

FACT SHEET

March 2023



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Chief Medical Officer

Susie White, MBA
Chief Operating Officer

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Inland Empire Health Plan (IEHP), a Joint Powers Agency, is a not-for-profit health plan. Established on July 26, 1994, IEHP received its Knox-Keene license from the California Department of Managed Health Care on July 22, 1996. IEHP commenced operations on September 1, 1996. Today, IEHP organizes health care for 1,659,922 Members in San Bernardino and Riverside counties in Medi-Cal (including adults, families with children, seniors and people with disabilities) and Cal MediConnect (Medicare-Medicaid Plan).

MISSION

We heal and inspire the human spirit.

VISION

We will not rest until our communities enjoy optimal care and vibrant health.

VALUES

We do the right thing by:

- Placing our Members at the center of our universe.
- Unleashing our creativity and courage to improve health & well-being.
- Bringing focus and accountability to our work.
- Never wavering in our commitment to our Members, Providers, Partners, and each other

PROGRAM MEMBERSHIP

Medi-Cal	1,627,058
IEHP DualChoice (Medicare-Medicaid Plan)	32,864
Total	1,659,922

PROVIDER NETWORK

PCP	1,391
Specialists	2,648
Pharmacies	854
Vision Providers	359
Hospitals	36
Total	5,288

MANAGED CARE ENROLLMENT OVERVIEW

IEHP is one of the top 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid plan in the country. It is the largest Local Initiative plan in the Inland Empire region, serving more than 90% of the Medi-Cal managed care market compared to its commercial counterpart, Molina Healthcare. It was one of the first plans in California to participate in the Cal MediConnect (CMC) plan, which offers coordinated health care and support services for people with both Medi-Cal and Medicare.

ACCREDITATION AND ACHIEVEMENTS

- In 2000, IEHP was the first Medicaid health plan in California to earn NCQA Accreditation for Medi-Cal. Its accreditation has continued to be renewed.
- More than 98% of IEHP Doctors would recommend IEHP to other Doctors, according to its 2021 Provider Satisfaction Survey.
- In 2021, IEHP received the prestigious Innovation Award from the California Department of Health Care Services (DHCS) for their innovative Medi-Cal Primary Care Physician Auto-Assignment Redesign, which focuses on directing health plan Members to Providers with high quality scores, ensuring Members receive optimal care and incentivizing Providers' great work. This was the fifth time the health plan has received this honor—more times than any other health plan in California. Prior recognitions include utilizing location intelligence to reach Members (2020), creating the IEHP Housing Initiative (2018), developing Behavioral Health Integration Complex Care Initiative (2017), and organizing the Transitional Care Project (2015).
- IEHP was a winner of the Inland Empire Top Workplaces Award for 2020 and placed second in the United States Healthcare Industry (based on organization size category 1000-2499) for scoring in the 91st percentile based on a recent Energage Survey.
- IEHP received the 2020 Health Equity Award for its ability to engage and connect with Members via text message during Governor Newsom's social isolation order during the COVID-19 pandemic. The award was given by mPulse Mobile, a leader in conversational AI solutions for health care.



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