHP may pre-approve (prior authorize) additional services as medically necessary.

Orthotics/prostheses*

IEHP covers orthotic and prosthetic devices and services that are medically necessary and prescribed by your doctor, podiatrist, dentist, or non-physician medical provider. This includes implanted hearing devices, breast prosthesis/mastectomy bras, compression burn garments and prosthetics to restore function or replace a body part, or to support a weakened or deformed body part.



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Ostomy and urological supplies*

IEHP covers ostomy bags, urinary catheters, draining bags, irrigation supplies and adhesives. This does not include supplies that are for comfort, convenience or luxury equipment or features.

Physical therapy*

IEHP covers medically necessary physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services and application of topical medications.

Pulmonary rehabilitation

IEHP covers pulmonary rehabilitation that is medically necessary and prescribed by a doctor.

Skilled nursing facility services*

IEHP covers skilled nursing facility services as medically necessary if you are disabled and need a high level of care. These services include room and board in a licensed facility with skilled nursing care on a 24-hour per day basis.

Speech therapy*

IEHP covers speech therapy that is medically necessary. Speech therapy services are limited to two services per month, in combination with acupuncture, audiology, chiropractic and occupational therapy services (limits do not apply to children under age 21). IEHP may pre-approve (prior authorize) additional services as medically necessary.

Transgender services*

IEHP covers transgender services (gender-affirming services) as a benefit when they are medically necessary or when the services meet the criteria for reconstructive surgery.

Clinical trials

IEHP covers routine patient care costs for patients accepted into Phase I, Phase II, Phase III or Phase IV clinical trials if it is related to the prevention, detection or treatment of cancer or other life-threatening conditions and if the study meets all requirements under Health and Safety Code 1370.6(d)(1). Medi-Cal Rx, a Medi-Cal FFS



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program, covers most outpatient prescription drugs. Read the “Outpatient prescription drugs” section later in this chapter for more information.

Laboratory and radiology services*

IEHP covers outpatient and inpatient laboratory and X-ray services when medically necessary. Various advanced imaging procedures, such as CT scans, MRI and PET scans, are covered based on medical necessity.

Preventive and wellness services and chronic disease management

The plan covers:

- Advisory Committee for Immunization Practices recommended vaccines
- Family planning services
- American Academy of Pediatrics Bright Futures recommendations (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)
- Asthma prevention services
- Preventive services for women recommended by the American College of Obstetricians and Gynecologists
- Help to quit smoking, also called smoking cessation services
- United States Preventive Services Task Force Grade A and B recommended preventive services

Family planning services are provided to members of childbearing age to enable them to determine the number and spacing of children. These services include all methods of birth control approved by the FDA. IEHP’s PCP and OB/GYN specialists are available for family planning services.

For family planning services, you may also choose a Medi-Cal doctor or clinic not connected with IEHP without having to get pre-approval (prior authorization) from IEHP. Services from an out-of-network provider not related to family planning may not be covered. To learn more, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Read Chapter 5: Child and youth well care for preventive care information for youth 20 years old and younger.

Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program.



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This 12-month program is focused on lifestyle changes and designed to prevent or delay the onset of type 2 diabetes among individuals diagnosed with prediabetes. Members who meet criteria may qualify for a second year. The program provides education and group support. Techniques include, but are not limited to:

- Providing a peer coach
- Teaching self-monitoring and problem solving
- Providing encouragement and feedback
- Providing informational materials to support goals
- Tracking routine weigh-ins to help accomplish goals

Members must meet program eligibility requirements to join DPP. Call IEHP to learn more about the program and eligibility.

Reconstructive services*

IEHP covers surgery to correct or repair abnormal structures of the body to improve or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by congenital defects, developmental abnormalities, trauma, infection, tumors, disease, or breast reconstruction after a mastectomy. Some limitations and exceptions may apply.

Substance use disorder screening services

The plan covers:

- Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT).

Go to “Substance use disorder treatment services” later in this chapter for treatment coverage through the county.

Vision benefits

The plan covers:

- Routine eye exam once every 24 months; Additional or more frequent eye exams are covered if medically necessary for members, such as those with diabetes.
- Eyeglasses (frames and lenses) once every 24 months; when you have a valid prescription.



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- Replacement eyeglasses within 24 months if you have a change in prescription or your eyeglasses are lost, stolen, or broken (and cannot be fixed), and it was not your fault. You must give us a note that tells us how your eyeglasses were lost, stolen, or broken.
- Low vision devices for those with vision impairment that is not correctable by standard glasses, contact lenses, medicine, or surgery that interferes with a person's ability to perform everyday activities (i.e., age-related macular degeneration).
- Medically necessary Contact Lenses
Contact lens testing and contact lenses may be covered if the use of eyeglasses is not possible due to eye disease or condition (i.e., missing an ear). Medical conditions that qualify for special contact lenses include, but are not limited to, aniridia, aphakia, and keratoconus.
- Eyeglasses for pregnant women through postpartum or residents of skilled nursing facilities
- Diabetes retinal exam (DRE) once per calendar year for Members diagnosed with diabetes

Limitations

- Single vision lenses only.
- Members under 18 automatically get polycarbonate lenses.
- Contacts in lieu of glasses only if medically necessary.
- Radial keratotomy, LASIK surgery, and other low-vision aids

Transportation benefits for situations that are not emergencies

You are entitled to medical transportation if you have medical needs that do not allow you to use a car, bus or taxi to your appointments. Medical transportation can be provided for covered services and Medi-Cal covered pharmacy appointments. If you need medical transportation, you can request this by speaking to your doctor, dentist, podiatrist, or mental health or substance use disorder provider. Your provider will decide the correct type of transportation to meet your needs. If they find that you need medical transportation, they will prescribe it by completing a form and submitting it to IEHP. Once approved, the approval is good for 12 months depending on the medical need. Additionally, there are no limits for how many rides you can get. Your doctor will need to reassess your medical need for medical transportation and re-approve every 12



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months.

Medical transportation is an ambulance, litter van, wheelchair van or air transport. IEHP allows the lowest cost medical transportation for your medical needs when you need a ride to your appointment. That means, for example, if you can physically or medically be transported by a wheelchair van, IEHP will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

Medical transportation must be used when:

- It is physically or medically needed as determined with a written authorization by a doctor or other provider because you are not able to physically or medically able to use a bus, taxi, car or van to get to your appointment.
- You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.

To ask for medical transportation that your doctor has prescribed for non-urgent (routine) appointments, please call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) **or** American Logistics Company (ALC) at 1-855-673-3195 at least **5 business days** (Monday-Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.

Limits of medical transportation: IEHP provides the lowest cost medical transportation that meets your medical needs to the closest provider from your home where an appointment is available. Medical transportation will not be provided if the service is not covered by Medi-Cal. If the appointment type is covered by Medi-Cal but not through the health plan, IEHP will help you schedule your transportation. A list of covered services is in this Member Handbook. Transportation is not covered outside of the network or service area unless pre-authorized by IEHP. For more information or to ask for medical transportation, please call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) or American Logistics Company (ALC) at 1-855-673-3195.

Cost to member: There is no cost when transportation is arranged by IEHP.

How to get non-medical transportation

Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service and you do not have any access to transportation. You can get a ride, at no cost to you, when you have tried all other ways to get transportation



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and are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider; or
- Picking up prescriptions and medical supplies

IEHP allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. IEHP will cover the lowest cost of non-medical transportation type that meets your needs. Sometimes, IEHP can give reimbursement for rides in a private vehicle that you arrange. This must be approved by IEHP before you get the ride, and you must tell us why you cannot get a ride any other way, like the bus. You can tell us by calling us, by emailing, or in person. You cannot drive yourself and be reimbursed.

Mileage reimbursement requires all of the following:

- The driver's license of the driver
- The vehicle registration of the driver
- Proof of car insurance for the driver

To request a ride for services that have been authorized, call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347) or American Logistics Company (ALC) at 1-855-673-3195 at least **5 business days** business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Note: American Indians may contact their local Indian Health Clinic to request non-medical transportation.

Limits of non-medical transportation: IEHP provides the lowest cost non-medical transportation that meets your needs to the closest provider from your home where an appointment is available. Members cannot drive themselves or be reimbursed directly. For more information, please call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347) or American Logistics Company (ALC) at 1-855-673-3195.

Non-medical transportation does not apply if:

- An ambulance, litter van, wheelchair van, or other form of medical transportation is medically needed to get to a Medi-Cal covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.



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- You are in a wheelchair and are unable to move in and out of the vehicle without help from the driver.
- The service is not covered by Medi-Cal.

Cost to member: There is no cost when non-medical transportation is arranged by IEHP.

Travel expenses: In certain instances, IEHP may cover travel expenses such as meals, hotel stays, and other related expenses if you have to travel for doctor's appointments that are not available near your home. This can also be covered for an accompanying attendant and a major organ transplant donor, if applicable. You need to request pre-approval (prior authorization) for these services by contacting IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347) or American Logistics Company (ALC) at 1-855-673-3195.

Other IEHP covered benefits and programs

Health surveys to help our Care Management Team identify your health and wellness needs

The Health Information Form (HIF) enclosed in your welcome packet is a survey to help our Care Team of nurses and social workers find areas that you may need help with to support your health and wellness goals.

