

FACT SHEET

July 2024



IEHP BOARD MEMBERS

Curt Hagman, Chair
San Bernardino County
Elected Representative

Yxstian Gutierrez, Vice-Chair
Riverside County
Elected Representative

Daniel P. Anderson
Riverside County
Public Member

Dawn Rowe
San Bernardino County
Elected Representative

Karen Spiegel
Riverside 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

Supriya Sood, MBA
Chief People Officer

Takashi Wada, MD, MPH
Chief Medical Officer

Susie White, MBA
Chief Operating Officer

10801 Sixth Street
Rancho Cucamonga, CA 91730
Phone (909) 890-2000
Fax (909) 890-2019
www.iehp.org



Connect with IEHP

With a mission to heal and inspire the human spirit, Inland Empire Health Plan (IEHP) is one of the top 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid public health plan. In its 27th year, IEHP supports more than 1.4 million Riverside and San Bernardino County residents enrolled in Medicaid, IEHP DualChoice (those with both Medi-Cal and Medicare), and Covered California. Today, IEHP has a growing network of nearly 5,000 providers and more than 3,000 team members who are fully committed to the vision: We will not rest until our communities enjoy optimal care and vibrant health.

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	1,452,549
IEHP DualChoice (Medicare-Medicaid Plan)	35,406
IEHP Covered	22,449
Total	1,510,404

PROVIDER NETWORK

PCP	1,394
Specialists	2,711
Pharmacies	846
Vision Providers	354
Hospitals	35
Total	5,340

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.