

FACT SHEET

September 2023



IEHP BOARD MEMBERS

Karen Spiegel, Chair
Riverside County
Elected Representative

Curt Hagman, Vice-Chair
San Bernardino County
Elected Representative

Dan Anderson
Riverside County
Public Member

Yxstian Gutierrez
Riverside County
Elected Representative

Dawn Rowe
San Bernardino County
Elected Representative

Andrew Williams
Joint County
Public Member

Eileen Zorn
San Bernardino County
Public Member

IEHP EXECUTIVE OFFICERS

Jarrold McNaughton, MBA, FACHE
Chief Executive Officer

Vinil Devabhaktuni, MBA
Chief Information and Digital Officer

Keenan Freeman, MBA
Chief Financial Officer

Edward Juhn, MD, MBA, MPH
Chief Quality Officer

Michelle Rai, MS
Chief Communications and
Marketing Officer

Takashi Wada, MD, MPH
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 1,676,391 members in San Bernardino and Riverside counties in Medi-Cal (including adults, families with children, seniors and people with disabilities) and IEHP DualChoice (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 and 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	1,641,843
IEHP DualChoice (Medicare-Medicaid Plan)	34,548
Total	1,676,391

PROVIDER NETWORK

PCP	1,384
Specialists	2,616
Pharmacies	853
Vision Providers	348
Hospitals	36
Total	5,237

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.

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.
- 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.
- IEHP received a 96.4% provider satisfaction score for 2021, placing the health plan in the 99th percentile for provider satisfaction nationwide.
- 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. 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 ranked #15 on the 2022 Best Workplaces in Health Care™ nationwide list. This prestigious award reaffirms what the company's annual survey revealed: 92% of the employee respondents believe IEHP is a great place to work.



Connect with IEHP