



We heal and inspire the human spirit.

To: All Medi-Cal BH Providers
From: IEHP – Behavioral Health & Care Management
Date: May 27, 2025
Subject: **Annual Behavioral Health Member Experience Study**

IEHP conducts an annual Behavioral Health (BH) Member Experience Study that evaluates members' overall experiences with the services provided by BH Providers and IEHP's BH & Care Management Department. The 1st wave of the survey will commence September 2025, via mail, email and phone outreach.

The goal is to assess the quality of IEHP's BH services and to identify potential areas for improvement.

This study combines overall health plan ratings, composite measures, and single item measures. The 70 survey questions focus on various domains, including:

- Quick access to treatment
- Clinician communication skills
- Medicine
- Awareness of Treatment Options
- Culture/background impact on treatment and care
- Clinicians, therapists and office staff
- Perceived improvement and access to treatment and information from health plan

Upon reviewing the 2024 results, we have identified opportunities to collaborate with the provider relations team and our Grievance & Appeals teams.

We appreciate collaboration with all BH providers to improve on the following focus areas for the 2025 Survey:

- ***How well clinicians communicate***
 - Clinicians listened attentively
 - Clinicians demonstrated respect
 - Clinicians spent sufficient time for discussions
- ***Educating members on managing their condition & their rights***
 - Members received as much information as wanted to manage their condition
 - Members felt empowered to refuse specific types of medications or treatments
 - Evaluation of counseling and treatment effectiveness

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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