

A Special CEO Update

CEO Office Communication

To: PCPs & IPAs
From: IEHP – Jarrod McNaughton, CEO
Date: February 11, 2026
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).

The CAHPS Survey is underway now through May 2026 and impacts both provider and health plan ratings. Together, we have the opportunity to improve our members' perceptions 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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