

# IEHP Stays Flexible During the COVID-19 Pandemic

## A GROUNDBREAKERS STORY

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RIZING

### Customer Snapshot

Organization  
**Inland Empire Health Plan**

Headquarters  
**Rancho Cucamonga, CA**

Industry  
**Healthcare**

Employees  
**2,500**

Website  
[www.iehp.org](http://www.iehp.org)

Implementation Partner  
**Rizing**

Inland Empire Health Plan (IEHP) is one of the top ten largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid plan in the country. IEHP is the local initiative health plan for the San Bernardino and Riverside counties in the Inland Empire in Southern California, serving over 1.3 million members in the two-county area.

### IEHP's Need for Innovation



Paper time sheets



Recurring problems within current time and attendance solution



Lack of consistency



Numerous manual processes and manual verifications



Issues with reporting

### Finding the Right Tools for Change—IEHP Required:

- ✓ Single view of all employees
- ✓ Replacement of manual processes and systems
- ✓ Help attracting and selecting new talent
- ✓ Complex integration with current payroll system
- ✓ One login with end-to-end capability

“Our people are being well taken care of and they feel like we have their back. They feel like they have the support system they need in place to be able to be home and do their jobs and take care of our members.”

**Michelle Gracey**  
Application Services Manager

### Healthcare Complexities Facing IEHP

- **Rules and complexities** that extend past midnight
- **Multishift premiums**, holiday pay, etc.
- **Constant communication** with employees going on or returning from leave
- **Compliance** with California state and federal guidelines



### Planning for Change

Taking the time to plan for change is key to success. To prepare for implementation, IEHP:

- ✓ Took inventory and documented business requirements
- ✓ Met with each department head to ensure appropriate documentation
- ✓ Hired a third-party consultant to help map and document current state processes
- ✓ Created process flows and diagrams
- ✓ Collaborated on the desired future state
- ✓ Aligned with organizational culture

“We took the pandemic very seriously. We didn't wait. As an organization, we got our people home very quickly—2500 employees home in less than two weeks. That was a big feat by itself and thank goodness we had the system in place to support them once they were home.”

**Michelle Gracey**  
Application Services Manager



### Responding to COVID-19

IEHP went live in December of 2019, which was perfect timing for when the pandemic hit. To ensure the safety of their employees, the organization:

- Responded immediately
- Successfully moved their workforce home
- Ensured employees had the time and space to take care of themselves and their families
- Put processes in place to ensure the health and wellbeing of their members
- Involved legal teams to help translate and accommodate the new leaves available in California relating to COVID-19

Watch the On-Demand Webinar  
for more information about IEHP's digital transformation

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