



IEHP Board Members

Robert A. Buster, Chair
Riverside County Supervisor

Eileen Zorn, Vice-Chair
San Bernardino County
Public Member

Gary Ovitt, Director
San Bernardino County Supervisor

Dr. Dan Anderson, Director
Riverside County Public Member

Brad Mitzelfelt, Director
San Bernardino County Supervisor

John Tavaglione, Director
Riverside County Supervisor

Andrew Williams, Director
Joint County Public Member

IEHP Officers

Bradley P. Gilbert, M.D., M.P.P.
Chief Executive Officer

Phillip W. Branstetter
Chief Operations Officer

Chet C. Uma
Chief Financial Officer

William Henning, D.O.
Chief Medical Officer

Kurt Hubler
Chief Network Officer

Susan Arcidiacono
Chief Marketing Officer

Michael Deering
Chief Information Officer

303 E. Vanderbilt Way
San Bernardino, CA 92408
Telephone (909) 890-2000
Fax (909) 890-2019
www.iehp.org

Fact Sheet

January 1, 2012

Organizational Overview

IEHP is a Joint Powers Agency, a public entity that is not-for-profit, established on July 26, 1994. IEHP is the Local Initiative Medi-Cal managed care plan for Riverside and San Bernardino counties. IEHP is organized as a Health Maintenance Organization (HMO).

IEHP received its Knox-Keene License on July 22, 1996 from the Department of Managed Health Care (DMHC). IEHP completed the filing process with the Department of Healthcare Services (DHCS) on April 29, 1996, and commenced operations on September 1, 1996 with 62,000 Medi-Cal members.

Mission Statement

To organize and improve the delivery of quality, accessible and wellness based healthcare services for our community.

Programs Offered and Enrollment

• Medi-Cal.....	467,251
• Healthy Families	54,875
• Healthy Kids.....	4,326
• Medicare (SNP).....	6,473
<hr/>	
Total.....	532,925

Accreditation and Achievements

- “Commendable” Accreditation from NCQA for Medi-Cal and Healthy Families
- Full Accreditation from NCQA for Disease Management Program
- 90th percentile for Customer Service rating on CAHPs Survey 2008-2010
- #1 Healthy Families enroller in state from 2005-2010
- Recognized by Disabilities Rights California (DRC) advocacy group for uniting and mobilizing organizations to better serve people with disabilities
- IEHP Medicare DualChoice (HMO SNP) received a 5-star rating for its Part D quality and performance from the Centers for Medicare and Medicaid Services (CMS)

Provider Network

IEHP contracts with Independent Physician Associations (IPAs), hospitals and directly with primary care physicians, specialists, vision providers and ancillary providers to provide quality healthcare to its members.



Background of Medi-Cal Managed Care Program

In March 1993, the California State Department of Health Care Services issued a State Strategic Plan for Medi-Cal Managed Care. The Plan was designed to transfer the delivery of care for the majority of the Medi-Cal population from predominately a fee-for-service payment system to capitated managed care. The state believed it could be able to control the burgeoning state costs for the Medi-Cal program through capitation and by shifting the risk to local managed care plans and providers. Riverside and San Bernardino counties were designated as two of the 12 counties in the state to initiate the Medi-Cal managed care program.

The State Strategic Plan allowed each of the 12 counties in the program the opportunity to develop a managed care program to support the Safety Net/Indigent Care Providers in partnership with traditional Medi-Cal Providers in their local counties. This public/private partnership was designated the “Local Initiative” by the state. Each county also had one designated “Mainstream Commercial Provider” that was a commercial health plan. The Local Initiative (IEHP) and the Commercial Provider are the two Medi-Cal Managed Care Plans to be offered in San Bernardino and Riverside counties. This managed care program is known as a “Two-Plan Model Managed Care Program.” These plans provide the Medi-Cal population freedom of choice in selecting medical services. It also allows for competition between the two systems in terms of service and cost.

Current Medi-Cal Managed Care Program

Under the 2-Plan Model Managed Care Program, IEHP is the “Local Initiative” and Molina Healthcare, a publicly traded company, is the “Commercial” plan in Riverside and San Bernardino counties. The full-scope, zero share-of-cost Medi-Cal beneficiaries can either choose IEHP or Molina to access their Medi-Cal benefits. Currently, 8 out of 10 Medi-Cal beneficiaries choose IEHP as their health plan. As of January 1, 2012 there are 467,251 Medi-Cal beneficiaries enrolled in IEHP and approximately 98,529 with Molina. In 2011, IEHP’s membership grew by 15%, while Molina’s membership decreased by 0.6%. Molina’s headquarters is in Long Beach, California and it operates in 10 states with a total of 1.4 million members and an annual revenue of \$3.7 billion.

Plan Service Area

The state-approved IEHP Service Area includes those zip codes representing the most populated areas of San Bernardino and Riverside counties. The following zip codes are excluded from the IEHP Service Area.

<u>Zip Code</u>	<u>City</u>	<u>Zip Code</u>	<u>City</u>
92225	Blythe	92332	Essex
92226	Blythe	92363	Needles
92239	Desert Center	92364	Nipton
92242	Earp	92366	Mountain Pass
92267	Parker Dam	93558	Red Mountain
92280	Vidal	93562	Trona
92323	Cima	93592	Trona