



IEHP
 April 13, 2026, IEHP Governing Board Meeting
 April 13, 2026
 9:00 am Pacific Time

Board Report #371

**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 during regular business hours of IEHP (M - F 8:00 a.m. – 5:00 p.m.)

PUBLIC COMMENT AT INLAND EMPIRE HEALTH PLAN GOVERNING BOARD MEETINGS:

The meeting of the Inland Empire Health Plan 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.

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

**** LIVE STREAMING FOR THIS MEETING****

<https://youtube.com/live/nSrRJpLuM8A?feature=share>

AGENDA

- I. Call to Order
- II. Pledge of Allegiance
- III. Roll Call
- IV. Changes to the Agenda
- V. Public Comments on Matters on the Agenda
- 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 the Inland Empire Health Plan despite their affiliation with both public entities.

- VII. Adopt and Approve the Meeting Minutes from the March 9, 2026, Regular Meeting of the Governing Board of the Inland Empire Health Plan
IEHP Governing Board - March 9, 2026 Meeting Minutes - Draft

VIII. CONSENT AGENDA

A. ADMINISTRATION (Jarrod McNaughton)

1. Ratify and Approve Amendment 05 to Local Initiative Secondary Contract (23-30257) with the California Department of Health Care Services
2. Ratify and Approve Amendment 06 to Local Initiative Secondary Contract (23-30257) with the California Department of Health Care Services

B. HEALTH SERVICES DEPARTMENT (Edward Juhn, M.D.)

1. Approve the Sixth Amendment to the Professional Services Agreement with Pacific Interpreters, Inc.

C. INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

1. Approve the Fifth Amendment to the Professional Services Agreement with Imagenet, LLC

D. OPERATIONS DEPARTMENT (Susie White)

1. Ratify and Approve the Third Amendment to the Professional Services Agreement with Varis, LLC for Overpayment Identification Services for Acute Inpatient Diagnosis-Related Group Claims

IX. POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS

A. ADMINISTRATION (Jarrod McNaughton)

1. Chief Executive Officer Update
 - i. CEO Board Report_ April 13_Presentation
2. Board Education - Marketing and Communications Department Overview
 - i. Marketing and Communications Department Overview Presentation

B. FINANCE DEPARTMENT (Jarrod McNaughton)

1. Monthly Financial Report
 - i. Monthly Financials Presentation (PE022826)

C. OPERATIONS DEPARTMENT (Susie White)

1. 2025 Grievance and Appeals Overview
 - i. 2025 Grievance and Appeals Presentation
2. 2025 Provider Experience Annual Survey Results
 - i. 2025 Provider Experience Survey Presentation

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

XI. Board Member Comments

XII. Closed Session - No Business

XIII. Adjournment

The next meeting of the IEHP Governing Board will be held on May 11, 2026, at the Dr. Bradley P. Gilbert Center for Learning and Innovation in Rancho Cucamonga.