

To: Select PCPs

From: IEHP- Quality Programs

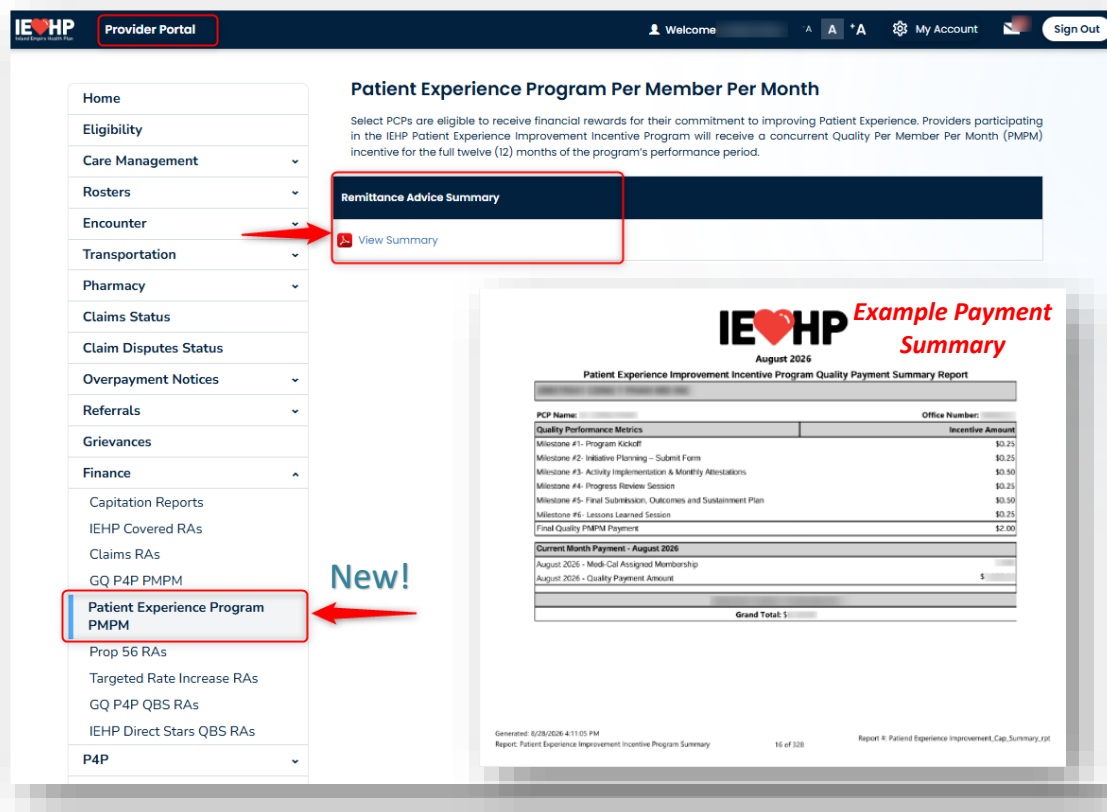
Date: October 2, 2026

Subject: **Patient Experience Improvement Incentive Program RA's Now Available!**

Thank you for your ongoing participation in the **Patient Experience Improvement Incentive Program**. The Patient Experience Improvement Incentive Program Per Member Per Month (PMPM) Payment Summary Report is now available to participating Providers. This report can be accessed under the Finance section of the Provider Portal.

Patient Experience Improvement Incentive Program RAs Now Available!

Please log in to the secure portal to access new payment summaries monthly, published by the 30th:
Provider Portal > Finance > Patient Experience Program PMPM



The screenshot shows the IEHP Provider Portal interface. On the left is a navigation menu with categories like Home, Eligibility, Care Management, Rosters, Encounter, Transportation, Pharmacy, Claims Status, Claim Disputes Status, Overpayment Notices, Referrals, Grievances, and Finance. The 'Patient Experience Program PMPM' option under the Finance section is highlighted with a red box and a red arrow pointing to it, with the word 'New!' next to it. In the main content area, there is a 'Remittance Advice Summary' section with a 'View Summary' button, also highlighted with a red box and a red arrow. To the right, an 'Example Payment Summary' report for August 2026 is displayed, showing a table of milestones and their corresponding incentive amounts, and a summary of the current month's payment.

PCP Name	Office Number
Quality Performance Metrics	
Milestone #1: Program Kickoff	\$0.25
Milestone #2: Initiative Planning - Submit Form	\$0.25
Milestone #3: Activity Implementation & Monthly Attestations	\$0.50
Milestone #4: Progress Review Session	\$0.25
Milestone #5: Final Submission, Outcomes and Sustainability Plan	\$0.50
Milestone #6: Lessons Learned Session	\$0.25
Final Quality PMPM Payment	\$2.00
Current Month Payment - August 2026	
August 2026 - Medi-Cal Assigned Membership	\$
August 2026 - Quality Payment Amount	\$
Grand Total:	\$

All communication sent by IEHP can also be found at www.providerservices.iehp.org > News and Updates > Notices.

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.