



# Initial Health Assessment (IHA) Resuming October 1, 2021

October 2021

Per the Department of Health Care Services (DHCS), beginning **October 1, 2021** Medi-Cal providers must begin resumption of the Initial Health Assessment (IHA) that was temporarily suspended during the period of December 1, 2019 to September 30, 2021.

The Initial Health Assessment (IHA) is a comprehensive assessment that is required for all newly enrolled members with a Primary Care Provider (PCP) and must be documented in the member's medical record. This Department of Health Care Services' (DHCS) mandate encourages accurate assessment for managing acute, chronic, and preventive health needs of our members.

Newly enrolled Partnership HealthPlan of California (PHC) members must have a **completed IHA within 120 days** or within 12 months prior to plan enrollment. In order to be compliant for the IHA, there are two required items; a complete health exam and a completed age appropriate Staying Healthy Assessment (SHA) within 120 days of enrollment. The IHA is comprised of the following:

- Health History
- Preventive Services
- Physical and Mental Status Exam
- Diagnoses and Plan of Care
- Completed Age Appropriate Staying Health Assessment (SHA) Form

## What do you do if we cannot reach members?

Providers need to make three attempts to get in touch with the members, via the contact information given to the provider's practice.

- One contact attempt needs to be written. It can be a post card welcoming them to the practice; a welcome letter provided by PHC your office sends out; or another mailer your practice chooses to use (but you must be able to provide Partnership with a copy). If the letter is 'returned to sender,' that still counts as an attempt.
- One contact attempt needs to be verbal. This is a phone attempt. If the phone is disconnected then document it and that will count towards an attempt.
- A third contact attempt, it can be email (if one is provided), verbal or written. Whichever the provider's office prefers.

Make a list of those members that could not be contacted with the attempts made and preferably on a spreadsheet, with the member's information (name, date, CIN #). Please save a copy of it for PHC staff to collect at the end of the calendar year. The spreadsheet can be presented to the DHCS.

For questions, please reach out to your PHC Provider Relations Representative or visit the DHCS website at <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-004-Revised.pdf>

