



To: Provider Network & IPAs
From: IEHP – Jarrod McNaughton, CEO
Date: April 20, 2026
Subject: **A Special CEO Message: CAHPS – Delivering Best in Class Care**

Greetings Providers!

We invite you to watch a special video from CEO Jarrod McNaughton, which highlights the importance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS), as well as best practices and resources your team can use to deliver an exemplary care experience for your patients, every time.

Please click [here](#) to view this message, or if you are receiving this via fax, you may scan the QR code with a mobile device or access the communication via our Notices page: www.providerservices.iehp.org > News and Updates > Notices



Thank you for all you do to deliver quality care to our community.

Please don't hesitate to reach out to your Provider Relations Manager for support and share your thoughts on how we can, together, improve Members' 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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