

INITIAL HEALTH APPOINTMENT (IHA) REQUIREMENTS

The **Department of Health Care Services (DHCS)** requires primary care providers to conduct an Initial Health Appointment (IHA) for all new Medi-Cal members within 120 days of enrollment.

Timing of Appointment

- Appointment must be available to member within 30 calendar days upon request.
- Primary care providers must make at least three documented attempts to schedule a timely IHA – including one phone call and one letter.
 - **No response from patient/ Missed scheduled appointments must show evidence of:**
 - Two additional attempts to reschedule via mail or by telephone,
 - Provider attempts to update members contact information
 - Provider attempts to perform the IHA past the 120-day requirement until the IHA is completed

If the IHA requirement is not met it must be documented in the member's medical record. Please be sure to include all notes based on outreach attempts. This includes member contacts, appointment scheduling, or the member's refusal to schedule an appointment

The Appointment should include:

- Physical, social or mental health histories.
- Age-appropriate preventive care services following American Academy of Pediatrics and U.S. Preventive Services Task Force guidelines.
- Physical examination
- Completion of the age-appropriate Staying Healthy Assessment (SHA) form or Department of Health Care Services (DHCS) approved Individual Health Education Behavioral Assessment (IHEBA)