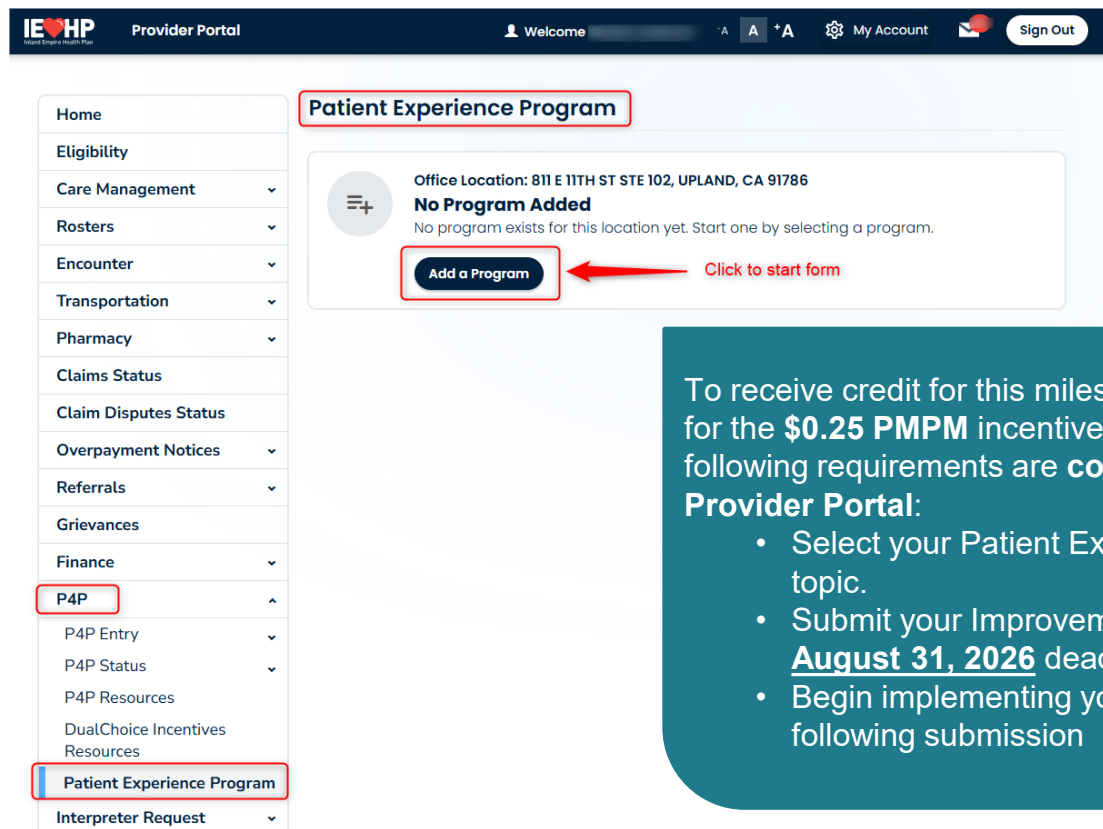


To: Select PCPs
From: IEHP – Quality Programs
Date: August 20, 2026
Subject: REMINDER- Milestone #2 Deadline: Initiative Planning Form Due August 31, 2026!

This is a reminder that **Milestone #2: Initiative Planning - Submit Form for the Patient Experience Improvement Incentive Program** is due **August 31, 2026**.

Timely completion of this milestone helps support continuous improvements in patient experience and ensures your organization receives full incentive credit for Milestone #2. Providers must submit the “Plan” and “Do” section of the Patient Experience Improvement Activity Plan to IEHP via the Provider Portal to be compliant for this milestone.



Patient Experience Program

Office Location: 811 E 11TH ST STE 102, UPLAND, CA 91786

No Program Added
 No program exists for this location yet. Start one by selecting a program.

Add a Program ← Click to start form

To receive credit for this milestone and remain eligible for the \$0.25 PMPM incentive, please ensure the following requirements are completed through the Provider Portal:

- Select your Patient Experience Improvement topic.
- Submit your Improvement Plan form by the **August 31, 2026** deadline.
- Begin implementing your plan immediately following submission

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 communications from IEHP can also be found at www.providerservices.iehp.org > News and Updates > Notices.

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