Patient Experience Improvement Incentive Program

To: Select PCPs

From: IEHP- Quality Programs

Date: November 5, 2026

Subject: **Patient Experience Improvement Incentive Program – Available Support Resources!**

Thank you for your continued participation in the Patient Experience Improvement Incentive program. To further support your improvement efforts, IEHP is pleased to offer two forms of assistance designed to strengthen strategies, make measurable progress toward your goals, and help you navigate challenges.

Available Support Resources

IEHP Patient Experience Support Calls

Program Support Calls provide an open forum for participants to celebrate successes, ask questions, share challenges, and learn from one another. Discussions emphasize practical improvement strategies and real-time problem-solving to help teams identify opportunities and overcome obstacles.

This support is offered twice monthly from September 2026 through January 2027. No pre-scheduling is required; simply join on either of the available dates/times:

- Option 1**: 2nd Thursday of each month, 12:00 PM – 1:00 PM PST**
- Option 2: **3rd Wednesday of each month, 12:00 PM – 1:00 PM PST**

How to Join the IEHP Patient Experience Support Calls

To facilitate easy participation, a single Teams meeting link will be utilized for all sessions. Providers can join using the link, the meeting ID, or the call-in number provided below.

Microsoft Teams Meeting
https://teams.microsoft.com/meet/26418521881872?p=Psiwkpiz9CzEgmvMOt
Meeting ID: 264 185 218 818 72
Passcode: g68ZB6uE

Dial in by phone
+1 574-310-8168,,965658982# United States, South Bend Find a local number
Phone conference ID: 965 658 982#

Helpful Tip:

To ensure easy access to the IEHP's Patient Experience Support Calls, we encourage you to copy the Teams meeting link and details into a recurring calendar appointment. This will help you quickly join each session and share the information with others at your location who may benefit from participating.

Press Ganey 1:1 Consulting Support

Participants may also access individualized coaching through Press Ganey. This one-on-one support offers customized guidance tailored to your specific improvement priorities. Sessions are designed to help you refine strategies, overcome obstacles, and maintain momentum throughout the program.

To schedule a 1:1 consulting session, please email QualityPrograms@iehp.org and include the following information:

- Program ID
- Participating Provider NPI
- Participating Provider First and Last Name
- Participating Provider Address
- Requested Meeting Date (based on consulting support availability)
- Brief Description of the Support Needed

Consulting Support Availability:

- **1st Thursday of every month, 9:00 AM – 2:00 PM PST (September 2026–January 2027)**
- **4th Tuesday of every month, 3:00 PM – 6:00 PM PST**
  - Available August – October 2026, and January 2027
  - Not available November 24th or December 22nd due to holidays

If you have any questions or need guidance on your improvement efforts, we encourage you to utilize these support opportunities.

Questions related to this Incentive Program can be directed to IEHP's Provider Call Center at (909) 890-2054, (866) 223-4347, or via email to the Quality Team at QualityPrograms@iehp.org.