For our Members who are Seniors or Persons with Disabilities, you will be asked to fill out a Health Risk Assessment (HRA) survey either over the phone or by mail. The HRA is a way for our Care Team to know your concerns or problems that our nurse and social work Care Managers can help you with.

Complex Care Management (CCM) program

If you are sick or have a serious illness, IEHP will work with you and your Doctor to make sure you get the care you need. The IEHP Behavioral Health and Care Management Team (BHCMT) can help you if you have a serious illness, like heart disease, lung disease, kidney disease, AIDS, Hepatitis C, spinal injury, or other chronic problems. The IEHP CMT can help you manage your condition and medicines, coordinate your care by working with your doctors, and can help you get any needed medical equipment. An Interdisciplinary Care Team (ICT) can also help you with your



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personal plan of care. An ICT consists of your PCP, Nurse care manager, Behavioral Health care manager (when needed), and others who support your health care needs.

There are several ways that you can be referred into IEHP's Complex Care Management program such as:

- A Medical Management Referral (example: A nurse from IEHP's Nurse Advice Line thinks you would benefit from the program,)
- A Discharge Planner Referral (example: If you are being discharged from a hospital and have many complicated needs)
- A Member or Caregiver Referral (example: You can call IEHP to ask for a Complex Care Manager's help)
- A Practitioner Referral (example: Your doctor can make a referral on your behalf)
- Call IEHP Member Services if you are interested in enrolling or feel that you or your caregiver would benefit from being in the program, or talk to your doctor if you would like to learn more about this no-cost Complex Care Management Program, speak with your ICT, create a personal plan of care, or if you just need help with your health care. Call 1-800-440-IEHP (4347) (TTY 1-800-718-4347), Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm.

Foster care children enrolled in the IEHP Open Access Program

When can I start getting care?

You will get your IEHP Member ID Card in the mail. Your IEHP Member ID card will say Open Access. This means that members assigned to Open Access may go to any Primary Care Doctor in the Open Access network. To find a Primary Care Doctor, go to www.iehp.org or call the IEHP Open Access Team at 1-800-706-4347.

Changing your doctor

Although we suggest that you stay with a Doctor who is a good match with your family or guardian, Open Access members may change Primary Care Doctors when needed. Members in Open Access may see any Primary Care Doctor in the Open Access network without having to change your Primary Care Doctor with IEHP.

Long-term care services and supports

IEHP covers these long-term care benefits for members who qualify:



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- Long-term care facility services as approved by IEHP
- Skilled nursing facility services as approved by IEHP

If you qualify for long-term care services, IEHP will make sure you are placed in a health care facility that provides the level of care most appropriate to your medical needs.

If you have questions about long-term care services, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Basic care management

IEHP will help coordinate and manage your health care needs and services at no cost to you. IEHP will coordinate your health care services to help ensure that you receive all medically necessary services, including prescription drugs, and behavioral health care services, even if those services are covered by another program and not IEHP. This includes care coordination across settings, such as if you need hospitalization and are discharged to your home or a skilled nursing facility.

If you have questions or concerns about your health or the health of your child, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Enhanced Care Management

IEHP covers Enhanced Care Management (ECM) services for members with highly complex needs. ECM is a benefit that provides extra services to help you get the care you need to stay healthy. It coordinates the care you get from different doctors. ECM helps coordinate primary care, acute care, behavioral health, developmental, oral health, community-based long-term services and supports (LTSS), and referrals to available community resources.

If you qualify, you may be contacted about ECM services. You can also call IEHP to find out if and when you can receive ECM. Or talk to your health care provider who can find out if you qualify for ECM and when and how you can receive it.

Covered ECM services

If you qualify for ECM, you will have your own care team, including a Lead Care Manager. This person will talk to you and your doctors, specialists, pharmacists, case managers, social services providers and others to make sure everyone works together to get you the care you need. A Lead Care Manager can also help you find and apply for other services in your community. ECM includes:



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- Outreach and engagement
- Comprehensive assessment and care management
- Enhanced coordination of care
- Health promotion
- Comprehensive transitional care
- Member and family support services
- Coordination and referral to community and social supports

To find out if ECM may be right for you, talk to your IEHP representative or health care provider.

Cost to member

There is no cost to the member for ECM services.

Community Supports

Community Supports may be available under your Individualized Care Plan. Community Supports are medically appropriate and cost-effective alternative services or settings to those covered under the Medi-Cal State Plan. These services are optional for Members to receive. If you qualify, these services may help you live more independently. They do not replace benefits that you already get under Medi-Cal. Examples of Community Supports that IEHP plans to offer: medically-supportive food/meals or medically-tailored meals, help for you or your caregiver, or shower grab bars and ramps. MCP must include a short description of each available service, specifying the eligible population(s), limitations if applicable and information on how to access the service. Please note that certain Community Supports services have restrictions on frequency and/or maximum cost of services. If you need help or would like to find out what Community Supports may be available for you, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) or call your health care provider.

Major Organ Transplant

Transplants for children under age 21

State law requires children who need transplants to be referred to the California Children's Services (CCS) program to decide if the child is eligible for CCS. If the child is eligible for CCS, CCS will cover the costs for the transplant and related services. If the child is not eligible for CCS, then IEHP will refer the child to a qualified transplant center for evaluation. If the transplant center confirms the transplant would be needed



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and safe, IEHP will cover the transplant and related services.

Transplants for adults age 21 and older

If your doctor decides you may need a major organ transplant, IEHP will refer you to a qualified transplant center for an evaluation. If the transplant center confirms a transplant is needed and safe for your medical condition, IEHP will cover the transplant and other related services.

The following major organ transplants covered by IEHP include but are not limited to:

- Bone marrow
- Heart
- Heart/Lung
- Kidney
- Kidney/Pancreas
- Liver
- Liver/Small bowel
- Lung
- Pancreas
- Small bowel

Other Medi-Cal programs and services

Other services you can get through Fee-For-Service (FFS) Medi-Cal or other Medi-Cal programs

Sometimes IEHP does not cover services, but you can still get them through FFS Medi-Cal or other Medi-Cal programs. IEHP will coordinate with other programs to ensure that you receive all medically necessary services, even if those services are covered by another program and not IEHP. This section lists some of these services. To learn more, call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Outpatient prescription drugs

Prescription drugs covered by Medi-Cal Rx

Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, a Medi-Cal FFS program. Some drugs given by a provider in an office or clinic may be covered by IEHP. Your provider can prescribe you drugs that are on the Medi-Cal Rx Contract Drugs List.

Sometimes, a drug is needed and is not on the Contract Drug List. These drugs will need to be approved before they can be filled at the pharmacy. Medi-Cal Rx will review



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and decide these requests within 24 hours.

- A pharmacist at your outpatient pharmacy may give you a 72-hour emergency supply if they think you need it. Medi-Cal Rx will pay for the emergency medication supply given by an outpatient pharmacy.
- Medi-Cal Rx may say no to a non-emergency request. If they say no, they will send you a letter to tell you why. They will tell you what your choices are. Go to the “Complaints” section in Chapter 6 Reporting and solving problems for more information.

To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711), visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

Pharmacies

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with Medi-Cal Rx. You can find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory at <https://medi-calrx.dhcs.ca.gov/home/>. You can also find a pharmacy near you or a pharmacy that can mail your prescription to you by calling Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711).

Once you choose a pharmacy, take your prescription to the pharmacy. Your provider may also send it to the pharmacy for you. Give the pharmacy your prescription with your Medi-Cal Benefits Identification Card (BIC). Make sure the pharmacy knows about all medications you are taking and any allergies you have. If you have any questions about your prescription, make sure you ask the pharmacist.

Members may also receive transportation services from IEHP to get to pharmacies. To learn more about transportation services, read “Transportation benefits for situations that are not emergencies” in this handbook.

Specialty mental health services

Some mental health services are provided by county mental health plans instead of IEHP. These include specialty mental health services (SMHS) for Medi-Cal members who meet criteria for SMHS. SMHS may include these outpatient, residential and inpatient services:



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Outpatient services:

- Mental health services
- Medication support services
- Day treatment intensive services
- Day rehabilitation services
- Crisis intervention services
- Crisis stabilization services
- Targeted case management services
- Therapeutic behavioral services (covered for members under 21 years old)
- Intensive care coordination (ICC) (covered for members under 21 years old)
- Intensive home-based services (IHBS) (covered for members under 21 years old)
- Therapeutic foster care (TFC) (covered for members under 21 years old)

Residential services:

- Adult residential treatment services
- Crisis residential treatment services

Inpatient services:

- Acute psychiatric inpatient hospital services
- Psychiatric inpatient hospital professional services
- Psychiatric health facility services

To learn more about specialty mental health services, the county mental health plan provides, you can call your county mental health plan. To find all counties' toll-free telephone numbers online, visit dhcs.ca.gov/individuals/Pages/MHPCContactList.aspx. If IEHP determines that you will need services from the county mental health plan, IEHP will help you connect with the county mental health plan services.

Substance use disorder treatment services

The county provides substance use disorder services to Medi-Cal members who meet criteria for these services. Members who are identified for substance use disorder treatment services are referred to their county department for treatment. To find all counties' telephone numbers online, visit https://dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx.



