



IE  **HP**

Inland Empire Health Plan

Live Wholeheartedly.

Healthy School Program

LEA Staff Presentation

Community Behavioral Health



Our Mission

We heal and inspire the human spirit.

Our Vision

We will not rest until our communities enjoy
Optimal Care and Vibrant Health.

Our Values

We do the right thing by:

- Placing our Members at the center of our universe.
- Unleashing our creativity and courage to improve health and well-being.
- Bringing focus and accountability to our work.
- Never wavering in our commitment to our Members, Providers, Partners and each other.

Agenda

1. Inland Empire Health Plan Overview
2. It Takes a Village- IEHP & LEA partnership
3. Healthy School Program
4. IEHP Health Navigator Team & Support
5. IEHP Eligibility
6. IEHP benefits overview
7. Additional Resources
8. Questions



Who We Are

- ♥ Not-for-profit Medi-Cal and Medicare health plan.
- ♥ More than 1.5 Million Members – adults, families, Seniors and Persons with Disabilities and Medi-Cal & Medicare (Medi-Medi) in Riverside & San Bernardino counties.
- ♥ 3,000+ Team Members ready to assist Members.
- ♥ 6,000+ Providers
- ♥ More than 8 out of 10 Medi-Cal enrollees choose IEHP.





HISTORY

- Healthy School Initiative began in Marketing-February 2017 with two school districts in San Bernardino County
- Expanded in 2023 through the Student Behavioral Health Incentive Program

OBJECTIVES

- Provide targeted on-site and at home support
- Respond to LEA requests for support and student assistance
- Support the child and family system with primary and secondary needs
- Identify and close gaps in care
- To empower, support and educate members (and non-members) access to physical, behavioral health and community services
- Promote appropriate and timely utilization of health care services

