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To: Medi-Cal PCPs & IPAs
From: IEHP Quality Department
Date: July 23, 2025
Subject: **2025 Medi-Cal Member Incentives FAQ (July 2025 Update)**

We are pleased to provide you with the latest updates regarding the **2025 Medi-Cal Member Incentive Programs**. Sharing incentive information with eligible members can increase engagement, facilitate access to preventive care and help providers reach their Global Quality P4P goals. For guidance on required coding and documentation, please refer to the 2025 IEHP Global Quality P4P PCP Program Guide.

Medi-Cal Member Incentives FAQ	
What is the Member Incentive Program?	<ul style="list-style-type: none">Members are incentivized to complete needed immunizations and close gaps in care.
Who is eligible for the Member Incentive Program?	<ul style="list-style-type: none">Members are identified in the target population by specific measure and age parameters.<ul style="list-style-type: none">Not all Medi-Cal Members are eligible for the Member Incentive Program.
How are Members notified?	<ul style="list-style-type: none">Qualifying Members will receive notification of the incentive program that includes education on the health benefits of completing the specific immunization, instructions to visit the PCP to obtain the needed services, and how to receive the incentive.
How do Members Receive the Incentive?	<ul style="list-style-type: none">Member must meet incentive program eligibility criteria, noted in table below.Complete the immunization(s) listed on the letter by the stated deadline.Encounter must be submitted by Provider and received by IEHP, via standard billing channels.
What Is the Member Incentive?	<ul style="list-style-type: none">Members may choose from a selection of gift cards.Once IEHP receives proof of service, Member will be mailed a <u>reward certificate</u> within two weeks, with a <u>unique claim code</u> and instructions to claim the gift card, via telephone, on-line or mail.Members can expect to receive their gift card 2 -3 weeks after making the gift card selection.

2025 MEMBER INCENTIVES PROGRAM OVERVIEW (New Incentives Only)			
Immunizations	Member Notification Timeframe	Member Eligibility	Incentive Amount
New Immunizations Flu Series (6-18 months)	Notifications sent each month to IEHP Members turning 5 months of age	Completion of 1 st flu dose after 6 months of age Completion of 2 nd flu dose before 18 months of age	\$50 – first dose \$150 - series completion Beginning August 2025
Immunizations HPV	Notifications sent each month to IEHP Members turning 9 and 11 years of age	Completion of 1 st HPV dose after 9 years of age Completion of HPV series before 13 years of age	\$50 – first dose \$150 - series completion
Termed Program Immunizations Flu & Rotavirus (0-12 months)			Terminated Program as of June 2025

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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