Patient Experience Improvement Incentive Program

To: Select PCPs

From: IEHP- Quality Programs

Date: November 5, 2026

Subject: **Required Monthly Attestations for Milestone 3 – Activity Implementation**

Thank you for your ongoing participation in the **Patient Experience Improvement Incentive Program**. As you progress into **Milestone 3: Activity Implementation**, we want to ensure you are fully informed of the requirements needed to maintain eligibility for the associated $0.50 PMPM incentive.

Monthly Attestation Requirements (September 2026 – February 2027)

By the **30th** of each month*, Providers must submit an attestation via **Qualtrics** confirming completion of the following:

- Current implementation of the approved improvement plan
- Monitoring progress using relevant data
- Ensuring the activity is built into the standard daily workflow
- Adjusting the activity as needed based on data and observations

Why This Requirement Matters

These attestations are essential for:

- Verifying active engagement in patient experience improvement efforts
- Ensuring that planned activities are operational, measurable, and optimized
- Supporting consistent performance tracking across the program
- Maintaining compliance for incentive payment eligibility

Your monthly attestation helps us highlight the meaningful work your team is doing and ensures you receive full credit for your efforts while continuing to strengthen patient experience outcomes.

Need Help?

If you need assistance completing the attestation or accessing Qualtrics, please contact your Provider Relations Manager (PRM). They are ready to support you throughout the process.

You may **scan the QR code** or **click the link** to access the monthly attestation form directly. **The attestation QR code can also be found in the Patient Experience Improvement Incentive Program Guide on page 8.**

SCAN ME

Or

Click Here

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

* For the month of February attestations due on February 28, 2027.