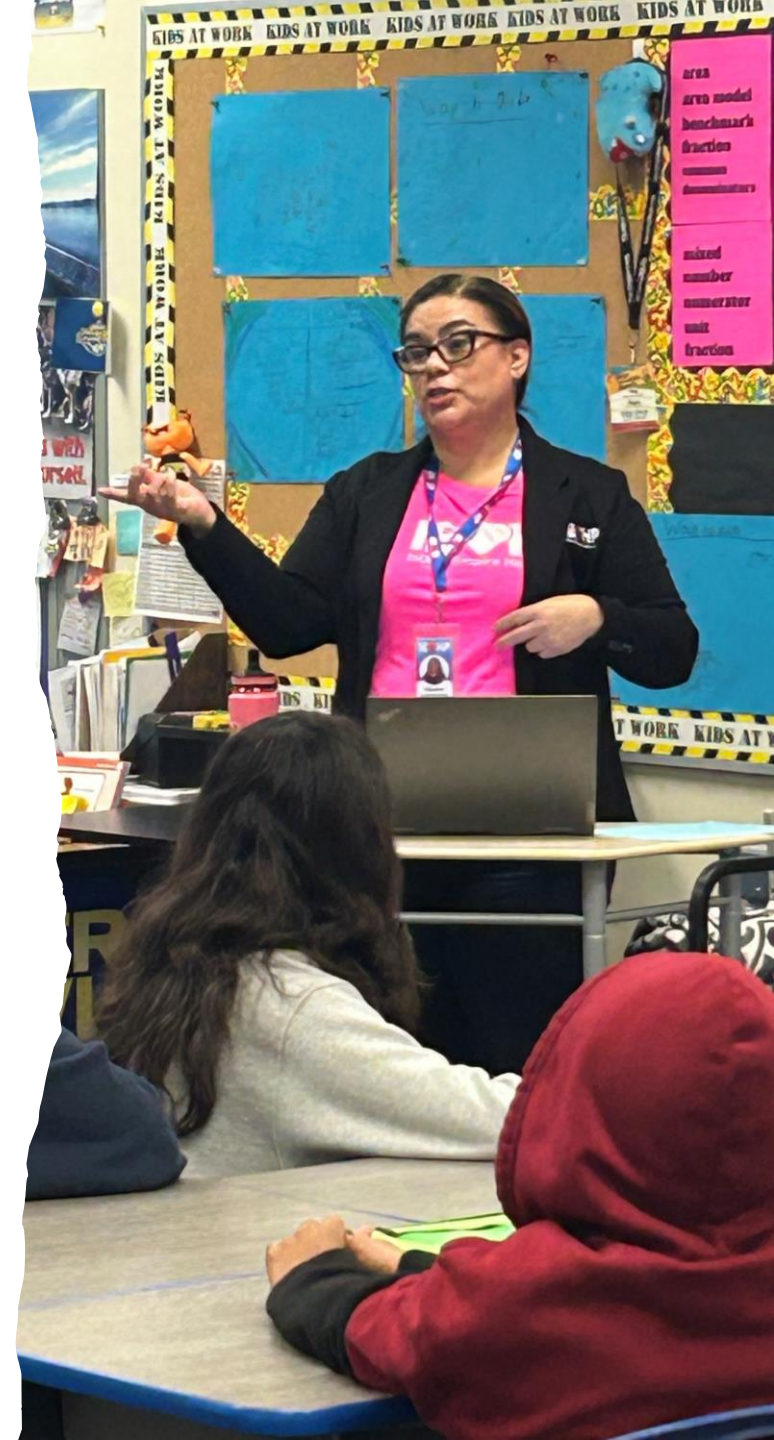
OUTCOMES

- Enhanced partnership with schools and staff
- Care gap closures (well child visits, immunizations- combo 2, depression screenings, asthma remediation, topical fluoride)
- Student/family needs met through
 - linkage to services and community resources
 - utilization of health plan benefits
- Achievement of positive health outcomes through trust building, resulting in increased adoption of health behaviours



Health Navigators Who are we?

- ♥ Community Health Worker Certified with additional extensive training in working with and supporting the needs of local educational agencies
- ♥ Field based, meeting members and families where they feel most comfortable
- ♥ Have **lived experience** and expertly build trust within the **whole** family system
- ♥ Focus on health navigation, linkage to community-based organizations, medical specialists, BH services, community and health plan resources
- ♥ Provide on site support to Local Educational Agencies (LEAs/School Districts)



Health Navigators' Scope

Members

- Health Navigation & Access to Care
- Education on preventive pediatric mental and physical health care
- Presentations including and not limited to:
 - ✓ IEHP Benefit Overview
 - ✓ Healthcare Navigation (medical, behavioral health, dental, vision)
 - ✓ Asthma 101
- Connection to Health Plan and physicians based on need
- Coordination of care within internal IEHP departments
- Linkage to community resources

Non-Members

- Enrollment Assistance
- Direct linkage to primary insurance if necessary
- Connection to Community Based Organizations based on need

Schools

- Applied Suicide Intervention Skills Training (ASIST)
- IEHP Benefit Overview training for school admin/staff
- Event Participation (Back to School, Parent Night events, Mental Health awareness month etc.)
- Meeting attendance (SARB, SART, IEP, etc.)
- Closed loop care coordination

Community Partners

- Capacity building with Community Based Organizations (CBOs) partners
- Presentations
- Initiative focused pilots and Programs

Addressing Social Determinants of Health (SDOH)

The non-medical factors that influence health outcomes. They are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life.



Enrollment Assistance

IEHP's Enrollment Advisor Team is the first step for community members to receive assistance with obtaining benefits with:

- **IEHP** – Manages health coverage for persons with Medi-Cal and Medicare
- **Medi-Cal** - Free health coverage for all ages who qualify
- **Medicare** – Health coverage for persons 65+ and those with qualifying disabilities
- **SSI** – Monetary assistance for disabled or low-income adults and children
- **SSDI** – Monetary assistance for disabled adults
- **Covered California** – Low-cost health coverage for individual who do not qualify for Medi-Cal.





How to Get Dental Benefits

Smile California

1-800-322-6384

Medi-Cal

1-877-410-8829

Website:

<https://smilecalifornia.org/>



Transportation requests



- ♥ IEHP Member Services Department
 - ♥ **1-800-440-4347**, Monday – Friday, 7 am – 7 pm, Saturday – Sunday, 8am – 5pm.
 - ♥ TTY users should call **1-800-718-4347**
- ♥ Call The Car (CTC)
 - ♥ (CTC) at **1-855-673-3195**



How to Connect with IEHP

IEHP Enrollment Unit
1-866-294-4347

IEHP Member Services
1-800-440-4347

IEHP website
www.iehp.org

Smart Care App available

Visit your local IEHP CWCs
San Bernardino
Riverside
Victorville





Examples of when to refer?

- ♥ **Any** situation related to physical, mental or social needs, that impacts a student's learning, behaviors and/or attendance in school
- ♥ Social Determinants of Health support for a family
- ♥ Families that need help navigating & understanding health care system and benefits
- ♥ Children/parents in need of health care coordination or mental health coordination
- ♥ Children who need immunizations
- ♥ Children who are in need of well child exams, dental exams, vision exam
- ♥ Parents reporting that they are having a difficult time accessing appointments or getting requested referrals
- ♥ Parents who need help applying for health care coverage

How to refer to IEHP's Health Navigator Team?



Complete Healthy School referral template, identifying the reason for the referral & send referral as attachment to email



**Send secure email to:
Health Navigators@iehp.org**





IEHP Community Behavioral Health:
Health Navigator Team



Thank You.

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