



We heal and inspire the human spirit.

To: Medi-Cal PCPs
From: IEHP – Jarrod McNaughton, CEO
Date: November 6, 2025
Subject: A Special CEO Message: CAHPS Impact

Greetings Providers!

We invite you to watch a special video from CEO Jarrod McNaughton, which highlights the importance of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS). CAHPS impacts both provider and health plan ratings, and we have the opportunity together to improve our members' perception of their care.

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Thank you for all you do to deliver quality care to our community. Please don't hesitate to share with your Provider Relations Manager how together, we can improve Member experience and CAHPS.

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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