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County mental health plans provide:

- Outpatient substance use disorder services, including residential treatment services.
- For help finding more information on substance use disorder services, provided by the county mental health plan, you can call the county.
 - Riverside: 1-800-499-3008
 - San Bernardino: 1-800-968-2636

Dental services

Medi-Cal Dental Program is the same as Fee-for-Service (FFS) Medi-Cal for your dental services. Before you get dental services, you must show your BIC to the dental provider and make sure the provider takes FFS Dental.

Medi-Cal Dental covers some dental services, including:

- Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments (anterior/posterior)
- Crowns (prefabricated/laboratory)
- Scaling and root planing
- Complete and partial dentures
- Orthodontics for children who qualify
- Topical fluoride

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You may also visit the Medi-Cal Dental Program website at <https://www.dental.dhcs.ca.gov> or <https://smilecalifornia.org/>.

California Children's Services (CCS)

CCS is a Medi-Cal program that treats children under 21 years of age with certain



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health conditions, diseases or chronic health problems and who meet the CCS program rules. If IEHP or your PCP believes your child has a CCS-eligible condition, they will be referred to the CCS county program to be assessed for eligibility.

County CCS program staff will decide if your child qualifies for CCS services. IEHP does not decide CCS eligibility. If your child qualifies to get this type of care, CCS providers will treat him or her for the CCS-eligible condition. IEHP will continue to cover the types of service that do not have to do with the CCS condition such as physicals, vaccines and well-child checkups.

IEHP does not cover services provided by the CCS program. For CCS to cover these services, CCS must approve the provider, services and equipment.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or that need to be treated with medicines, surgery or rehabilitation (rehab). CCS covers children with health conditions such as:

- Congenital heart disease
- Cancers
- Tumors
- Hemophilia
- Sickle cell anemia
- Thyroid problems
- Diabetes
- Serious chronic kidney problems
- Liver disease
- Intestinal disease
- Cleft lip/palate
- Spina bifida
- Hearing loss
- Cataracts
- Cerebral palsy
- Seizures under certain circumstances
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe head, brain or spinal cord injuries
- Severe burns
- Severely crooked teeth

Medi-Cal pays for CCS services. If your child is not eligible for CCS program services, they will keep getting medically necessary care from IEHP.

To learn more about CCS, you can visit the CCS web page at <https://www.dhcs.ca.gov/services/ccs>. Or call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Medi-Cal Waiver Programs

- AIDS Medi-Cal Waiver Program
- Assisted Living Waiver
- Home and Community-Based Alternatives Waiver

If you qualify for a waiver program, your IEHP Doctor will refer you and help you get these services.

Services you cannot get through IEHP or Medi-Cal

There are some services that neither IEHP nor Medi-Cal will cover, including, but not limited to:

- In vitro fertilization (IVF), including but not limited to infertility studies or procedures to diagnose or treat infertility
- Fertility preservation
- Experimental services
- Home modifications except as stated in the Medi-Cal Provider Manual. Alterations or improvements to real property, such as a non-portable wheelchair ramp, are not Medi-Cal benefits, except when authorized for home dialysis services.
- Vehicle modifications
- Cosmetic Procedures and treatment:
 - Cosmetic surgery: Surgery or other cosmetic services that are performed to alter or reshape normal structures of the body in order to improve appearance.
 - Cosmetic Drugs: Drugs or medications for cosmetic purposes that are not medically necessary and appropriate for the member's condition.
 - Cosmetic laser treatments for cosmetic purposes of skin lightening, dermabrasion, or tattoo removal that are not medically necessary.
- Foot care: Routine foot care, including toenail trimming and callus and/or corn paring or excision unless you have diabetes.
- Hearing aids loaners during repair periods.
- Mental health services for relational problems: This includes counseling for couples or families for conditions listed as relational problems, as defined by the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition



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(DSMV).

- Over-the-counter contraceptives: Contraceptive devices and supplies that you can get without a prescription.
- Personal items: Personal comfort items or items and services for convenience, such as television, private rooms, health club memberships and/or similar items.
- Private duty nursing not approved by IEHP.
- Prosthetics and orthotics that are:
 - Not physician-prescribed
 - Non-standard or not custom fitted
 - Not approved by IEHP
- Over-the-counter medications
- Corrective shoes, shoe inserts, arch supports (except for therapeutic footwear for diabetics), corsets, elastic stockings, and garter belts
- More than one device that serves the same purpose for the same part of the body are not covered by IEHP, except through early and periodic screening, diagnostic and treatment (EPSDT) services.
- Therapies and medical equipment excluded from the Federal coverage or carved out by Fee-for-Service Medi-Cal (for example: erectile dysfunction medical equipment and medication)
- Women, Infant and Children (WIC) Supplemental Food Program – Your IEHP Doctor will look at the nutritional needs of pregnant, breast-feeding and postpartum women, as well as infants and children. Eligible Members will be referred to the local WIC program. WIC gives food vouchers and education on nutrition. Your doctor will record, plan, and check up on patients sent to the local WIC program.
- Or any other items detailed by the Medi-Cal Provider Manual.

This is not a complete list. Services that are not listed as a covered benefit and are not covered by Medi-Cal are not covered by IEHP. These excluded services include those published in the California Department of Health Care Services' TAR (Treatment Authorization Request) and Non-Benefit List

IEHP may cover a non-benefit if medical necessity is established. Your provider must submit a Prior Authorization to your assigned medical group with the reasons why the non-benefit is medically needed.



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To learn more call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Evaluation of new and existing technologies

IEHP is always looking for ways to take better care of our Members. That is why IEHP has a process to review new technology and new uses of existing technology for medical or behavioral procedures, drugs, and devices for any added benefits.

Our Medical Directors identify new medical or behavioral procedures, treatment, drugs, and devices on a regular basis. They present research data to the IEHP Utilization Management (UM) Subcommittee or IEHP Pharmacy & Therapeutics (P&T) Subcommittee, where Doctors review the technology and suggest whether it can be added as a new benefit. If approved by the Utilization Management (UM) Subcommittee or Pharmacy & Therapeutics (P&T) Subcommittee, the new technology is then presented to the Quality Management Committee for final approval. Once approved by the IEHP Quality Management Committee, IEHP will add the new technology as a covered benefit for our Members. To learn more about this review of new technology, please call IEHP Member Services at 1-800-440-IEHP (4347).



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5. Child and youth well care

Child and youth members under 21 years old can get special health services as soon as they are enrolled. This makes sure they get the right preventive, dental, mental health and developmental and specialty services. This chapter explains these services.

Pediatric services (Children under age 21)

Members under 21 years old are covered for needed care. The following list includes medically necessary services to treat or ameliorate defects and physical or mental diagnoses. Covered services include but are not limited to the list below:

- Well-child visits and teen check-ups (Important visits children need)
- Immunizations (shots)
- Behavioral health assessment and treatment
- Mental health evaluation and treatment, including individual, group and family psychotherapy (specialty mental health services are covered by the county)
- Lab tests, including blood lead poisoning screening
- Health and preventive education
- Vision services
- Dental services (covered under Medi-Cal Dental)
- Hearing services (covered by CCS for children who qualify. IEHP will cover services for children who do not qualify for CCS)

These services are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. EPSDT services that are recommended by pediatricians' Bright Futures guidelines (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf) to help you or your child stay healthy are covered at no cost to you.



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Well-child health check-ups and preventive care

Preventive care includes regular health check-ups, screenings to help your doctor find problems early, and counseling services to detect illnesses, diseases, or medical conditions before they cause problems. Regular check-ups help you or your child's doctor look for any problems. Problems can include medical, dental, vision, hearing, mental health, and any substance use (drug) disorders. IEHP covers check-ups to screen for problems (including blood lead level assessment) any time there is a need for them, even if it is not during your or your child's regular check-up.

Preventive care also includes shots you or your child need. IEHP must make sure that all enrolled children get needed shots at the time of any health care visit. Preventive care services and screenings are available at no cost and without pre-approval (prior authorization).

Your child should get check-ups at these ages:

- | | |
|------------------------|--------------------------------------|
| ▪ 2-4 days after birth | ▪ 12 months |
| ▪ 1 month | ▪ 15 months |
| ▪ 2 months | ▪ 18 months |
| ▪ 4 months | ▪ 24 months |
| ▪ 6 months | ▪ 30 months |
| ▪ 9 months | ▪ Once a year from 3 to 20 years old |

Well-child health check-ups include:

- A complete history and head-to-toe physical exam
- Age-appropriate shots (California follows the American Academy of Pediatrics Bright Futures Periodicity schedule
https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)
- Lab tests, including blood lead poisoning screening
- Health education
- Vision and hearing screening
- Oral health screening
- Behavioral health assessment

When a physical problem or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and IEHP is responsible for paying for the care, then IEHP covers the care at



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no cost to you. These services include:

- Doctor, nurse practitioner and hospital care
- Shots to keep you healthy
- Physical, speech/language and occupational therapies
- Home health services, which could be medical equipment, supplies and appliances
- Treatment for vision problems, including eyeglasses
- Treatment for hearing problems, including hearing aids when they are not covered by CCS
- Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities
- Case management and health education
- Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to improve function or create a normal appearance

Blood lead poisoning screening

All children enrolled in IEHP should get blood lead poisoning screening at 12 and 24 months or between the ages of 36 and 72 months if they were not tested earlier.

