



Patient Experience Improvement Incentive Program

To: Selected PCPs
From: IEHP – Quality Programs
Date: June 29, 2026
Subject: Introducing the NEW 2026 – 2027 Patient Experience Improvement Incentive Program

Inland Empire Health Plan (IEHP) is excited to announce the **NEW 2026-27 Patient Experience Improvement Incentive Program!** This program aims to improve patient experience outcomes and drive sustained engagement among participating providers by providing a framework for identifying opportunities, implementing improvement interventions, and strengthening patient-centered care practices.

Program Highlights

Program Topic	Information
When is the Patient Experience Improvement Incentive Program effective?	The program period runs July 2026 – June 2027 , with required submissions between August 2026 and March 2027 .
Which Providers are eligible to participate?*	<ul style="list-style-type: none">• Be a primary care physician, active and contracted with IEHP Direct for Medi-Cal, and have active assigned IEHP Medi-Cal members at the time of payment.• Not participating in any other IEHP-sponsored Consumer Assessment of Healthcare Providers and Systems (CAHPS) improvement partnership.• At least one provider in the participating office must be eligible for the Global Quality P4P Program and have a 2025 quality score above 1.0.• At least one provider at the participating office must have at least 1,000 Medi-Cal IEHP Direct Members assigned as of June 2026.• Submit a signed contract to participate in the pilot program no later than July 15, 2026. <p><i>*Participation is limited to selected pilot providers for the 2026-2027 performance period.</i></p>
What activities are included in the Program?	Providers will select a Patient Experience Improvement Activity to enhance patient-centered care in their practices.
What incentive payments are available?	Providers may earn up to \$2.00 PMPM tied to six program milestones: (1) Program Kickoff, (2) Initiative Planning, (3) Activity Implementation, (4) Progress Review, (5) Final Submission & Sustainment Plan, (6) Lessons Learned Session.

Please review the 2026 –27 Patient Experience Improvement Incentive Program Guide to support successful participation and maximize program outcomes! Thank you for your continued partnership and the high-quality care you provide to IEHP Members. Questions related to this program can be sent to IEHP’s Provider Call Center at (909) 890-2054, (866) 223-4347, or email the Quality team at QualityPrograms@iehp.org.