

# Your Role in Supporting Member Health & Quality Initiatives

By actively supporting IEHP's quality initiatives, you can help members make the most of their benefits, improve health outcomes and boost client retention.



## Quick Tips for Agents

Supporting members is as easy as 1-2-3:

- 1 Educate** - Share key health information.
- 2 Encourage** - Motivate members to use their benefits.
- 3 Follow-up** - Ensure members are receiving quality care.

## Quality Measures & How You Can Help

QUALITY MEASURE	GOAL	SUPPORT TIPS
<b>Hypertension Management:</b> Controlling high blood pressure reduces risks of heart disease, stroke, kidney disease and more.	Maintain blood pressure below 140/90.	Encourage doctor visits upon enrollment, explain pharmacy benefits, including mail order options, and highlight IEHP resources, such as our Community Wellness Centers, which offer free fitness classes, health education and coaching.
<b>Diabetes Care (HbA1c Control):</b> Managing HbA1c levels helps prevent complications like cardiovascular disease, kidney failure, vision loss and lower limb amputation.	Maintain HbA1c levels below 8.0%.	Urge regular check-ups, stress medication adherence and promote IEHP diabetes management resources, such as one-on-one coaching to support healthy lifestyles and our Community Wellness Centers.
<b>Childhood Immunizations:</b> Childhood vaccines protect against serious diseases such as measles, mumps, rubella, hepatitis, chickenpox, pneumonia and polio.	Complete all CDC-recommended vaccines by age 2.	Remind parents to schedule well-child visits and stress the importance of timely immunizations, covered by IEHP.
<b>Colorectal Cancer Screening:</b> Regular colorectal cancer screenings for adults aged 45-75 can detect early-stage cancers and precancerous polyps, significantly improving survival rates.	Routine screenings for adults aged 45-75.	Educate members on the importance of screening and let them know IEHP covers these preventive services.

## Questions?

Contact us at [brokerservices@iehp.org](mailto:brokerservices@iehp.org)