Help getting child and youth well care services

IEHP will help members under 21 years old and their families get the services they need. A IEHP care coordinator can:

- Tell you about available services
- Help find network providers or out-of-network providers, when needed
- Help make appointments
- Arrange medical transportation so children can get to their appointments
- Help coordinate care for services that are available through FFS Medi-Cal, such as:
 - Treatment and rehabilitative services for mental health and substance use disorders



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- Treatment for dental issues, including orthodontics

Other services you can get through Fee-For-Service (FFS) Medi-Cal or other programs

Dental check-ups

Keep your baby's gums clean by gently wiping the gums with a washcloth every day. At about four to six months, "teething" will begin as the baby teeth start to come in. You should make an appointment for your child's first dental visit as soon as their first tooth comes in or by their first birthday, whichever comes first.

The following Medi-Cal dental services are free or low-cost services for:

Babies ages 1 to 4

- Baby's first dental visit
- Baby's first dental exam
- Dental exams (every 6 months; every 3 months from birth to age 3)
- X-rays
- Teeth cleaning (every 6 months)
- Fluoride varnish (every 6 months)
- Fillings
- Tooth removal
- Emergency services
- Outpatient services
- *Sedation (if medically necessary)

Kids ages 5-12

- Dental exams (every 6 months)
- X-rays
- Fluoride varnish (every 6 months)
- Teeth cleaning (every 6 months)
- Molar sealants
- Fillings
- Root canals
- Emergency services
- Outpatient services
- *Sedation (if medically necessary)

Kids ages 13-20

- Dental exams (every 6 months)
- X-rays
- Fluoride varnish (every 6 months)
- Teeth cleaning (every 6 months)
- Orthodontics (braces) for those who qualify
- Fillings
- Crowns
- Root canals
- Tooth removal



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- Emergency services
- Outpatient services
- Sedation (if medically necessary)

*Sedation and general anesthesia should be considered when it is documented why local anesthesia is not appropriate or contraindicated, and the dental treatment is pre-approved or does not need pre-approval (prior authorization).

Contraindications include, but are not limited to:

- Physical, behavioral, developmental or emotional condition that prohibits the patient from responding to the provider's attempts to perform treatment
- Extensive restorative or surgical procedures
- An uncooperative child
- An acute infection at an injection site
- Failure of a local anesthetic to control pain

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You may also visit the Medi-Cal Dental Program website at <https://smilecalifornia.org/>.

Additional preventive education referral services

If you are worried that your child is having a hard time taking part and learning at school, talk to your child's Primary Care Doctor, teachers or administrators at the school. In addition to your medical benefits covered by IEHP, there are services that the school must provide to help your child learn and not fall behind.

Examples of services that may be provided to help your child learn include:

- Speech and Language Services
- Psychological Services
- Physical Therapy
- Occupational Therapy
- Assistive Technology
- Social Work Services
- Counseling Services
- School Nurse Services
- Transportation to and from school

These services are provided by and paid for by the California Department of Education. Together with your child's doctors and teachers, you can make a custom plan that will best help your child.



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6. Reporting and solving problems

There are two ways to report and solve problems:

- A **complaint** (or **grievance**) is when you have a problem with IEHP or a provider, or with the health care or treatment you got from a provider
- An **appeal** is when you don't agree with IEHP's decision to change your services or to not cover them

You have the right to file grievances and appeals with IEHP to tell us about your problem. This does not take away any of your legal rights and remedies. We will not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

You should always contact IEHP first to let us know about your problem. Call us between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). Tell us about your problem. This will not take away any of your legal rights. We will also not discriminate or retaliate against you for complaining about us. Letting us know about your problem will help us improve care for all members.

If your grievance or appeal is still not resolved after 30 days, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC) and ask them to review your complaint or conduct an Independent Medical Review. You can call the DMHC at 1-888-466-2219 (TTY 1-877-688-9891 or 711) or visit the DMHC website for more information: <https://www.dmhc.ca.gov>.

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can also help. They can help if you have problems joining, changing or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. and 5:00 p.m. at 1-888-452-8609.

You can also file a grievance with your county eligibility office about your Medi-Cal eligibility. If you are not sure who you can file your grievance with, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

To report incorrect information about your additional health insurance, please call Medi-Cal Monday through Friday, between 8:00 a.m. and 5:00 p.m. at 1-800-541-5555.

Complaints

A complaint (or grievance) is when you have a problem or are unhappy with the services you are receiving from IEHP or a provider. There is no time limit to file a complaint. You can file a complaint with IEHP at any time by phone, in writing or online.

- **By phone:** Call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday. Give your health plan ID number, your name and the reason for your complaint.
- **By mail:** Call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the reason for your complaint. Tell us what happened and how we can help you.

Mail the form to:

IEHP

ATTN: Grievance and Appeals Department

P.O. Box 1800

Rancho Cucamonga, CA 91729-1800

Your doctor's office will have complaint forms available.

- **Online:** Visit the IEHP website. Go to www.iehp.org.

If you need help filing your complaint, we can help you. We can give you free language services. Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Within 5 calendar days of getting your complaint, we will send you a letter telling you we got it. Within 30 days, we will send you another letter that tells you how we resolved your problem. If you call IEHP about a grievance that is not about health care coverage, medical necessity, or experimental or investigational treatment, and your grievance is resolved by the end of the next business day, you may not get a letter.

If you have an urgent matter involving a serious health concern, we will start an expedited (fast) review and provide you with a decision within 72 hours. To ask for an expedited review, call us at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Within 72 hours of receiving your complaint, we will make a decision about how we will handle your complaint and whether we will expedite your complaint. If we determine that we will not expedite your complaint, we will let you know that we will resolve your complaint within 30 days. You may contact the DMHC directly for any reason, including if you believe your concern qualifies for expedited review, or IEHP does not respond to you within the 72-hour period.

Complaints related to Medi-Cal Rx pharmacy benefits are not subject to the IEHP grievance process or eligible for Independent Medical Review. Members can submit complaints about Medi-Cal Rx pharmacy benefits by calling 800-977-2273 (TTY 800-977-2273 and press 5 or 711) or going to <https://medi-calrx.dhcs.ca.gov/home/>.

However, complaints related to pharmacy benefits not subject to Medi-Cal Rx may be eligible for an Independent Medical Review. DMHC's toll-free telephone number is 1-888-466-2219 and the TTY line is 1-877-688-9891. You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website: <https://www.dmhca.ca.gov/>.

Appeals

An appeal is different from a complaint. An appeal is a request for us to review and change a decision we made about your service(s). If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing or ending a service(s), and you do not agree with our decision, you can ask us for an appeal. Your PCP or other provider can also ask us for an appeal for you with your written permission.

You must ask for an appeal within 60 days from the date on the NOA you got from us. If we decided to reduce, suspend, or stop a service(s) you are getting now, you can continue getting that service(s) while you wait for your appeal to be decided. This is called Aid Paid Pending. To receive Aid Paid Pending, you must ask us for an appeal within 10 days from the date on the NOA or before the date we said your service(s) will stop, whichever is later. When you request an appeal under these circumstances, the service(s) will continue.

You can file an appeal by phone, in writing or online:

- **By phone:** Call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday. Give your name, health plan ID number and the service you are appealing.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- **By mail:** Call IEHP at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the service you are appealing.

Mail the form to:

IEHP

ATTN: Grievance and Appeals Department

P.O. Box 1800

Rancho Cucamonga, CA 91729-1800

Your doctor's office will have appeal forms available.

- **Online:** Visit the IEHP website. Go to www.iehp.org.

If you need help asking for an appeal or with Aid Paid Pending, we can help you. We can give you free language services. Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Within 5 days of getting your appeal, we will send you a letter telling you we got it. Within 30 days, we will tell you our appeal decision and send you a Notice of Appeal Resolution (NAR) letter. If we do not provide you with our appeal decision within 30 days, you can request a State Hearing and an IMR with the DMHC. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has final say.

If you or your doctor wants us to make a fast decision because the time it takes to decide your appeal would put your life, health or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). We will make a decision within 72 hours of receiving your appeal.

What to do if you do not agree with an appeal decision

If you requested an appeal and got a NAR letter telling you we did not change our decision, or you never got a NAR letter and it has been past 30 days, you can:

- Ask for a **State Hearing** from the California Department of Social Services (CDSS), and a judge will review your case.
- File an Independent Medical Review/Complaint form with the Department of



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Managed Health Care (DMHC) to have IEHP's decision reviewed or ask for an **Independent Medical Review (IMR)** from the DMHC. During DMHC's IMR, an outside doctor who is not part of IEHP will review your case. DMHC's toll-free telephone number is 1-888-466-2219 and the TTY line is 1-877-688-9891. You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website:
<https://www.dmhca.gov>.

You will not have to pay for a State Hearing or an IMR.

You are entitled to both a State Hearing and an IMR. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

The sections below have more information on how to ask for a State Hearing and an IMR.

