

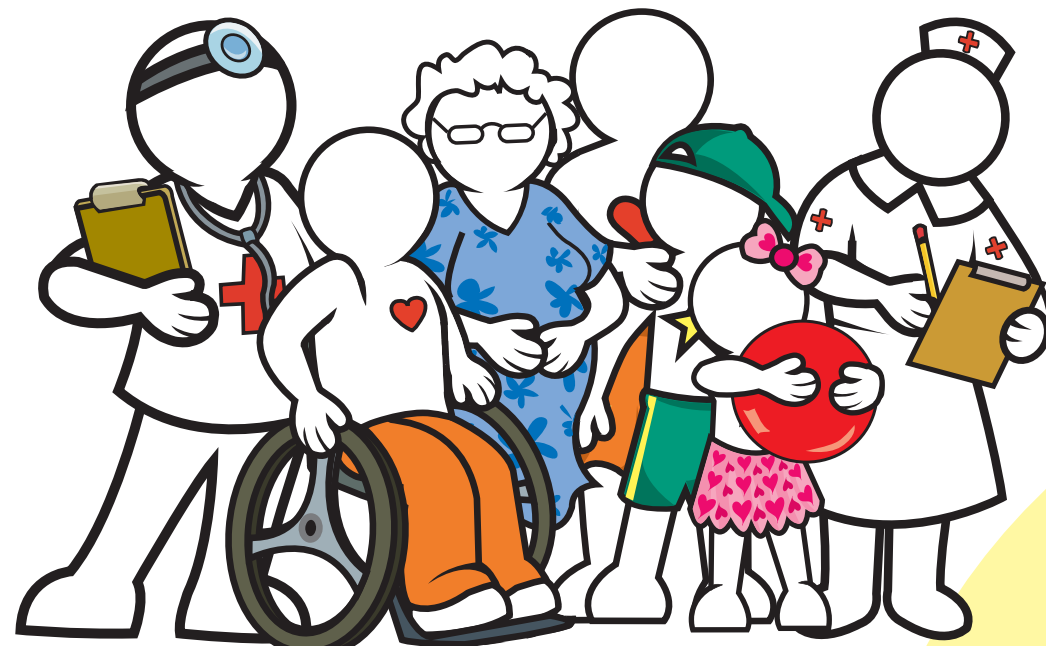


A Public Entity

Inland Empire Health Plan

IEHP Mission Statement

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



Why You Should Contract With IEHP Directly for Behavioral Health



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Why You Should Partner with IEHP

Direct Contracting Streamlines the Process

You will work directly with IEHP instead of going through a managed behavioral health-care company (the middle man).

You'll Cut Your Billing Time in Half

Make no mistake, IEHP knows your time is valuable. That's why Direct Contracting is designed to shorten the payment process for you.

You can bill us through our web-based Electronic Claims Submission (or your EDI service). You save time and postage fees, too.

You'll Be Paid Faster

At IEHP, we pride ourselves on having one of the fastest payment records around.

In fact, since you bill IEHP directly, you'll be paid in less time.

You'll Get Fast, Personal Service

That's where we shine. Instead of leaving your message at the beep, you can call or text your assigned IEHP Provider Services Representative.

Your representative knows your name and will come to know your practice like you do. In case you have a problem, your representative is available to find a solution for you quickly.

How's that for service.

Why Direct Contracting Helps Your Patients

Direct Access

Saves time. Patients see you right away without going through the referral process, which could take weeks. Direct Access lets you start your treatment plan that much sooner.

Coordination of Care

Direct Contracting fosters better health outcomes for your patients.

It improves the flow of communication between you and all the doctors your patients see.

Since you become part of the care delivery model, you know more about your patients. You know more about their medical profile. And know more about what their other doctors are doing.

Being a specialist on the treatment team, you will be able to directly improve the healthcare your patient receives.

When You're Out of the Office, Any Member Can Call Our Nurse for Help

Our nurse will help your patient by offering **medical advice – 24 hours a day.**

Even on weekends, our nurse ensures your patient feels better until you're back on Monday morning.

If you decide a patient would benefit from speaking to one of our nurses, just give him or her the phone number to call.



How IEHP Serves Residents in the Inland Empire

In 1994, IEHP was established as a not-for-profit public entity (meetings and financial reports are open to public). Two years later, IEHP received its Knox-Keene license from the Department of Managed Health Care (DMHC).

Today IEHP serves almost 400,000 Members in Riverside and San Bernardino counties through various health programs, including Medicare Advantage Special Needs Plan, Medi-Cal, Healthy Families and Healthy Kids.

IEHP helps Members receive healthcare by contracting with medical professionals such as Independent Physician Associations (IPAs), Hospitals, Primary Care Physicians and Specialists, Vision and Ancillary Providers. Now – IEHP contracts directly with Behavioral Health Practitioners.

Nationally Accredited

- **IEHP has Earned an Excellent Accreditation**
This is like winning the tallest trophy a health plan can earn.

The National Committee for Quality Assurance (NCQA) has awarded IEHP this seal of approval for top performance, meaning IEHP Members receive care that meets the highest standards.

IEHP has earned Excellent Accreditation (for our Medi-Cal and Healthy Families Program) for surpassing NCQA's quality improvement, utilization management, member's rights and responsibilities and provider credentialing.



Partner With a Winner

- **IEHP Named the Highest-Ranked Medicaid Health Plan in California**
Based on a 2008 national survey, *America's Best Health Plans.*
- **IEHP has been Ranked No. #1 Among IEHP Doctors**
IEHP finished No. #1 for satisfaction in *an independent survey.*
- **IEHP Helps Thousands of Families Apply for Health Insurance**
Since 2001 IEHP has helped enroll more than 100,000 families. You could say IEHP is a leader in putting healthcare within reach.
- **IEHP Raises More Than \$10 Million Each Year**
The money helps fund the Healthy Kids Program. This low-cost program provides health insurance to 10,000 uninsured kids in the Inland Empire.