

IHA requirements

All Anthem Blue Cross (Anthem) members enrolled in Medi-Cal Managed Care (Medi-Cal) are required to receive an initial health assessment (IHA) by their primary care provider (PCP) within 120 days of enrollment. The IHA is a complete medical history, head-to-toe physical examination, and assessment of health behaviors. The PCP's office is responsible for making and documenting all attempts to contact assigned members. Members' medical records must reflect the reason for any delays in performing the IHA including any refusals by the member to have the exam, or member's failure to attend a scheduled appointment.

For additional (IHA) requirement information please refer to the CA Provider Operations Manual (POM) [Provider Manuals, Policies & Guidelines | California Provider - Anthem Blue Cross](#)

For Anthem Delegated Entities: Independent Practice Associations, (IPA) and Provider Medical Group (PMGS)

If you are a *delegated entity* of Anthem for the Medi-Cal program, you are responsible for locating the monthly **Initial Health Visit Data Report** in Availity Essentials*, downloading it, and ensuring your contracted PCPs have access to their member specific data in a timely matter. Your PCPs are expected to review the monthly eligibility list provided by you and proactively contact their assigned members to make an appointment for an IHA, documenting all outreach efforts and IHA visits in the medical record.

For PCPs Directly Contracted with Anthem

If you are a PCP with a *direct contract* with Anthem for the Medi-Cal program, you must locate and review the monthly **Initial Health Visit Report** in Availity Essentials and proactively contact your assigned members to make an appointment for an IHA, documenting all outreach efforts and IHA visits in the medical record.

The following reports are available in Availity for Medi-Cal members under Provider Online Reporting:

- **Initial Health Visit — Print Ready Report¹**
- **Consolidated Eligibility Data Report**
- **Active Members — Print Ready Report**
- **Immunization — Print Ready Report**
- **Withdrawn Members — Print Ready Report**

To access member reports:

1. Log into [Availity](#).
2. From the Availity home page, select **Payer Spaces** from the top navigation.
3. Select **Report Search** on the left-hand side of the page.
4. Select Program **Medi-Cal**.
5. Select your tax ID and site code.
6. Under *Select Report* choose **Medi-Cal eligibility reports — professional**.

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross.

7. Select the corresponding *File Type* from the drop-down menu.
8. Choose **Current Month**, then select **Search**.

1 Note the change in the Medi-Cal *Eligibility Roster Data Dictionary* 2022, position 241, is a new 1-byte field that impacts *Initial Health Visit report*.

To access the *Data Dictionary*:

1. From the Availity home page, select **Payer Spaces** from the top navigation.
2. Select the **Provider Online Reporting** application.
3. Select **Programs** on the left-hand side of the application.
4. Select Program: **Medi-Cal health plan** and State: **CA**.
5. Select the appropriate health plan: **Medi-Cal Managed Care**.
6. Under *Program Documentation*, select the **Medi-Cal eligibility roster data dictionary 2022**.

You can register for report access [online](#).

What if I need assistance?

If you are having issues with Availity, email support@availity.com or call technical support at **800-282-4548** Monday through Friday, 5 a.m. to 4 p.m.

If you have questions about this communication or need assistance with any other item, connect with a representative using the chat feature in [Availity](#) or visit the *Contact Us* section at the bottom of our [provider website](#) for the appropriate contact.



Email is the quickest and most direct way to receive important information from Anthem Blue Cross.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3ILgko8>).