We heal and inspire the human spirit.

**To:** PCPs, OBs, Hospitals & IPAs

**From:** Provider Relations

**Date:** November 18, 2026

**Subject:** **IEHP CEO Message Regarding Clinical Efficiency Adjustments**

Please take a moment to **view this important message** from IEHP CEO Jarrod McNaughton regarding the Department of Health Care Services' (DHCS) Clinical Efficiency Adjustments and the potential impact provider performance may have on these measures for both IEHP and our network.




Click here or on the image to view this message.

Below are reminders, resources, and key information on the four Clinical Efficiency measures, including actions you can take to help improve performance.

1. **Readmissions**

   - PCPs, please review the Inpatient Discharge roster daily on the Provider Portal. These rosters include Member risk levels and the date by which a Member needs to be seen post-discharge to help prevent avoidable readmissions. Ensure high-risk members are seen within 7 days post-discharge, and non-high-risk members within 30 days.

   - Enroll in Manifest MedEx – California's largest nonprofit health data network – for easier access to inpatient medical records if you haven't already. Contact info@manifestmedex.org for assistance.

2. **Cesarean Mix**

   - Follow evidence-based labor management guidelines, including updated definitions of active labor, allowing adequate time for labor progression, and avoiding early or elective inductions.

   - Enhance antenatal education by helping expectant parents understand realistic labor timelines, the risks of major abdominal surgery, and the benefits of avoiding non-indicated interventions

3. **Potentially Preventable Admissions**

   - Review Care Plans and Health Risk Assessments through the Provider Portal and engage regularly with Members' Interdisciplinary Care Teams (ICTs). Care Manager contact information is available on the Members' individual care plans, or call the Provider Call Center at (909) 890-2054 if you need assistance.

   - Identify Members at high risk for hospitalization due to chronic condition flare-ups, and ensure they receive timely, proactive appointments and recommended screenings.

   - Ensure all of your diabetic and hypertensive Members are receiving their needed follow-up care, using your P4P rosters for open care gaps and Controlling High Blood Pressure and Glycemic Status for Patients and Diabetic measures.

4. **Low Acuity Non-Emergency (LANE) ED Visits**

   - Offer same-day appointments or walk-in availability and ensure your Members are aware of these options.

   - Educate Members about IEHP's 24-hour Nurse Advice Line and urgent care options, including virtual urgent care through MD Live. More information at IEHP - Care Options : Telehealth

   - Keep your office voicemail updated with clear instructions for accessing non-emergency care, including how soon calls are returned.

   - Establish care with newly assigned Members as soon as possible by reviewing the Initial Health Appointment roster on the Provider portal and proactive outreach to Members. This strengthens continuity of care and helps Members understand when to contact your office rather than the emergency department.

Thank you for your ongoing commitment to our members and community. We deeply appreciate your partnership.

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