



*We heal and inspire the human spirit.*

**To:** All PCPs, Specialists, and Behavioral Health Providers  
**From:** IEHP – Provider Relations  
**Date:** July 1, 2024  
**Subject:** **2024 Provider Satisfaction Survey begins July 8<sup>th</sup>!**

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**Inland Empire Health Plan (IEHP) deeply values our partnership with you.** We are unwavering in our commitment to our Providers. Our relationship with you is built on the foundation that IEHP is always there for you: listening, learning and doing what is right for our Members and Providers.

**The 2024 Provider Satisfaction Survey begins July 8  
and we want to hear from you!**

**IEHP has contracted Press Ganey to conduct this important survey, July 8 - September 6, 2024.**

Your office may be contacted by Press Ganey to ask about your satisfaction in 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

**We will e-mail and mail the survey to you.** Please take advantage of the opportunity to complete the survey electronically or return the mailed version in the postage-paid envelope provided.

Phone surveys 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.

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

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