

# FACT SHEET

## June 2021



### IEHP Board Members

Karen Spiegel, Chair  
Riverside County Supervisor

Curt Hagman, Vice-Chair  
San Bernardino County Supervisor

Daniel P. Anderson  
Riverside County Supervisor

Jeff Hewitt  
Riverside County Supervisor

Dawn Rowe  
San Bernardino County Supervisor

Andrew Williams  
Joint County Public Member

Eileen Zorn  
Former Healthcare Clinician & Educator

### IEHP Executive Officers

Jarrold McNaughton, MBA, FACHE  
Chief Executive Officer

Michael Deering  
Chief Information Officer

Keenan Freeman  
Chief Financial Officer

Karen G. Hansberger, MD  
Chief Medical Officer

Kurt Hubler  
Chief Network Officer

Edward Juhn, MD  
Chief Quality Officer

Janet Nix, EdD  
Chief Organizational  
Development Officer

Michelle Rai  
Chief Communications &  
Marketing Officer

Susie White  
Chief Operating Officer



Connect with IEHP

Inland Empire Health Plan (IEHP), a Joint Powers Agency, is a not-for-profit health plan. Established on July 26, 1994, IEHP received its Knox-Keene license from the California Department of Managed Health Care on July 22, 1996. IEHP commenced operations on September 1, 1996. Today, IEHP organizes health care for 1,408,729 Members in San Bernardino and Riverside counties in Medi-Cal (including adults, families with children, seniors and people with disabilities) and Cal MediConnect (Medicare-Medicaid Plan).

### 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 & 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	1,378,003
Cal MediConnect (Medicare-Medicaid Plan)	30,726
<b>Total</b>	<b>1,408,729</b>

### Provider Network

PCP	1,568
Specialists	4,695
Pharmacies	731
Vision Providers	431
Hospitals	35
<b>Total</b>	<b>7,460</b>

### Managed Care Enrollment Overview

IEHP is one of the top 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid 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. It was one of the first plans in California to participate in the Cal MediConnect (CMC) plan, which offers coordinated health care and support services for people with both Medi-Cal and Medicare.

### Accreditation and Achievements

- In 2000, IEHP was the first Medicaid health plan in California to earn NCQA Accreditation for Medi-Cal. Its accreditation has continued to be renewed.
- More than 98% of IEHP Doctors would recommend IEHP to other Doctors, according to its 2020 Provider Satisfaction Survey.
- In 2020, IEHP received the prestigious Innovation Award from the California Department of Health Care Services (DHCS) for its groundbreaking work using location intelligence to reach high-risk Members and providers in geographic areas affected by power outages, wildfires, and other natural disasters. This was the fourth time the health plan has received this honor—more times than any other health plan in California.
- IEHP was a winner of the Inland Empire Top Workplaces Award for 2020 and placed second in the United States Healthcare Industry (based on organization size category 1000-2499) for scoring in the 91st percentile based on a recent Energage Survey.
- IEHP earned the United States Environmental Protection Agency's (EPA) 2020 ENERGY STAR® certification with a star score of 85. This indicated that IEHP's Atrium building in Rancho Cucamonga, Calif., was more energy efficient than 85% of similar properties nationwide.
- IEHP received the 2020 Health Equity Award for its ability to engage and connect with members via text message during Governor Newsom's social isolation order during the COVID-19 pandemic. The award was given by mPulse Mobile, a leader in conversational AI solutions for health care.