

INITIAL HEALTH APPOINTMENT (IHA) POLICY REVIEW CHECKLIST

Line of Business: Medi-Cal and D-SNP

FACTOR	DOCUMENT	PAGE	MET = 1 NOT MET = 0	DELEGATE NOTES/COMMENTS
1. Delegate has written policies or procedures that describes process for outreach to new members to schedule IHA.				
2. Delegate has written policies or procedures that describes the provision of an IHA, including history of member's physical and mental health, identification of risks, assessment of need for preventive screens or services, health education, diagnosis and plan for treatment of any diseases.				
3. Delegate has a process on how they provide oversight to the Providers on ensuring IHA is completed.				
4. Delegate has a process on how they educate Providers on IHA requirements				

INITIAL HEALTH APPOINTMENT (IHA) MEDICAL RECORD REVIEW CHECKLIST

Line of Business: Medi-Cal and D-SNP

FACTOR	SCORING	SCORE	NOTES/COMMENTS
1. Medical Records or response received	Met = 1 Not Met = 0		
2. Exception: Member completed IHA within previous 12 months of enrollment	Met = 1 Not Met = 0 (missing IHA components) N/A = Not applicable, there was a recent IHA visit		
3. Exception: Member refused completion of IHA	Met = 1 N/A = Not applicable, there was a recent IHA visit		
4. Exception: Member non-response, provider outreach attempts documented	Met = 1 Not Met = 0 (No IHA visit and no outreach within 120 days) N/A = Not applicable, there was a recent IHA visit		
5. Exception: Member dis-enrolled with MCP before IHA completion requirement could be met	Met = 1 N/A = Not applicable, there was a recent IHA visit		
6. History of member's physical health	Met = 1 Not Met = 0 N/A = Exception or refusal		
7. History of member's mental health	Met = 1 Not Met = 0 N/A = Exception or refusal		
8. Identification of risks <i>For D-SNP members, the HRA must be completed within 90 calendar days of enrollment.</i>	Met = 1 Not Met = 0 N/A = Exception or refusal		
9. Assessment of need for preventive screens or services	Met = 1 Not Met = 0 N/A = Exception or refusal		
10. Health Education	Met = 1 Not Met = 0 N/A = Exception or refusal		
11. Diagnosis and plan for treatment of any diseases	Met = 1 Not Met = 0 N/A = Exception or refusal		

Citations
DHCS Managed Care Boilerplate Contract – Ex. A, Att. III, Sec. 5.3.3, pp. 387–388
DHCS All Plan Letter (APL) 26-001: Initial Health Appointment
22 California Code of Regulations (CCR) Sections 53851(b)(1) and 53910.5(a)(1)
DHCS CalAIM Population Health Management (PHM) Policy Guide (2026), pp. 22–25
42 CFR Section 422.101(f)(1) (including Section 422.101(f)(1)(v)) and 42 CFR Section 438.208 (as applicable)