Complaints and appeals related to Medi-Cal Rx pharmacy benefits are not handled by IEHP. You can submit complaints and appeals about Medi-Cal Rx pharmacy benefits by calling 800-977-2273 (TTY 800-977-2273 and press 5 or 711). However, complaints and appeals related to pharmacy benefits not subject to Medi-Cal Rx may be eligible for an Independent Medical Review.

If you do not agree with a decision related to your Medi-Cal Rx pharmacy benefit, you may ask for a State Hearing. **Medi-Cal Rx pharmacy benefit decisions are not subject to the IMR process with the DMHC.**

Complaints and Independent Medical Reviews (IMR) with the Department of Managed Health Care

An IMR is when an outside doctor who is not related to your health plan reviews your case. If you want an IMR, you must first file an appeal with IEHP. If you do not hear from your health plan within 30 calendar days, or if you are unhappy with your health plan's decision, then you may request an IMR. You must ask for an IMR within 6 months from the date on the notice telling you of the appeal decision, but you only have 120 days to request a State Hearing so if you want an IMR and a State hearing file your complaint as soon as you can. Remember, if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

You may be able to get an IMR right away without filing an appeal first. This is in cases where your health concern is urgent, such as those involving a serious threat to your health.

If your complaint to DMHC does not qualify for an IMR, DMHC will still review your complaint to make sure IEHP made the correct decision when you appealed its denial of services. IEHP has to comply with DMHC's IMR and review decisions.

Here is how to ask for an IMR.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711)** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's internet website <https://www.dmhc.ca.gov/> has complaint forms, IMR application forms and instructions online.

State Hearings

A State Hearing is a meeting with people from the California Department of Social Services (CDSS). A judge will help to resolve your problem or tell you that we made the correct decision. You have the right to ask for a State Hearing if you have already asked for an appeal with us and you are still not happy with our decision, or if you did not get a decision on your appeal after 30 days.

You must ask for a State Hearing within 120 days from the date on our NAR letter. However, if we gave you Aid Paid Pending during your appeal, and you want it to



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continue until there is a decision on your State Hearing, you must ask for a State Hearing within 10 days of our NAR letter, or before the date we said your service(s) will stop, whichever is later. If you need help making sure Aid Paid Pending will continue until there is a final decision on your State Hearing, contact IEHP between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday by calling 1-800-440-IEHP (4347). If you cannot hear or speak well, please call 1-800-718-4347 or 711. Your PCP can ask for a State Hearing for you with your written permission.

Sometimes you can ask for a State Hearing without completing our appeal process.

For example, you can request a State Hearing without having to complete our appeal process, if we did not notify you correctly or on time about your service(s). This is called Deemed Exhaustion. Here are some examples of Deemed Exhaustion:

- We did not make a NOA letter available to you in your preferred language.
- We made a mistake that affects any of your rights.
- We did not give you a NOA letter.
- We made a mistake in our NAR letter.
- We did not decide your appeal within 30 days. We decided your case was urgent, but did not respond to your appeal within 72 hours.

You can ask for a State Hearing by phone or mail.

- **By phone:** Call the CDSS Public Response Unit at 1-800-952-5253 (TTY 1-800-952-8349 or 711).
- **By mail:** Fill out the form provided with your appeals resolution notice. Send it to:

California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 09-17-37
Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you free language services. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

At the hearing, you will give your side. We will give our side. It could take up to 90 days for the judge to decide your case. IEHP must follow what the judge decides.

If you want the CDSS to make a fast decision because the time it takes to have a State Hearing would put your life, health or ability to function fully in danger, you or your PCP can contact the CDSS and ask for an expedited (fast) State Hearing. CDSS must make



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

a decision no later than 3 business days after it gets your complete case file from IEHP.

Fraud, waste and abuse

If you suspect that a provider or a person who gets Medi-Cal has committed fraud, waste or abuse, it is your right to report it by calling the confidential toll-free number 1-800-822-6222 or submitting a complaint online at <https://www.dhcs.ca.gov/>.

Provider fraud, waste and abuse includes:

- Falsifying medical records
- Prescribing more medication than is medically necessary
- Giving more health care services than medically necessary
- Billing for services that were not given
- Billing for professional services when the professional did not perform the service
- Offering free or discounted items and services to members in an effort to influence which provider is selected by the member
- Changing member's primary care physician without the knowledge of the member

Fraud, waste and abuse by a person who gets benefits includes, but is not limited to:

- Lending, selling or giving a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
- Getting similar or the same treatments or medicines from more than one provider
- Going to an emergency room when it is not an emergency
- Using someone else's Social Security number or health plan ID number
- Taking medical and non-medical transportation rides for non-healthcare related services, for services not covered by Medi-Cal, or when you do not have a medical appointment or prescriptions to pick up.

To report fraud, waste and abuse, write down the name, address and ID number of the person who committed the fraud, waste or abuse. Give as much information as you can about the person, such as the phone number or the specialty if it is a provider. Give the dates of the events and a summary of exactly what happened.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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Send your report to:

Email: Compliance@IEHP.org

Mail: Compliance Officer

P.O. Box 1800

Rancho Cucamonga, CA 91729-1800

Compliance Hotline: (866) 355-9038

Fax: (909) 477-8536



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

7. Rights and responsibilities

As a member of IEHP, you have certain rights and responsibilities. This chapter explains these rights and responsibilities. This chapter also includes legal notices that you have a right to as a member of IEHP.

Your rights

These are your rights as a member of IEHP:

- To be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan and its services, including covered services, practitioners, and member rights and responsibilities.
- To receive fully translated written member information in your preferred language, including all grievance and appeals notices.
- To make recommendations about IEHP's member rights and responsibilities policy.
- To be able to choose a primary care provider within IEHP's network.
- To have timely access to network providers.
- To participate in decision making with providers regarding your own health care, including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care you got.
- To know the medical reason for IEHP's decision to deny, delay, terminate or change a request for medical care.
- To get care coordination.
- To ask for an appeal of decisions to deny, defer or limit services or benefits.
- To get no-cost interpreting services for your language.
- To get free legal help at your local legal aid office or other groups.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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- To formulate advance directives.
- To ask for a State Hearing if a service or benefit is denied and you have already filed an appeal with IEHP and are still not happy with the decision, or if you did not get a decision on your appeal after 30 days, including information on the circumstances under which an expedited hearing is possible.
- To disenroll from IEHP and change to another health plan in the county upon request.
- To access minor consent services.
- To get no-cost written member information in other formats (such as braille, large-size print, audio and accessible electronic formats) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare & Institutions Code Section 14182 (b)(12).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To truthfully discuss information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand, regardless of cost or coverage.
- To have access to and get a copy of your medical records, and request that they be amended or corrected, as specified in 45 Code of Federal Regulations §164.524 and 164.526.
- Freedom to exercise these rights without adversely affecting how you are treated by IEHP, your providers or the State.
- To have access to family planning services, Freestanding Birth Centers, Federally Qualified Health Centers, Indian Health Clinics, midwifery services, Rural Health Centers, sexually transmitted infection services and emergency services outside IEHP's network pursuant to the federal law.
- If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact IEHP Member Services, and if you have further questions, you are encouraged to contact the **Department of Managed Health Care**, which protects HMO consumers, by telephone at its toll-free number, **1-888-466-2219**, or at a TTY number for the hearing impaired at **1-877-688-9891**, or online at **www.dmhca.gov**.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

Your responsibilities

IEHP members have these responsibilities:

- Be familiar with and ask questions about your health plan coverage. If you have a question about your coverage, call IEHP Member Services at 1-800-440-IEHP (4347).
- Follow the advice and care procedures provided by your Doctor, IEHP, and the program. If you have a question about these procedures, call IEHP Member Services at 1-800-440-IEHP (4347).
- Request interpreter services at least 5 business days before a scheduled appointment.
- Call your Doctor or pharmacy at least 3 days before you run out of medicine.
- Cooperate with your Doctor and staff and treat them with respect. This includes being on time for your visits or calling your Doctor if you need to cancel or reschedule an appointment.
- Understand that your Doctor's office may have limited seating for patients and caregivers only.
- Give accurate information to IEHP, your Doctor, and any other Provider. This helps you get better care.
- Understand your health needs and be a part of your health care decisions. Ask your Doctor questions if you do not understand and involve in developing treatment goals.
- Work with your Doctor to make plans for your health care.
- Follow the plans and instructions for care that you have agreed on with your Doctor.
- Notify IEHP and your Doctor if you want to stop the plans and instruction you have agreed on or want to stop participating in health management programs.
- Immunize your children by age 2 years and always keep your children's immunizations up to date.
- Call your Doctor when you need routine or urgent health care.
- Care for your own health. Live a healthy lifestyle, exercise, eat a good diet, and don't smoke.
- Avoid knowingly spreading disease to others.
- Use IEHP's grievance process to file a complaint. Call IEHP Member Services at 1-800-440-IEHP (4347) to file a complaint.
- Report any wrongdoing or fraud to IEHP by calling the Compliance Hotline at 1-866-355-9038 or the proper authorities.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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- Understand that there are risks in getting health care and limits to what can be done for you medically.
- Understand that it is a health care Provider's duty to be efficient and fair in caring for you as well as other patients.

