

To: Selected PCPs
From: IEHP – Quality Programs
Date: July 9, 2026
Subject: Reminder - Contract Deadline for Program Participation on July 15th!

This is a reminder that all participating offices must have a **signed contract on file by July 15, 2026**, to take part in the **2026–27 Patient Experience Improvement Incentive Program**.

All contracts have been sent out. **If you have not received your contract, please contact your Provider Relations Manager (PRM) for assistance.**

The **Program Guide** is available now on the **IEHP website** and provides full details on eligibility, milestones, and participation requirements.

You can find the Program Guide by [clicking here](#) or by scanning here:



The screenshot shows the IEHP website interface. The navigation bar includes 'News & Updates', 'Resources', 'Programs & Services', 'Pharmacy', and 'Join our Network'. The sidebar lists various programs: Quality Performance Learning Guide, Provider Quality Incentives Brochure, IEHP Direct Stars Incentive Program, D-SNP Model of Care Incentive Program, Chronic Care Improvement Program Planning and Reporting Document, Global Quality P4P Program, Quality Improvement Activity Strategy Forms, and Covered California Quality Transformation Program. The main content area features a 'Patient Experience Improvement Incentive Program' section with a description of the program and a 'Download' button for the PDF version. Below this is a 'Patient Experience' section with a description of the toolkit and another 'Download' button for the 'Serve Well Customer Service Toolkit (PDF)'. At the bottom, there is a 'Well Child' section.

Thank you for your continued partnership in providing quality healthcare to IEHP’s 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.

All communication sent by IEHP can also be found at www.providerservices.iehp.org > News and Updates > Notices. Questions related to this program can be sent to IEHP’s Provider Call Center at 909-890-2054, (866) 223-4347, providerservices@iehp.org, or email IEHP’s Quality Department at QualityPrograms@iehp.org.