

## Initial Health Appointments Supported by DispatchHealth

**Effective April 22, 2024, Blue Shield of California Promise Health plan is working with DispatchHealth® to start the Initial Health Appointment (IHA) process in member homes.**

We hope that completing several IHA tasks at member homes will help us to increase IHA completion rates, connect members to their primary care physicians (PCPs) sooner, and provide greater access to care overall.

### How it works

1. If a member is eligible, Blue Shield Promise will coordinate with DispatchHealth to schedule an in-home health evaluation for that member.
2. Representatives from DispatchHealth's team of licensed healthcare professionals will go into the member's home and complete the elements of the IHA visit that they can perform, such as:
  - Comprehensive health history and physical exam
  - Preventative services, including:
    - Vital signs, such as blood pressure, temperature, and heart rate
    - Body mass index (BMI)
    - Alcohol and drug misuse screening
    - Tobacco use screening/smoking cessation counseling
    - Depression screening/maternal depression screening

In addition, the DispatchHealth representatives will ask the member about their day-to-day habits, such as eating, moving, and sleeping, share relevant guidance on managing the member's health, and provide recommendations for other resources and services if needed.

3. Once the in-home visit is completed, DispatchHealth will fax the member's clinical information to the member's PCP.
4. The PCP will then complete any remaining elements of the member's IHA, appropriate to the member's age and gender. These may include:
  - Preventative care services, including immunizations
  - Lab tests
  - Diagnostic screenings
  - Pediatric general assessments and screenings
  - Cancer and infectious disease screenings
  - Tuberculosis (TB) risk assessment

## Contact information

Blue Shield Promise Initial Health Appointment Department email address:

[IHAmonitoring@blueshieldca.com](mailto:IHAmonitoring@blueshieldca.com)

Provider Services: **(800) 468-9935**, Monday through Friday, 6 a.m. to 6:30 p.m.

## Additional information

- [Blue Shield Promise IHA Guidelines](#)
- [DispatchHealth](#)