



**REGULAR MEETING OF THE GOVERNING BOARD  
OF THE  
IEHP HEALTH ACCESS**

**August 11, 2025 - 9:00 AM**

Board Report #363

**Dr. Bradley P Gilbert Center for Learning and Innovation  
9500 Cleveland Avenue - Board Room  
Rancho Cucamonga, CA 91730**

If disability-related accommodations are needed to participate in this meeting, please contact [BoardServices@IEHP.org](mailto:BoardServices@IEHP.org) during regular business hours of IEHP (M-F 8:00 a.m. – 5:00 p.m.)

**PUBLIC COMMENT AT IEHP HEALTH ACCESS GOVERNING BOARD MEETINGS:**

The meeting of the IEHP Health Access Governing Board is open to the public. A member of the public may address the Board on any item on the agenda and on any matter that is within the Board's jurisdiction at the time of the meeting when the item listed on the agenda is called. In order to keep track of speakers and to be able to notify the Board of any speakers on a particular agenda item, a speaker slip is requested to be completed and provided to the Board Secretary by the commencement of the public meeting and no later than the time the agenda item has been called so that you may be recognized by the Board to speak. The Board may limit the public input on any item, based on the number of people requesting to speak and the business of the Board.

All public record documents for matters on the open session of this agenda can be viewed at the meeting location listed above or by contacting the Secretary to the Governing Board by phone at (909) 736-6891 or by email at [BoardServices@iehp.org](mailto:BoardServices@iehp.org).

*Any member of the public may observe the scheduled proceedings by using the information listed below*

<https://youtube.com/live/11rKABJAB2s?feature=share>

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**AGENDA**

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- I. Call to Order
- II. Pledge of Allegiance
- III. Roll Call
- IV. Changes to the Agenda
- V. Public Comments on Matters on the Agenda

AGENDA

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VI. Conflict of Interest Disclosure

*Please note that Board members who also serve as a member of a legislative body of another public entity, such as San Bernardino County or the County of Riverside, does not by itself constitute a disqualifying conflict of interest that would prevent such members from participating on matters appearing on the agenda for IEHP Health Access despite their affiliation with both public entities.:*

VII. Adopt and Approve of the Meeting Minutes from the July 7, 2025 Regular Meeting of the Governing Board of IEHP Health Access

VIII. CONSENT AGENDA

**ADMINISTRATION (Edward Juhn, M.D.)**

1. Approve the Second Amendment to the Enhanced Care Management Provider Agreement with Inland Empire Health Plan

IX. Comments from the Public on Matters not on the Agenda

X. Board Member Comments

XI. Closed Session – No Business

XII. Adjournment

The next meeting of the IEHP Health Access Governing Board will be held on September 8, 2025 at the Dr. Bradley P. Gilbert Center for Learning and Innovation in Rancho Cucamonga.

**Department: ADMINISTRATION**

**1. Title: APPROVE THE SECOND AMENDMENT TO THE ENHANCED CARE MANAGEMENT PROVIDER AGREEMENT WITH INLAND EMPIRE HEALTH PLAN**

**Chief:** Edward Juhn, Chief Executive Officer

**Background & Discussion:**

IEHP Health Access entered into an Enhanced Care Management (ECM) Provider Agreement with Inland Empire Health Plan (IEHP), effective July 1, 2024, for ECM service delivery to enrolled and qualified IEHP Medi-Cal Members, pursuant to Minute Order #24-019. Since establishing service delivery, IEHP Health Access has cared for an average enrolled population of over 2,600 IEHP members per month. These services are currently supplied by 15 total ECM care teams that have been strategically deployed across IEHP's areas of greatest member need or provider network coverage gaps.

**Procurement Solicitation Type:** N/A

**Recommendation(s):**

That the Governing Board of IEHP Health Access approve the Second Amendment to the ECM Provider Agreement with IEHP. There are no costs associated with this Second Amendment.