Notice of non-discrimination

Discrimination is against the law. 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 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 and other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact IEHP between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday by calling 1-800-440-IEHP (4347). Or, if you cannot hear or speak well, please call 1-800-718-4347 or 711 to use the California Relay Service.

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 in writing, in person, or electronically:



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

- **By phone:** Contact between 7am–7pm, Monday–Friday and 8am–5pm, Saturday–Sunday by calling 1-800-440-IEHP (4347). Or, if you cannot hear or speak well, please call 1-800-718-4347 or 711 to use the California Relay Service.
- **In writing:** Fill out a complaint form or write a letter and send it to:
IEHP's Civil Rights Coordinator
10801 6th Street
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

https://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:



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, please call TTY 1-800-537-7697 or 711 to use the California Relay Service.
- **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 <https://www.hhs.gov/ocr/complaints/index.html>.

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

Ways to get involved as a member

IEHP wants to hear from you. Each quarter, IEHP has meetings to talk about what is working well and how IEHP can improve. Members are invited to attend. Come to a meeting!

Public Policy Participation Committee (PPPC) and Person with Disabilities Workgroup (PDW)

IEHP has a group called Public Policy Participation Committee (PPPC) and the Person with Disabilities Workgroup (PDW). This group is made up of both new and existing IEHP Members or their representatives. You can join this group if you would like. The group talks about how to improve IEHP policies and is responsible for:

- IEHP's Cultural and Linguistic (C&L) services program,
- Learning materials for Members,
- Member Services, and
- Other items our Members find of value

If you would like to be a part of this group, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711).

Monthly Governing Board Meetings

IEHP is a public entity, not-for-profit health plan. Our monthly meetings with the Governing Board are open to the public. Go to www.iehp.org for Governing Board monthly meeting dates and locations. You can also call IEHP Member Services at 1-800-440-IEHP (4347)



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

(TTY 1-800-718-4347 or 711) for this information.

Notice of privacy practices

A STATEMENT DESCRIBING IEHP POLICIES AND PROCEDURES FOR PRESERVING THE CONFIDENTIALITY OF MEDICAL RECORDS IS AVAILABLE AND WILL BE FURNISHED TO YOU UPON REQUEST.

Members who may consent to receive sensitive services are not required to obtain any other member's authorization to receive sensitive services or to submit a claim for sensitive services. IEHP will direct communications regarding sensitive services to a member's alternate designated mailing address, email address, or telephone number or, in the absence of a designation, in the name of the member at the address or telephone number on file. IEHP will not disclose medical information related to sensitive services to any other member without written authorization from the member receiving care. IEHP will accommodate requests for confidential communication in the form and format requested, if it is readily producible in the requested form and format, or at alternative locations. A member's request for confidential communications related to sensitive services will be valid until the member revokes the request or submits a new request for confidential communications.

Please refer to IEHP's Notice of privacy practices, attached here as well as to this link from DHCS:

<https://www.dhcs.ca.gov/formsandpubs/laws/priv/Documents/Notice-of-Privacy-Practices-English.pdf>.]

IEHP will keep your medical information confidential. This includes any medical records, computer data, reports, or records about you or your health care. You have the right to keep your medical information and records confidential, unless you say differently. You also have the right to review, request corrections to, and receive a copy of your medical records from your Doctor or healthcare provider. Contact IEHP Member Services at 1-800-440-IEHP (4347) for help.

Some of the things IEHP does to keep your information private:

- IEHP Doctors and their staff are required to treat your medical records and personal information with care and privacy.
- Whenever your medical records need to be released for any reason, you will be contacted for your permission. You can say "who" may receive your records.



Call IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347). IEHP is here Monday–Friday, 7am–7pm, and Saturday–Sunday, 8am–5pm. The call is toll free. Or call the California Relay Line at 711. Visit online at www.iehp.org.

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- IEHP will not reveal any medical information to anyone other than the Member, the Member's legal guardian, or someone the Member has appointed. If you have appointed someone to represent you, that person should have your written permission to act on your behalf. If there is a situation where your health may be in danger, IEHP will get reasonable verification of your permission. For information on how to appoint a representative, including a foster parent, please contact IEHP Member Services at 1-800-440-IEHP (4347) or complete the "Appointment of Representative" form found on the IEHP website at www.iehp.org.
- If an appointed representative calls IEHP Member Services, he or she will be asked for information confirming Member identity before any questions can be answered. This includes the IEHP Member ID number, Member Social Security Number, date of birth, and address.
- IEHP will only release Member and eligibility information to our contracted Providers after that Provider has given positive identification.
- IEHP will not reveal confidential Member's information except for Member treatment, payments, or health care operations. Every precaution is taken so that information transmitted is handled in a confidential manner. Transfer of such information is allowable under current regulations.
- IEHP will not disclose confidential information that is not used for treatment, payment, or health care operations without your full approval.
- IEHP will keep your confidential information private within IEHP because only certain employees are permitted to have access to your confidential information.
- You have the right to access your confidential medical information. IEHP will provide you with access and an accounting of disclosures upon request. You also have the right to amend your confidential medical information and request restrictions on the use and disclosure of your confidential medical information.
- IEHP takes its commitment to confidentiality seriously and has policies in place at IEHP that protect your confidential information secure from oral, written, or electronic disclosure or access.
- You have the right to report any incident that you believe results in an unauthorized disclosure of confidential information. You should report the incident to IEHP by calling the Compliance Hotline at 1-866-355-9038.
- Please refer to your Notice of Privacy Practices for further information regarding IEHP's Privacy Practices or call IEHP Member Services at 1-800-440-IEHP (4347) for a copy of the Notice of Privacy Practices or visit IEHP's website at www.iehp.org located on the bottom of the homepage.



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Changes to Notice of Privacy Practices

We have the right to change these Privacy Practices, to comply with changes required by law. We will notify you of any changes.

Notice about laws

Many laws apply to this Member Handbook. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are state and federal laws about the Medi-Cal program. Other federal and state laws may apply too.

Notice about Medi-Cal as a payer of last resort, other health coverage and tort recovery

The Medi-Cal program complies with state and federal laws and regulations relating to the legal liability of third parties for health care services to members. IEHP will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort.

Medi-Cal members may have other health coverage (OHC), also referred to as private health insurance. As a condition of Medi-Cal eligibility, you must apply for and/or retain any available OHC when there is no cost to you.

Federal and state laws require Medi-Cal members to report OHC and any changes to an existing OHC. If you do not report OHC promptly, you may have to repay DHCS for any benefits paid erroneously. Submit your OHC online at <http://dhcs.ca.gov/OHC>. If you do not have access to the internet, OHC can be reported to your health plan, or by calling 1-800-541-5555 (TTY 1-800-430-7077 or 711; inside California), or 1-916-636-1980 (outside California). DHCS has the right and responsibility to collect for covered Medi-Cal services for which Medi-Cal is not the first payer. For example, if you are injured in a car accident or at work, auto or workers' compensation insurance may have to pay first, or reimburse Medi-Cal.

If you are injured, and another party is liable for your injury, you or your legal representative must notify DHCS within 30 days of filing a legal action or a claim. Submit your notification online:



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- Personal Injury Program at <http://dhcs.ca.gov/PI>
- Workers Compensation Recovery Program at <http://dhcs.ca.gov/WC>

To learn more, call 1-916-445-9891.

Notice about estate recovery

The Medi-Cal program must seek repayment from estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes fee-for-service and managed care premiums and capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was in inpatient in a nursing facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the DHCS estate recovery website at <http://dhcs.ca.gov/er> or call 1-916-650-0590.

Notice of Action

IEHP will send you a Notice of Action (NOA) letter any time IEHP denies, delays, terminates or modifies a request for health care services. If you disagree with the plan's decision, you can always file an appeal with IEHP. Go to the Appeals section above for important information on filing your appeal. When IEHP sends you a NOA it will inform you of all rights you have if you disagree with a decision we made.

Contents in Notices

If IEHP bases denials, delays, terminations, or changes in whole or in part on medical necessity, your NOA must contain the following:

- A statement of the action IEHP intends to take.
- A clear and concise explanation of the reasons for IEHP's decision.
- How IEHP came to their decision. This should include the criteria IEHP used.
- The medical reasons for the decision. IEHP must clearly state how the member's condition does not meet the criteria or guidelines.



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Translations

IEHP is required to fully translate and provide written member information in common preferred languages, including all grievance and appeals notices.

The fully translated notice must include the medical reason for IEHP's decision to reduce, suspend, or stop a request for health care services.

If your preferred language is not available, the MCP is required to offer verbal assistance in your preferred language so that you can understand the information you receive.

