



A Public Entity

Inland Empire Health Plan

Developing Sustainable Models of Telehealth in the Safety Net

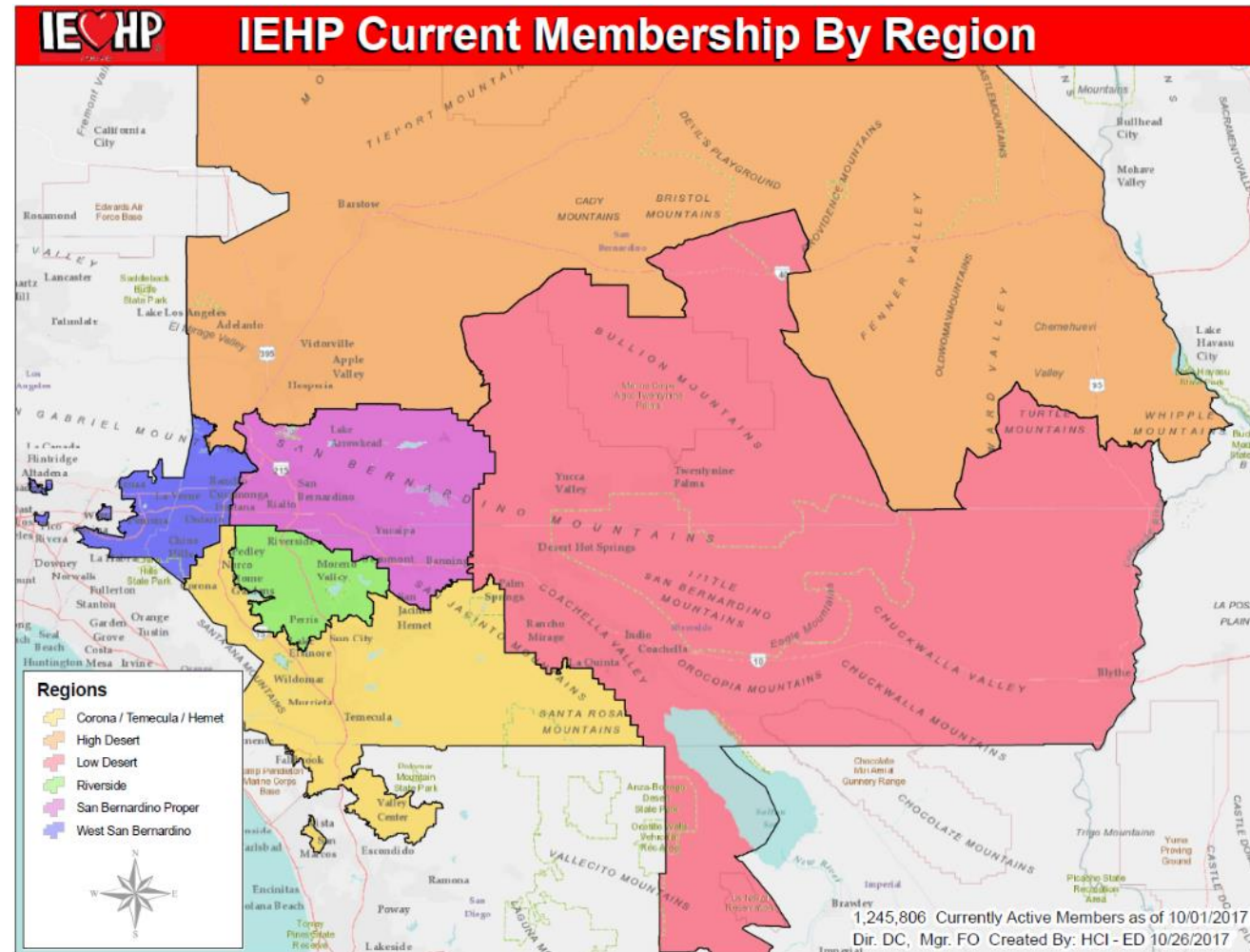
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Inland Empire Health Plan (IEHP)

- Not-for-profit, rapidly growing Medi-Cal and Medicare health plan in California
- Provider Network of over 5,000 Providers and more than 1,800 employees
- We serve over 1.2 million residents of the Riverside and San Bernardino counties who are enrolled in Medi-Cal or IEHP DualChoice Cal MediConnect Plan



Importance of Virtual Care to IEHP

Strategy Approach: Framing using IEHP's strategic priorities

- The addition of virtual care to IEHP will support four of the health plan's five critical strategic priorities



