

# FACT SHEET

May 2023



## IEHP BOARD MEMBERS

**Karen Spiegel, Chair**  
Riverside County  
Elected Representative

**Curt Hagman, Vice-Chair**  
San Bernardino County  
Elected Representative

**Dan Anderson**  
Riverside County  
Public Member

**Yxstian Gutierrez**  
Riverside County  
Elected Representative

**Dawn Rowe**  
San Bernardino County  
Elected Representative

**Andrew Williams**  
Joint County  
Public Member

**Eileen Zorn**  
San Bernardino County  
Public Member

## IEHP EXECUTIVE OFFICERS

**Jarrold McNaughton, MBA, FACHE**  
Chief Executive Officer

**Vinil Devabhaktuni, MBA**  
Chief Information and Digital Officer

**Keenan Freeman, MBA**  
Chief Financial Officer

**Edward Juhn, MD, MBA, MPH**  
Chief Quality Officer

**Michelle Rai, MS**  
Chief Communications and  
Marketing Officer

**Takashi Wada, MD, MPH**  
Chief Medical Officer

**Susie White, MBA**  
Chief Operating Officer

10801 Sixth Street  
Rancho Cucamonga, CA 91730  
Phone (909) 890-2000  
Fax (909) 890-2019  
[www.iehp.org](http://www.iehp.org)



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 1,683,436 members in San Bernardino and Riverside counties in Medi-Cal (including adults, families with children, seniors and people with disabilities) and IEHP DualChoice (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 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	1,650,117
IEHP DualChoice (Medicare-Medicaid Plan)	33,319
<b>Total</b>	<b>1,683,436</b>

## PROVIDER NETWORK

PCP	1,386
Specialists	2,605
Pharmacies	857
Vision Providers	353
Hospitals	36
<b>Total</b>	<b>5,237</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.

## 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.
- 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.
- IEHP received a 96.4% provider satisfaction score for 2021, placing the health plan in the 99th percentile for provider satisfaction nationwide.
- In 2021, IEHP received the prestigious Innovation Award from the California Department of Health Care Services (DHCS) for their innovative Medi-Cal Primary Care Physician Auto-Assignment Redesign. This was the fifth time the health plan has received this honor—more times than any other health plan in California. Prior recognitions include utilizing location intelligence to reach members (2020), creating the IEHP Housing Initiative (2018), developing Behavioral Health Integration Complex Care Initiative (2017), and organizing the Transitional Care Project (2015).
- IEHP ranked #15 on the 2022 Best Workplaces in Health Care™ nationwide list. This prestigious award reaffirms what the company's annual survey revealed: 92% of the employee respondents believe IEHP is a great place to work.