Communicating With You

We may use Protected Health Information (PHI) to communicate with you or your designee about benefits, services, selecting its communications with you, including the Telephone Consumer Protection ACT (TCPA). PHI is any information that can be used to identify you or your designee, such as your address or phone number. We may communicate with you through letters, newsletters, pamphlets, and as follows:

- **Phone Calls.** If you or your guardian/designee have provided us with a phone number where we can reach you, including your cell phone number, then IEHP or our contracted organizations (IPAs, Pharmacies, etc.), on our behalf, may call you, including by using an automatic telephone dialing system/or an artificial voice ("Robo Call") in accordance with applicable laws. Your cell phone carrier may charge you for receiving calls. If you are unsure, please contact your cell phone carrier for this information. If you don't want to be contacted by phone, please let the caller know, or contact IEHP Member Services to be placed on our Do Not Call List.
- **Texting You.** If you or your guardian/designee have provided IEHP with your cell phone number, we or our contracted partners (IPAs, Pharmacies, etc.) may text you for certain purposes, such as reminders, treatment options, services, and premium payment reminders or confirmations, in accordance with applicable laws. Your cell phone carrier may charge you for receiving texts. If you are unsure if you will be charged, please contact your cell phone carrier. If at any time you don't want to receive text messages, please follow the unsubscribe instructions in the message, and reply "STOP" to stop receiving such messages.
- **Emails.** If you or your guardian/designee have given IEHP your email address, we may e-mail you for limited purposes, e.g. educational materials about



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enrollment, membership, or providers. If you agree, we may also email you reminders and/or confirmation of payments. If you read your emails on your cell phone, your cell phone carrier may charge you. Please contact your cell phone carrier if you are not sure. You acknowledge and agree that if you use an unencrypted email address and/or computer, or access your emails through a mobile device, or share an email, or computer, or mobile cell phone, then there is a risk that your PHI could be read by a third party and you accept the risks of such and waive any protections you may have under any laws. If at any time you don't want to receive email messages, please follow the "Unsubscribe" instructions at the bottom of the message to stop receiving email communications.

How We May Use and Share Information about You

Your information may only be used or shared by us for treatment, payment and health care operations. Some information we may use and share is:

- Your name,
- Address,
- Personal facts,
- Medical care given to you,
- The cost of your medical care, and
- Your medical history.

Some actions we take when we act as your health plan include:

- Checking whether you are covered by Medi-Cal,
- Approving, giving, and paying for services,
- Investigating or prosecuting cases (like fraud),
- Checking the quality of care you receive,
- Making sure you get all the care you need.

Some examples of why we would share your information with others involved include:

- **For treatment:** You may need medical treatment that needs to be approved ahead of time (prior authorization). We will share information with health care providers, hospitals, and others in order to get you the care you need.
- **For payment:** We use your PHI to pay for health care claims sent to us for your medical care. When we do this, we share information with the health care providers, clinics, and others who bill us and we may forward bills to other health



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plans or organizations for payment. For further information regarding IEHP's Privacy Practices call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711). Or visit our website at www.iehp.org.

- **For health care operations:** We may use information in your health record to check the quality of the health care you receive. We may also use this information in audits, programs to stop fraud and abuse, care planning and general administration.
- **For business associates:** We may use or disclose your PHI to an outside company that assists IEHP in operating our health system.

The following is a description of other possible ways in which we might (and are permitted to) use and/or disclose your protected health information:

- We may give out medical information to a health oversight agency for activities authorized by law. These oversight activities may include audits, investigations, inspections and licensure or disciplinary actions. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- You or your physician, hospital, and other health care providers may not agree if we decide not to pay for your care. We may use your health information to review these decisions.
- We may share your health information with groups that check how our health plan is providing services.
- We may share information with persons involved in your health care, or with your personal representative.
- We must share your health information with the federal government when it is checking on how we are meeting privacy rules.
- We may share your health information with organizations that obtain, bank or transplant organs or tissue donations.
- We may share your health information about a worker's compensation illness or injury following written request by your employer, worker's compensation insurer, or their representatives.
- We may use and share your health information for certain kinds of research.



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8. Important numbers and words to know

Important phone numbers

- IEHP member services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347 or 711)
 - Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711)
 - 24-Hour Nurse Advice Line: 1-888-244-IEHP (4347) (TTY 1-866-577-8355 or 711)
-

Words to know

Active labor: The period of time when a woman is in the three stages of giving birth and either cannot be safely transferred in time to another hospital before delivery or a transfer may harm the health and safety of the woman or unborn child.

Acute: A medical condition that is sudden requires fast medical attention and does not last a long time.

American Indian: An individual, defined at title 25 of the U.S.C. sections 1603(13), 1603(28), 1679(a) or who has been determined eligible, as an Indian, pursuant to 42 C.F.R. 136.12 or Title V of the Indian Health Care Improvement Act, to receive health care services from Indian Health Care Providers (Indian Health Service, an Indian Tribe, Tribal Organization, or Urban Indian Organization—I/T/U) or through referral under Contract Health Services.

Appeal: A member's request for IEHP to review and change a decision made about coverage for a requested service.

Benefits: Health care services and drugs covered under this health plan.

California Children's Services (CCS): A Medi-Cal program that provides services for children up to age 21 with certain diseases and health problems.



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California Health and Disability Prevention (CHDP): A public health program that reimburses public and private health care providers for early health assessments to detect or prevent disease and disabilities in children and youth. The program helps children and youth access regular health care. Your PCP can provide CHDP services.

Case manager: Registered nurses or social workers who can help you understand major health problems and arrange care with your providers.

Certified Nurse Midwife (CNM): An individual licensed as a Registered Nurse and certified as a nurse midwife by the California Board of Registered Nursing. A certified nurse midwife is permitted to attend cases of normal childbirth.

Chiropractor: A provider who treats the spine by means of manual manipulation.

Chronic condition: A disease or other medical problem that cannot be completely cured or that gets worse over time or that must be treated so you do not get worse.

Clinic: A facility that members can select as a primary care provider (PCP). It can be either a Federally Qualified Health Center (FQHC), community clinic, Rural Health Clinic (RHC), Indian Health Care Provider (IHCP) or other primary care facility.

Community-based adult services (CBAS): Outpatient, facility-based services for skilled nursing care, social services, therapies, personal care, family and caregiver training and support, nutrition services, transportation, and other services for members who qualify.

Complaint: A member's verbal or written expression of dissatisfaction about a service covered by Medi-Cal, IEHP, county mental health plan, or a Medi-Cal provider.

Continuity of care: The ability of a plan member to keep getting Medi-Cal services from their existing out-of-network provider for up to 12 months, if the provider and IEHP agree.

Contract Drugs List (CDL): The approved drug list for Medi-Cal Rx from which your provider may order covered drugs you need.

Coordination of Benefits (COB): The process of determining which insurance coverage (Medi-Cal, Medicare, commercial insurance or other) has primary treatment and payment responsibilities for members with more than one type of health insurance coverage.

Copayment: A payment you make, generally at the time of service, in addition to the insurer's payment.



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Coverage (covered services): Medi-Cal services for which IEHP is responsible for payment. Covered services are subject to the terms, conditions, limitations and exclusions of the Medi-Cal contract and as listed in this Evidence of Coverage (EOC) and any amendments.

DHCS: The California Department of Health Care Services. This is the State office that oversees the Medi-Cal program.

Disenroll: To stop using this health plan because you no longer qualify or change to a new health plan. You must sign a form that says you no longer want to use this health plan or call HCO and disenroll by phone.

DMHC: The California Department of Managed Health Care. This is the State office that oversees managed care health plans.

Durable medical equipment (DME): Equipment that is medically necessary and ordered by your doctor or other provider. IEHP decides whether to rent or buy DME. Rental costs must not be more than the cost to buy.

Early and periodic screening, diagnostic, and treatment (EPSDT): EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early as well as any treatment to take care of or help the conditions that may be found in the check-ups.

Emergency medical condition: A medical or mental condition with such severe symptoms, such as active labor (go to definition above) or severe pain, that someone with a prudent layperson's knowledge of health and medicine could reasonably believe that not getting immediate medical care could:

- Place your health or the health of your unborn baby in serious danger
- Cause impairment to a body function
- Cause a body part or organ to not work right

Emergency room care: An exam performed by a doctor (or staff under direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.

Emergency medical transportation: Transportation in an ambulance or emergency vehicle to an emergency room to get emergency medical care.

Enrollee: A person who is a member of a health plan and gets services through the plan.



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Established patient: A patient who has an existing relationship with a provider and has seen that provider within a specified amount of time established by the Plan.

Excluded services: Services that are not covered by the California Medi-Cal Program.

Experimental treatment: Drugs, equipment, procedures or services that are in a testing phase with laboratory and/or animal studies prior to testing in humans. Experimental services are not undergoing a clinical investigation.

Family planning services: Services to prevent or delay pregnancy.

Federally Qualified Health Center (FQHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an FQHC.

Fee-For-Service (FFS) Medi-Cal: Sometimes your Medi-Cal plan does not cover services but you can still get them through Medi-Cal FFS, such as many pharmacy services through FFS Medi-Cal Rx.

Follow-up care: Regular doctor care to check a patient's progress after a hospitalization or during a course of treatment.

Fraud: An intentional act to deceive or misrepresent by a person who knows the deception could result in some unauthorized benefit for the person or someone else.

Freestanding Birth Centers (FBCs): Health facilities where childbirth is planned to occur away from the pregnant woman's residence that are licensed or otherwise approved by the state to provide prenatal labor and delivery or postpartum care and other ambulatory services that are included in the plan. These facilities are not hospitals.

Grievance: A member's verbal or written expression of dissatisfaction about IEHP, a provider, or the services provided. A complaint filed with IEHP about a network provider is an example of a grievance.

