IEHP FACT SHEET | September 2026

With a mission to heal and inspire the human spirit, Inland Empire Health Plan (IEHP) is the largest publicly operated Dual Eligible Special Needs Plan in the country. Established in 1996, IEHP supports 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 robust network of quality doctors throughout our two counties and nearly 3,800 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	1,323,819
IEHP DualChoice Medicare-Medicaid Plan	38,163
IEHP Covered	34,433
TOTAL	**1,396,415**

PROVIDER NETWORK

PCP	1,495
Specialists	2,800
Behavioral Health	3,450
Hospitals	34
Other (Vision, therapist, midlevel, mobile PCP, no assignment PCP, urgent care)	2,966
TOTAL	**10,745**

MANAGED CARE ENROLLMENT OVERVIEW
IEHP is the largest publicly operated Dual Eligible Special Needs 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

CCA NCQA Health Equity Accreditation
IEHP achieved Health Equity Accreditation status from the National Committee for Quality Assurance (NCQA) for Covered California (CCA). This accreditation focuses on building an internal culture that supports the organization's external health equity work and identifies opportunities to reduce health inequities and improve care. IEHP received 100% passing scores for all assessed accreditation standards.

Provider Experience Survey
IEHP landed in the 100th percentile national ranking for overall provider satisfaction. IEHP ranked above the 98th percentile in every category from pharmacy to provider relations to call center. Most notably, 98.2% of providers shared they would recommend IEHP to other physician practices.

Great Place To Work® Certification™
IEHP was certified as a Great Place To Work® for a sixth year in a row! Great Place To Work® certification recognizes employers who create an outstanding employee experience based on various criteria. This designation was made possible thanks to our positive response rate to the annual team member engagement survey.

IEHP GOVERNING BOARD MEMBERS

Curt Hagman, Chair
San Bernardino County
Elected Representative

Karen Spiegel, Vice Chair
Riverside County
Elected Representative

Daniel P. Anderson
Riverside County
Public Member

Jesse Armendarez
San Bernardino County
Elected Representative

Yxstian Gutierrez
Riverside County
Elected Representative

Andrew Williams
Joint County
Public Member

Eileen Zorn
San Bernardino County
Public Member

IEHP EXECUTIVE OFFICERS

Jarrod McNaughton, MBA, FACHE
Chief Executive Officer

Patrick Brosnan, CPA
Chief Financial Officer

Vinil Devabhaktuni, MBA
Chief Information and Digital Officer

Genia Fick, MA
Chief Quality Officer

Edward Juhn, MD, MBA, MPH
Chief Medical Officer

Sylvia Lozano, MHA, FACHE
Chief Transformation Officer

Thomas Pham, MPH
Chief Strategy Officer

Michelle Rai, MS
Chief Communications and Marketing Officer

Supriya Sood, MBA
Chief People Officer

Susie White, MBA
Chief Operating Officer

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