

Please circulate to others and file in your *Provider Manual* for future reference.

June 2017

## Initial Health Assessment (IHA) REMINDER

CHG would like to remind our providers of our on-line tools that can make the work of your staff more efficient when identifying ***new members***. Identification of new members enrolled in your site will assist you with complying with CHG's Initial Health Assessments (IHA) requirements.

It is the PCP's responsibility to schedule and provide an IHA within **120 calendar days for Medi-Cal members** and **90 days for Medicare members** from the date of program eligibility. If no IHA was completed, clear documentation must be present in the medical record that at least **three** attempts were made to connect with the member. As a reminder, the IHA is mandated by the State and in your contract with CHG.

**To receive credit (compliance), we need to receive an encounter with BOTH the IHA and IHEBA CPT code.**

Please submit encounters using the following CPT codes:

New Patient: 99381 – 99387 or Established Patient: 99391 – 99397

—————→ **AND** ←————  
96160 for IHEBA (SHA Form)

In addition, please ensure the completed age appropriate Staying Health Assessment (SHA) form is saved in the patient's medical record. The SHA form can be downloaded from the following website:

<http://www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthyAssessmentQuestionnaires.aspx>



## ***Below are instructions to obtain your list of NEW patients!***



### **STEP ONE:**

**Log on to [www.chgsd.com](http://www.chgsd.com)**

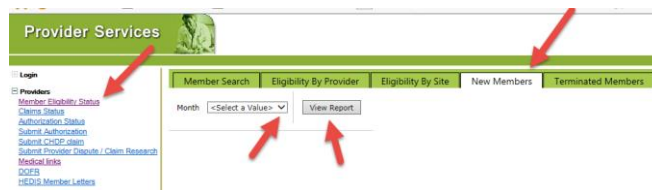
**Select** Providers  
**Select** Provider Access


### **STEP TWO:**

**Type** Assigned Login and Password  
**Click** Login  
**Select** Providers  
(Drop down menu will appear)

### **STEP THREE:**

**Select** Member Eligibility Status  
(From Drop down Menu)  
**Click** View Reports  
**Select Tab** **New Members**  
**Select** Month (from dropdown menu)  
**Click** View report



Your office has the option to view the new member eligibility report on-line or export information into the following formats: Word, Excel, PDF, XML, and CSV (click on the export icon ).

If your office does not have an on-line account to verify eligibility, authorization or claims status, please contact CHG's Community Services Department at (619) 240-8878.

