



Health Care and Community News
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IEHP Ranks #2 in California Among Medicaid Health Plans

San Bernardino, CA, November 17, 2009 — Inland Empire Health Plan (IEHP), a local, not-for-profit public health plan, announced today that it is among the state's top Medicaid health plans according to the 2009-10 'America's Best Health Insurance Plans,' conducted by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA).

The report scored and ranked commercial, Medicare and Medicaid health plans across the U.S. IEHP scored higher than any other Medicaid health plan in the Inland Empire. To compile the rankings, NCQA scored health plans in three major areas: member satisfaction, prevention and treatment.

Health plans were given scores in areas such as annual physical exams, cancer screenings, immunizations, diabetes and many others. A member's experience with their health plan was also weighed in the rankings. Members' shared their opinions on how quickly they can receive care and how well their Doctor communicates.

"We earned this achievement thanks to the strong commitment of our staff — and the strong partnership with our Doctors, hospitals and many other health care providers, said Dr. Brad Gilbert, IEHP chief executive officer. " We will continue to strive to provide quality care and exceptional service for our Members while working closely with our Providers."

Rankings for Medicaid plans were determined by assessing quality results measured through HEDIS® (Healthcare Effectiveness Data and Information Set), customer service scores from CAHPS® (Consumer Assessment of Health Providers Systems) and NCQA accreditation surveys.

IEHP, Inland Empire Health Plan, a Knox-Keene licensed Health Plan located in San Bernardino, California, is a not-for-profit public agency. The IEHP service area includes San Bernardino and Riverside Counties and currently serves over 420,000 Members in the following Programs: Medi-Cal, Healthy Families, Healthy Kids, and a Medicare Advantage Special Needs Program.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA accredits and certifies a wide range of health care organizations and recognizes physicians in key clinical areas. More than 7 in 10 Americans enrolled in health plans are in an NCQA-Accredited plan. NCQA is committed to providing health care quality information through the Web, media and data licensing agreements in order to help consumers, employers and others make more informed health care choices.

* America's Best Health Insurance Plans is a trademark of *U.S. News & World Report*

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