



We heal and inspire the human spirit.

To: All PCPs, Specialists, and Behavioral Health Providers
From: IEHP – Provider Relations
Date: June 30, 2023
Subject: **2023 Provider Satisfaction Survey begins July 5th!**

Inland Empire Health Plan (IEHP) deeply values our partnership with you and we remain unwavering in our commitment to our Provider network. We are grateful for your service to our Members and community. Our relationship with you is built on the foundation that IEHP is always there for you, listening and doing what is right for our Members and Providers.

**The 2023 Provider Satisfaction Survey begins July 5th
and we want to hear from you!**

IEHP has contracted with Press Ganey to conduct this important survey, July 5th- August 7, 2023.

Your office may be contacted by Press Ganey to ask about your satisfaction on several areas including:

- IEHP's operations
- The helpfulness of our call center team
- How we compare to other health plans
- If you would recommend IEHP to other physicians' practices

This year, we continue with e-mailed and mailed versions of the survey. Please take advantage of the opportunity to complete the survey electronically or return the mailed version in the postage-paid envelope provided.

Phone surveys will begin in early August if we haven't heard from you by that time.

Your feedback matters. Please take this opportunity to share how IEHP is supporting you and offer any recommendations for improvement. We review every response.

Thank you in advance for your participation.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org