We heal and inspire the human spirit.

To: Select Providers

From: IEHP – Provider Relations

Date: November 5, 2026

Subject: **Enhancing Member Experience Through Your Support**

We are reaching out to seek your valuable assistance in enhancing our member experience through a new initiative aimed at gathering insightful feedback from our members.We are currently conducting surveys to evaluate member experiences and are seeking your support in encouraging members to complete them.

After an office visit, members will receive a text message from IEHP on their personal phone with a survey link, which will be accessible for five (5) days, providing ample opportunity for members to share their thoughts and suggestions.

Collecting member feedback is essential for us to continue delivering high-quality care and services. By participating in these surveys, members can directly contribute to enhancing our healthcare environment and ensuring their needs are met more effectively.

How You Can Help

- **Mention the Surveys During Appointments**: A simple reminder during appointments can significantly increase participation rates.
- **Highlight the Impact**: Emphasize how their feedback can lead to tangible improvements in their healthcare experience.
- **Reassure Confidentiality**: Assure members that their responses will remain confidential and will be used solely for the purpose of improving services.

Your support in this endeavor is invaluable, and we are incredibly grateful for your dedication to providing the best possible care to our members. Together, we can ensure that our services continue to meet and exceed member expectations.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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