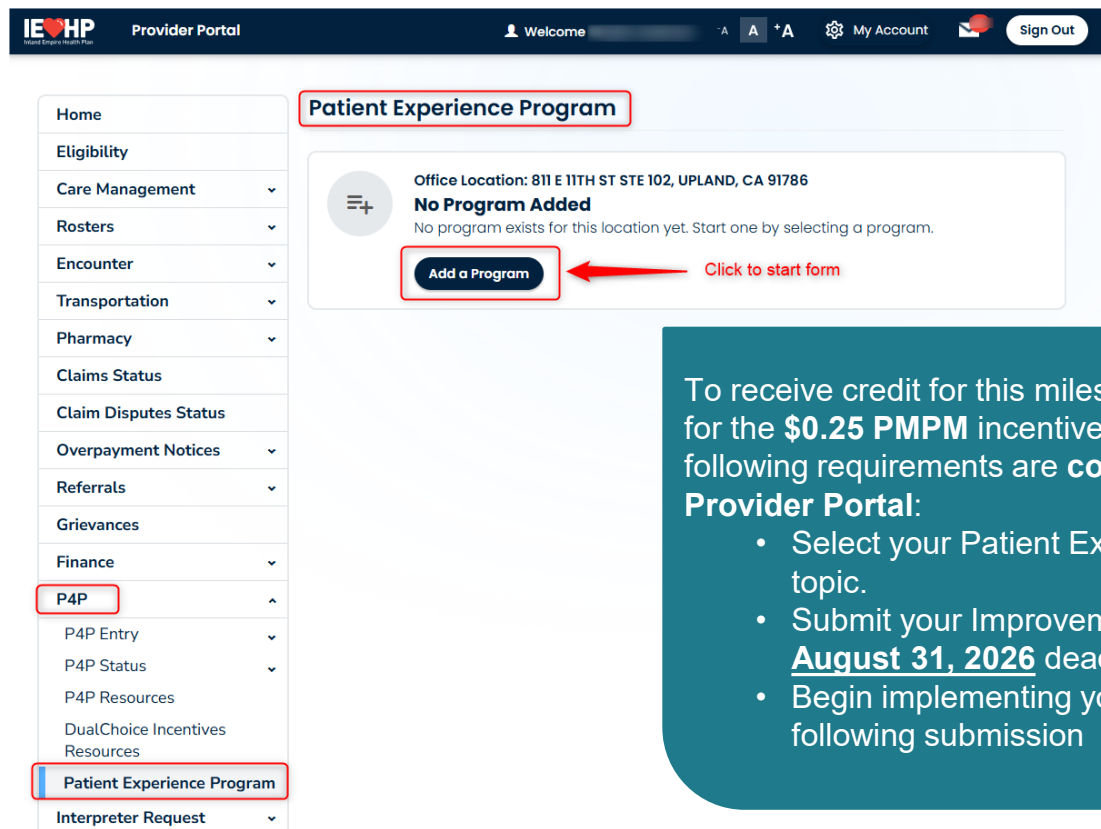


To: Select PCPs
From: IEHP – Quality Programs
Date: August 27, 2026
Subject: REMINDER- Milestone #2 Deadline: Initiative Planning Form Due August 31, 2026!

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.



The screenshot shows the IEHP Provider Portal interface. On the left is a navigation menu with items like Home, Eligibility, Care Management, Rosters, Encounter, Transportation, Pharmacy, Claims Status, Claim Disputes Status, Overpayment Notices, Referrals, Grievances, Finance, P4P (highlighted with a red box), and Patient Experience Program (highlighted with a red box). The main content area is titled 'Patient Experience Program' (highlighted with a red box). It displays the office location: 811 E 11TH ST STE 102, UPLAND, CA 91786. Below this, it says 'No Program Added' and 'No program exists for this location yet. Start one by selecting a program.' A red box highlights the 'Add a Program' button, with a red arrow pointing to it from the text '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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