IEHP Health Access must adhere to Medi-Cal requirements according to the Provider Agreement with IEHP Health Access. This Second Amendment includes the Department of Health Care Services (DHCS) Closed-Loop Referral (CLR) requirements which became effective on July 1, 2025. A CLR is a referral initiated on behalf of a Medi-Cal Managed Care Member that is tracked, supported, monitored and results in a known closure.

The CLR requirements are designed to make sure members are connected to important services like ECM and Community Supports, and that every referral is tracked from start to finish. IEHP Health Access must collect and update key information about each referral, such as who made the referral, what service is needed and whether the member received the service or not. IEHP is required to notify both the member and the person or organization who made the referral about the status of the referral, including when services are approved, denied or completed.

The goal is to improve communication, reduce delays, and make sure members get the care and support they need. These changes are part of an effort to improve care coordination and outcomes for Medi-Cal members.

<b>Financial Impact: \$0</b>	<b>Not to Exceed Amount: \$0</b>	<b>Term: N/A</b>
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<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	NA	NA	S. Oh	A. Edwards	E. Juhn 7/11/25

**THE GOVERNING BOARD  
OF THE  
IEHP HEALTH ACCESS**

Inland Empire Health Plan  
Dr. Bradley P Gilbert Center for  
Learning and Innovation – Board Room  
9500 Cleveland Avenue  
Rancho Cucamonga, CA 91730

***DRAFT - MINUTES OF THE JULY 3, 2025 REGULAR MEETING***

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**Governing Board Members Present:**

Supervisor Yxstian Gutierrez  
Supervisor Curt Hagman  
Supervisor Karen Spiegel  
Supervisor Jesse Armendarez

Eileen Zorn  
Drew Williams

**Governing Board Members Absent:** Dr. Dan Anderson

**Governing Board Member Vacancy:** None

**Inland Empire Health Plan Employees and Legal Counsel Present:**

Jarrold McNaughton, Chief Executive Officer  
Keenan Freeman, Chief Financial Officer  
Edward Juhn, Chief Quality Officer  
Supriya Sood, Chief People Officer  
Takashi Wada, Interim Chief Medical Officer  
Susie White, Chief Operations Officer

Anna Wang, Esq., Vice President, General Counsel  
Raymond Mistica, Esq. Deputy County Counsel  
Victoria Ostermann, Director of Government  
Affairs Administrator Annette Taylor, Secretary to  
the Governing Board

**IEHP Staff Absent:** Michelle Rai, Chief Communications & Marketing Officer and Vinil Devabhaktuni, Chief Digital and Information Officer

**Guests:** IEHP Interns

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- I. Call to Order:  
Chair Gutierrez called the July 7, 2025 regular meeting of IEHP Health Access Governing Board to order at 9:00 a.m.
- II. Pledge of Allegiance:
- III. Roll Call
- IV. Agenda Changes: None
- V. Public Comment: None
- VI. Conflict of Interest Disclosure: None

- VII. Adopt and Approve the Meeting Minutes from January 13, 2025 Meeting of the Governing Board of the IEHP Health Access Governing Board.

***Action: On motion of Member Anderson and seconded by Member Williams, the Meeting Minutes from the January 13, 2025, Regular Meetings of the Governing Board of IEHP Health Access were approved as presented. (Hagman/Armendarez; Anderson Absent)***

- VIII. IEHP Health Access:

Consent Agenda:

***Action: On motion of Member Hagman and seconded by Member Armendarez, Items 1 - 2 on the IEHP Health Access Consent Agenda were approved as presented. (Hagman/Armendarez; Anderson absent)***

- IX. Comments from the Public on Matters Not on The Agenda: None

- X. Board Comments: No comments

- XI. Adjournment

*Chair Gutierrez adjourned the July 7, 2025, IEHP Health Access Governing Board meeting at 9:02 a.m.*

The Approved Governing Board Minutes for July 7, 2025, will have a copy of the IEHP Health Access Board Report #362 attached

These Meeting Minutes were duly adopted and approved on August 11, 2025.

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Annette Taylor  
Secretary to the IEHP Governing Board