- *Access to Care*



- *Practice Transformation*



- *Quality of Care and Services*



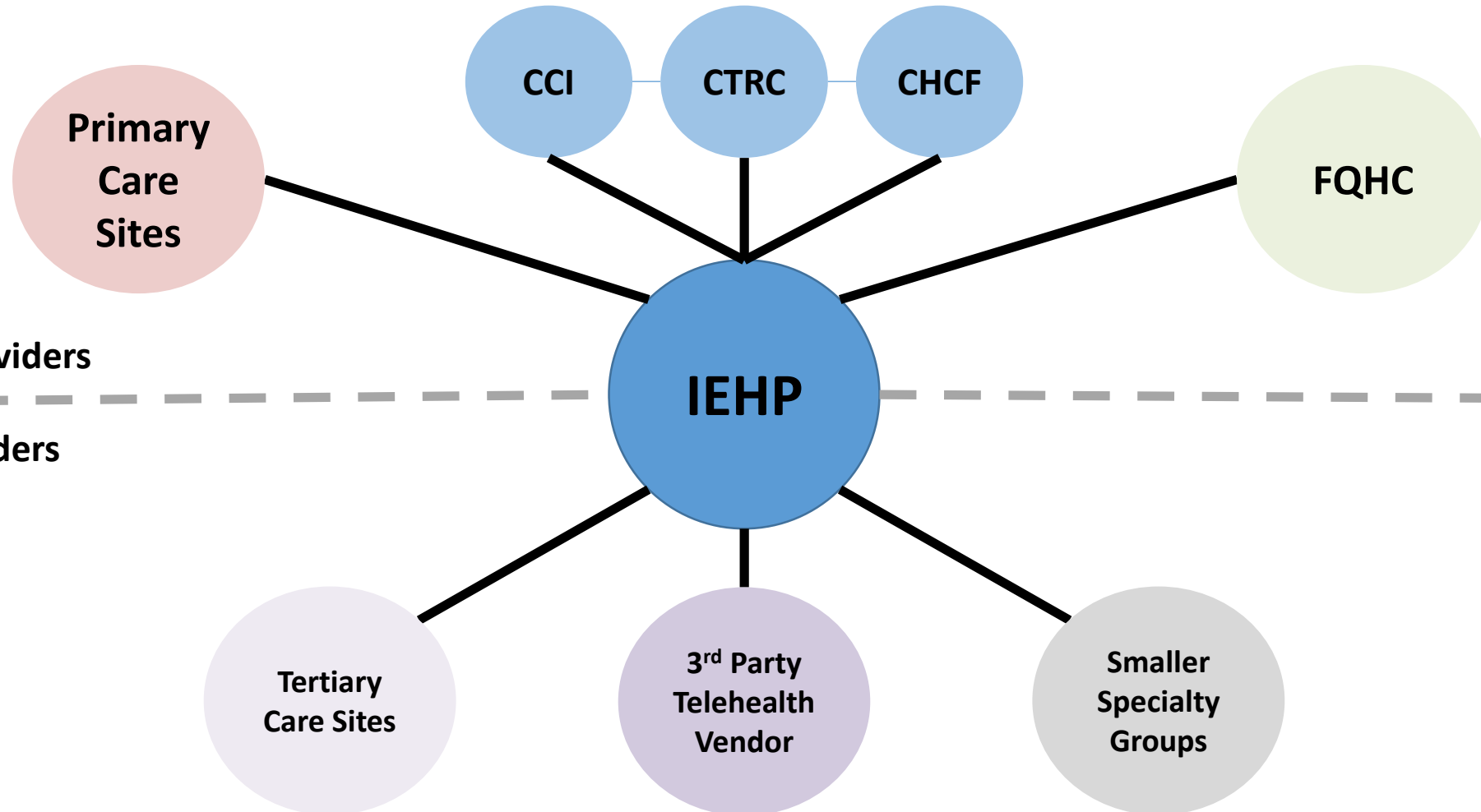
- *Technology and Data Analytics*

IEHP Goals

Why do we want to use virtual care?

- **Attract Consumers:** Enhance member/patient convenience and access to timely diagnosis, treatment, health navigation, health education and appointments
- **Expand Reach:** Increase provider access to specialist expertise for patient consultations
- **Reduce Cost:** Improve clinical quality and right-site utilization in avoidable admissions, and decrease readmissions for populations under risk- or value-based payments
- **Increase Access:** Expand provider capacity through improved operational efficiencies

Virtual Care Landscape



IEHP Supporting Virtual Care

- Reimbursement for telepsychiatry visits
- Contracting and credentialing with providers and specialists to bridge telehealth access for primary care clinics
- Engagement with UC Berkeley – Remote Retinal Screening

Early Learning

1. Clinical sites are willing to adopt telehealth, but vary in implementation approach and readiness
2. Use data to select launch specialties
3. Identify a telehealth champion at each clinical site and within the health plan
4. The telehealth world is small

Questions

