



**Direct Network**  
A Direct Partnership for all of L.A.

November 20, 2023

**RE: Annual Acknowledgement and Adherence to L.A. Care Initial Health Appointment (IHA) Guidelines**

Dear Direct Network Providers,

The Department of Health Care Services (DHCS) released All Plan Letter (APL) 22-030 titled, “Initial Health Appointment,” requiring all newly enrolled Medi-Cal members complete an Initial Health Appointment (IHA) within 120 days. The IHA includes a complete physical and mental health history, identification of risks, assessment of need for preventive screens or services, health education and diagnosis, anticipatory guidance and plan for treatment of any diseases.

The IHA is an important opportunity to deliver proactive care, care coordination, and health education to improve member health outcomes.

**Effective immediately, L.A. Care Health Plan (L.A. Care) requires you to:**

- 1) Download the IHA due reports delivered monthly to the provider portal.
- 2) Share the IHA due reports monthly with your contracted providers and clinics.
- 3) Ensure providers document all outreach, any patient refusals and all IHA components within the member’s medical record within 120 days of enrollment.
- 4) Download the IHA compliance reports delivered monthly to the provider portal.
- 5) Share the IHA compliance reports monthly with your contracted providers and clinics.
- 6) Upon request, provide a detailed response to actions 1-5.

In some cases, we have noticed that IHA outreach attempts are not documented, IHAs are incomplete or completed late. It is an important to complete an initial visit with new members to ensure the health and well-being of our members.

Please complete the attached attestation, affirming your participation in these IHA actions. Return the completed attestation to the Enterprise Performance Optimization (EPO) Department at [EPOCommunications@lacare.org](mailto:EPOCommunications@lacare.org) by **November 27, 2023** and yearly thereafter.



For questions about the IHA requirements or accessing and using the IHA reports on the Provider Portal, please contact [IHA@lacare.org](mailto:IHA@lacare.org).

Sincerely,



Richard Rice  
Director, Performance Improvement and Communication  
Enterprise Performance Optimization

**RE: Acknowledgement of Initial Health Appointment (IHA) Compliance**

\_\_\_\_\_ attests that we are reviewing and downloading the IHA due and IHA quarterly compliance reports placed on the L.A. Care Provider Portal. We will download the reports monthly (IHA due) and quarterly (IHA compliance) and distribute the reports to our contracted providers and clinics. We will ensure that our contracted providers and clinics outreach and complete all IHA components or document refusals and all outreach attempts in the new member's medical records within 120 days of enrollment. We acknowledge that L.A. Care may request at unspecified dates and times details about IHA report distribution to the providers and clinics.

\_\_\_\_\_  
Delegate Representative Signature

\_\_\_\_\_  
Date

Please return the IHA attestation to [EPOCommunications@lacare.org](mailto:EPOCommunications@lacare.org) by **November 27, 2023**.