

MEETING OUR MEMBERS' NEEDS



A Public Entity

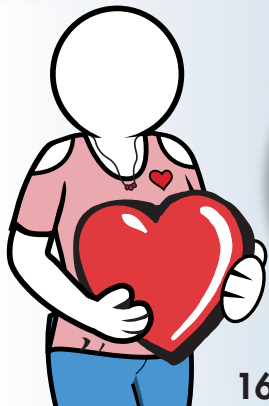
Inland Empire Health Plan
www.iehp.org

At Inland Empire Health Plan (IEHP), we always look for ways to better manage care for our Members. This year we sent a Population Assessment Survey to IEHP Members to learn more about their needs. We also held group meetings with IEHP Members, and we spoke to county leaders to learn how we can better support our Members. More than 16,000 Members responded.



WHAT WE LEARNED

★ MEMBERS' VIEWS ON THEIR HEALTH



50%
"good" or
"very good"

50%
"less than
good"

16,000 Members Surveyed

KEY HEALTH PROBLEMS IN THIS GROUP

- Obesity (being very overweight)
- Breathing problems (asthma)
- High blood sugar
- Depression

OTHER CONCERNS

- Vision Coverage
- Dental Coverage

★ MEMBERS' VIEWS ON THEIR DOCTORS

- 1 Doctors should get to know their patients better. They should know about the hardships Members face. This includes the lack of basics they need to stay healthy, like food, water, housing, and clean air.
- 2 Members should have more resources for when they are not sick or in crisis, such as mental health issues and other chronic health problems.
- 3 Members should get more help with daily life issues from sources they can trust.



OUR PLAN FOR BETTER CARE

- 1 Address culture and language better. We will offer more health classes in Spanish for Members with chronic health problems.
- 2 Provide more printed and online content to help Members stay healthy and get to know their plan benefits. This includes more details on health screenings and vaccines.
- 3 Partner with local groups for resources that better match our Members' needs. We will add online programs to help Members manage more serious health problems.
- 4 Support IEHP Doctors to help them provide the best care for our Members.



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