Habilitation services and devices: Health care services that help you keep, learn or improve skills and functioning for daily living.

Health Care Options (HCO): The program that can enroll or disenroll you from the health plan.

Health care providers: Doctors and specialists such as surgeons, doctors who treat cancer or doctors who treat special parts of the body, and who work with IEHP or are in the IEHP network. IEHP network providers must have a license to practice in California and give you a service IEHP covers.



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You usually need a referral from your PCP to go to a specialist. Your PCP must get pre-approval from IEHP before you get care from the specialist.

You do **not** need a referral from your PCP for some types of service, such as family planning, emergency care, OB/GYN care or sensitive services.

Health insurance: Insurance coverage that pays for medical and surgical expenses by repaying the insured for expenses from illness or injury or paying the care provider directly.

Health Risk Assessment (HRA): A way for our Care Team to find out your concerns or problems that our nurse and social work Care Managers can help you with.

Home health care: Skilled nursing care and other services given at home.

Home health care providers: Providers who give you skilled nursing care and other services at home.

Hospice: Care to reduce physical, emotional, social and spiritual discomforts for a member with a terminal illness. Hospice care is available when the member has a life expectancy of 6 months or less.

Hospital: A place where you get inpatient and outpatient care from doctors and nurses.

Hospitalization: Admission to a hospital for treatment as an inpatient.

Hospital outpatient care: Medical or surgical care performed at a hospital without admission as an inpatient.

Indian Health Care Provider (IHCP): A health care program operated by the Indian Health Service (IHS), an Indian Tribe, Tribal Organization or Urban Indian Organization (I/T/U) as those terms are defined in Section 4 of the Indian Health Care Improvement Act (25 U.S.C. section 1603).

Inpatient care: When you have to stay the night in a hospital or other place for the medical care you need.

Investigational treatment: A treatment drug, biological product or device that has successfully completed phase one of a clinical investigation approved by the FDA but that has not been approved for general use by the FDA and remains under investigation in an FDA approved clinical investigation.

Long-term care: Care in a facility for longer than the month of admission.



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Managed care plan: A Medi-Cal plan that uses only certain doctors, specialists, clinics, pharmacies and hospitals for Medi-Cal recipients enrolled in that plan. IEHP is a managed care plan.

Medi-Cal Rx: An FFS Medi-Cal pharmacy benefit service known as “Medi-Cal Rx” that provides pharmacy benefits and services, including prescription drugs and some medical supplies to all Medi-Cal beneficiaries.

Medical home: A model of care that will provide better health care quality, improve self-management by members of their own care and reduce avoidable costs over time.

Medical transportation: Transportation when you cannot get to a covered medical appointment and/or to pick up prescriptions by car, bus, train or taxi and your provider prescribes it for you. IEHP pays for the lowest cost transportation for your medical needs when you need a ride to your appointment.

Medically necessary (or medical necessity): Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal medically necessary services includes care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.

Medicare: The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure that requires dialysis or a transplant, sometimes called ESRD).

Member: Any eligible Medi-Cal member enrolled with IEHP who is entitled to get covered services.

Mental health services provider: Licensed individuals who provide mental health and behavioral health services to patients.

Midwifery services: Prenatal, intrapartum, and postpartum care, including family planning care for the mother and immediate care for the newborn, provided by certified nurse midwives (CNM) and licensed midwives (LM).

Network: A group of doctors, clinics, hospitals and other providers contracted with IEHP to provide care.

Network provider (or in-network provider): Go to “Participating provider.”



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Non-covered service: A service that IEHP does not cover.

Non-medical transportation: Transportation when traveling to and from an appointment for a Medi-Cal covered service authorized by your provider and when picking up prescriptions and medical supplies.

Non-participating provider: A provider not in the IEHP network.

Other health coverage (OHC): Other health coverage (OHC) refers to private health insurance and service payers other than Medi-Cal. Services may include medical, dental, vision, pharmacy and/or Medicare supplemental plans (Part C & D).

Orthotic device: A device used as a support or brace affixed externally to the body to support or correct an acutely injured or diseased body part and that is medically necessary for the medical recovery of the member.

Out-of-area services: Services while a member is anywhere outside of the service area.

Out-of-network provider: A provider who is not part of the IEHP network.

Outpatient care: When you do not have to stay the night in a hospital or other place for the medical care you need.

Outpatient mental health services: Outpatient services for members with mild to moderate mental health conditions including:

- Individual or group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring medication therapy
- Psychiatric consultation
- Outpatient laboratory, supplies and supplements

Palliative care: Care to reduce physical, emotional, social and spiritual discomforts for a member with a serious illness. Palliative care does not require the member to have a life expectancy of 6 months or less.

Participating hospital: A licensed hospital that has a contract with IEHP to provide services to members at the time a member gets care. The covered services that some participating hospitals may offer to members are limited by IEHP's utilization review and quality assurance policies or IEHP's contract with the hospital.



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Participating provider (or participating doctor): A doctor, hospital or other licensed health care professional or licensed health facility, including sub-acute facilities that have a contract with IEHP to offer covered services to members at the time a member gets care.

Physician services: Services given by a person licensed under state law to practice medicine or osteopathy, not including services offered by doctors while you are admitted in a hospital that are charged in the hospital bill.

Plan: Go to “Managed care plan.”

Post-stabilization services: Covered services related to an emergency medical condition that are provided after a member is stabilized to maintain the stabilized condition. Post-stabilization care services are covered and paid for. Out-of-network hospitals may need pre-approval.

Pre-approval (or prior authorization): Your PCP or other providers must get approval from IEHP before you get certain services. IEHP will only approve the services you need. IEHP will not approve services by non-participating providers if IEHP believes you can get comparable or more appropriate services through IEHP providers. A referral is not an approval. You must get approval from IEHP.

Prescription drug coverage: Coverage for medications prescribed by a provider.

Prescription drugs: A drug that legally requires an order from a licensed provider to be dispensed.

Primary care: Go to “Routine care.”

Primary care provider (PCP): The licensed provider you have for most of your health care. Your PCP helps you get the care you need. Some care needs to be approved first, unless:

- You have an emergency
- You need OB/GYN care
- You need sensitive services
- You need family planning services/birth control

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner



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- OB/GYN
- Indian Health Care Provider (IHCP)
- Federally Qualified Health Center (FQHC)
- Rural Health Clinic (RHC)
- Nurse practitioner
- Physician assistant
- Clinic

Prior authorization (pre-approval): Your PCP or other providers must get approval from IEHP before you get certain services. IEHP will only approve the services you need. IEHP will not approve services by non-participating providers if IEHP believes you can get comparable or more appropriate services through IEHP providers. A referral is not an approval. You must get approval from IEHP.

Prosthetic device: An artificial device attached to the body to replace a missing body part.

Protected Health Information (PHI): Any information that can be used to identify you or your designee, such as your address or phone number.

Provider Directory: A list of providers in the IEHP network.

Psychiatric emergency medical condition: A mental disorder in which the symptoms are serious or severe enough to cause an immediate danger to yourself or others or you are immediately unable to provide for or use food, shelter or clothing due to the mental disorder.

Public health services: Health services targeted at the population as a whole. These include, among others, health situation analysis, health surveillance, health promotion, prevention services, infectious disease control, environmental protection and sanitation, disaster preparedness and response, and occupational health.

Qualified provider: Doctor qualified in the area of practice appropriate to treat your condition.

Reconstructive surgery: Surgery to correct or repair abnormal structures of the body to improve function or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by a congenital defect, developmental abnormalities, trauma, infection, tumors or disease.

Referral: When your PCP says you can get care from another provider. Some covered care services require a referral and pre-approval (prior authorization).



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Rehabilitative and habilitative therapy services and devices: Services and devices to help people with injuries, disabilities, or chronic conditions to gain or recover mental and physical skills.

Routine care: Medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.

Rural Health Clinic (RHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an RHC.

Sensitive services: Services related to mental or behavioral health, sexual and reproductive health, family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions, substance use disorder, gender affirming care and intimate partner violence.

Serious illness: A disease or condition that must be treated and could result in death.

Service area: The geographic area IEHP serves. This includes the counties of Riverside and San Bernardino.

Skilled nursing care: Covered services provided by licensed nurses, technicians and/or therapists during a stay in a skilled nursing facility or in a member's home.

Skilled nursing facility: A place that gives 24-hour-a-day nursing care that only trained health professionals may give.

Specialist (or specialty doctor): A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, you will need a referral from your PCP to go to a specialist.

Specialty mental health services: Services for members who have mental health services needs that are a higher level of impairment than mild to moderate.

Terminal illness: A medical condition that cannot be reversed and will most likely cause death within one year or less if the disease follows its natural course.

Tort recovery: When benefits are provided or will be provided to a Medi-Cal member because of an injury for which another party is liable, DHCS recovers the reasonable value of benefits provided to the member for that injury.

Triage (or screening): The evaluation of your health by a doctor or nurse who is trained to screen for the purpose of determining the urgency of your need for care.



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Urgent care (or urgent services): Services provided to treat a non-emergency illness, injury or condition that requires medical care. You can get urgent care from an out-of-network provider, if in-network providers are temporarily not available or accessible.



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