



A Public Entity

Inland Empire Health Plan

IEHP Mission Statement

To organize and improve the delivery of quality, accessible and wellness based healthcare services for our community.



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Why You Should Contract With IEHP Directly for Behavioral Health



Why You Should Partner with IEHP

Direct Contracting Streamlines the Process

You will work directly with IEHP instead of going through a managed behavioral healthcare company (the middle man).

You'll Cut Your Billing Time in Half

Make no mistake, IEHP knows your time is valuable. That's why Direct Contracting is designed to shorten the payment process for you.

You can bill us through our web-based Electronic Claims Submission (or your EDI service). You save time and postage fees, too.

You'll Be Paid Faster

At IEHP, we pride ourselves on having one of the fastest payment records around.

In fact, since you bill IEHP directly, you'll be paid in less time.

You'll Get Fast, Personal Service

That's where we shine. Instead of leaving your message at the beep, you can call or text your assigned IEHP Provider Services Representative.

Your representative knows your name and will come to know your practice like you do. In case you have a problem, your representative is available to find a solution for you quickly.

How's that for service.

Why Direct Contracting Helps Your Patients

Direct Access

Saves time. Patients see you right away without going through the referral process, which could take weeks. Direct Access lets you start your treatment plan that much sooner.

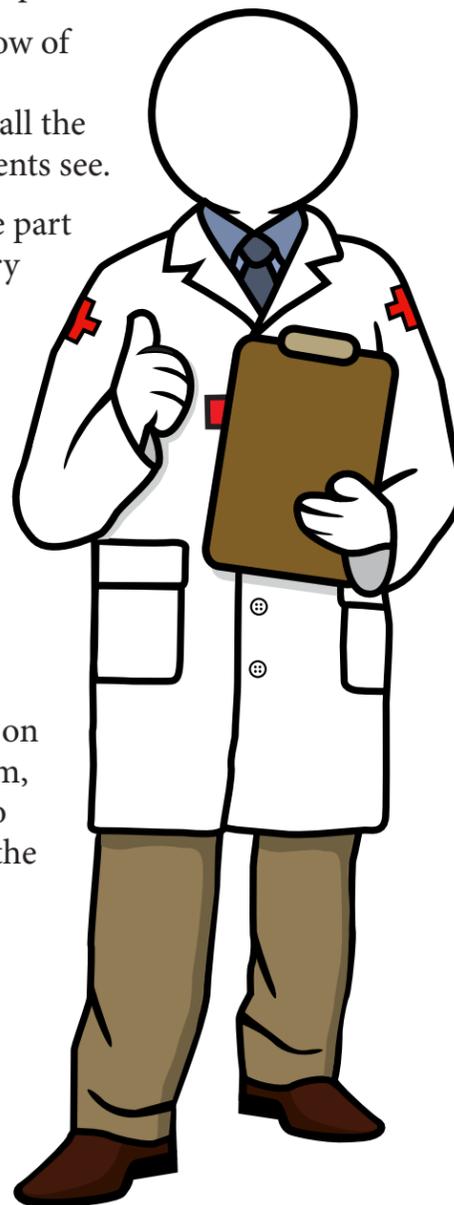
Coordination of Care

Direct Contracting fosters better health outcomes for your patients.

It improves the flow of communication between you and all the doctors your patients see.

Since you become part of the care delivery model, you know more about your patients. You know more about their medical profile. And know more about what their other doctors are doing.

Being a specialist on the treatment team, you will be able to directly improve the healthcare your patient receives.



How IEHP Serves Residents in the Inland Empire

In 1994, IEHP was established as a not-for-profit public entity. Two years later, IEHP received its Knox-Keene license from the Department of Managed Health Care (DMHC).

Today IEHP serves over 640,000 Members in Riverside and San Bernardino counties through the following programs: Medi-Cal, a Medicare Special Needs Plan and Healthy Kids.

IEHP helps Members receive healthcare by contracting with medical professionals such as Independent Physician Associations (IPAs), Hospitals, Primary Care Physicians and Specialists, Vision and Ancillary Providers. Now – IEHP contracts directly with Behavioral Health Practitioners.

Nationally Accredited

Quality Healthcare

IEHP earned an "Accredited" Accreditation status for Medi-Cal from NCQA, a non-profit organization that rates how well health plans care for their Members.

To obtain "Accredited" Accreditation, IEHP must demonstrate that it meets the basic requirement of NCQA's rigorous standards for consumer protection and quality improvement.



Partner With a Winner

IEHP Ranks High Among IEHP Doctors

Over 99% of IEHP doctors would recommend IEHP to other doctors and over 98% of IEHP doctors would recommend IEHP to their patients (based on the 2012 Provider Satisfaction Survey).

90th percentile for Customer Service rating on CAHPS Survey 2008-2012.

IEHP Helps Thousands of Families Apply for Health Insurance

Since 2001 IEHP has helped enroll more than 100,000 families. You could say IEHP is a leader in putting healthcare within reach.

More People choose IEHP

More than 87% select IEHP (over Molina) as their Medi-Cal health plan