2024 Q2 Corrective Action Plans (CAPs) Log

LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status	Reference Number
Medi-Cal	LaSalle Medical Associates	Credentialing	IEHP Audit	Standard not met for 2 consecutive months.	9/25/2023	7/31/2024	CAP Accepted Validation Scheduled	
Medi-Cal	ASH	Utilization Management (UM) Correct Template Score	IEHP Audit	Standard not met for 2 consecutive months.	9/7/2023	7/25/2024	CAP Validation in Progress	
Medi-Cal	Dignity Health Medical Network	ICAP Claims Reporting Monthly Universe	IEHP Monitoring	Standard not met for 3 consecutive months.	2/14/2024	9/11/2024	CAP Validation in Progress	
Medi-Cal	Dignity Health Medical Network	ICAP: Claims PDR	IEHP Monitoring	Standard not met for 5 consecutive months	5/14/2024	9/2/2024	CAP Validation in Progress	
Medi-Cal	IEHP Direct	SPD File Review	IEHP Audit	Standard not met for 2 consecutive months.	5/7/2024	9/6/2024	CAP Validation in Progress	
Medi-Cal	LaSalle Medical Associates	Denial Decision Timeliness Rate	IEHP Audit	Standard not met for more than 2 consecutive months.	2/7/2024	7/23/2024	CAP Validation in Progress	
Medi-Cal	LaSalle Medical Associates	Denial File Review Score	IEHP Audit	Standard not met for 2 consecutive months.	4/5/2024	10/1/2024	CAP Validation in Progress	
Medi-Cal	LaSalle Medical Associates	ICAP: 30- Day Claims Timeliness	IEHP Audit	Standard not met for 6 consecutive months	4/30/2024	8/9/2024	CAP Validation in Progress	
Medi-Cal	LaSalle Medical Associates	ICAP: Claims PDR	IEHP Audit	Standard not met for 5 consecutive months	5/14/2024	9/13/2024	CAP Validation in Progress	
Medi-Cal	Physicians Health Network	Compliance: HIPAA	IEHP Monitoring	Standard not met.	6/7/2024	TBD	CAP in Progress - Level I	
Medi-Cal	Physicians Health Network	Claims: OHC	IEHP Monitoring	Standard not met for 2 consecutive months.	7/5/2024	TBD	CAP in Progress - Level I	

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Medi-Cal	Physicians Health Network	DOA CAP - Credentialing	IEHP Monitoring	File Review - CR 3A.5 Current Malpractice Insurance Coverage Policy Review CR 1A.3 The Criteria for credentialing and recredentialing CR 1C.1 How primary source verification information received, and stored CR 1C.3 Authorization to modify information CR 1C.4 The security controls in place to protect the information from unauthorized modification. CR 1C.5 How the organization monitors its compliance with the policies and procedures in factors 1–4 at least annually and takes appropriate action when applicable. Written Delegation Agreement for RMC CR 8A.4 Describes the process by which the organization evaluates the delegated entity's performance. CR 8.A Delegate Adherence to Medi-Cal Requirements (DHCS) Evidence CA 9: Identification of HIV/AIDS Specialists B. Evidence of Implementation	11/3/2023	TBD	CAP in Progress - Level I	
Medicare	CPN-Horizon Valley Medical Group	Denial File Review	IEHP Audit	Standard not met for 2 consecutive months.	7/7/2023	11/15/2024	CAP Validation in Progress	
Medicare	CPN-Horizon Valley Medical Group	Correct Template	IEHP Audit	Standard not met for 2 consecutive months.	7/7/2023	11/15/2024	CAP Validation in Progress	
Medicare	Dignity Health Medical Network	Denial File Review	IEHP Audit	Standard not met for 2 consecutive months.	7/7/2023	8/28/2024	CAP Validation in Progress	
Medicare	Dignity Health Medical Network	Denial Language	IEHP Audit	Standard not met for 2 consecutive months.	7/7/2023	8/28/2024	CAP Validation in Progress	
Medicare	Dignity Health Medical Network	ICAP: Claims	IEHP Audit	Universe Accuracy - ODAG and Monthly Timeliness Report (MTR)	2/14/2024	9/11/2024	CAP Validation in Progress	
Medicare	PrimeCare	Denial Language	IEHP Audit	Standard not met for 2 consecutive months.	12/7/2023	9/22/2024	CAP Validation in Progress	
Medicare	PrimeCare	Appropriate use of Criteria	IEHP Audit	Standard not met for more than 2 consecutive months.	5/7/2024	TBD	CAP in Progress - Level I	

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Medicare	Riverside Medical Clinic	Denial File Review	IEHP Audit	Standard not met for 2 consecutive months.	2/7/2023	8/4/2023	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Critical Element #2: Member Language	IEHP Audit	Standard not met for 2 consecutive months.	2/7/2023	8/4/2023	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Critical Element #3: Appropriate Use of Criteria	IEHP Audit	Standard not met for 2 consecutive months.	2/7/2023	8/4/2023	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Approval Notification Timeliness Rate	IEHP Audit	Standard not met for 3 consecutive months.	7/7/2023	9/15/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Approval Decision Timeliness Rate	IEHP Audit	Standard not met for more than 2 consecutive months.	2/7/2024	7/30/2024	CAP in Progress - Level I	
Medicare	Riverside Medical Clinic	CM Files: TOC Element: Upon admission notification, appropriate outreach attempts were completed to notify Member of the care transition process	IEHP Audit	Standard not met for more than 7 consecutive months.	5/7/2024	TBD	CAP in Progress - Level I	
Medicare	Riverside Medical Clinic	ICAP: Failure to submit DMHC Q1 2024 Financial Survey	IEHP Audit	Standard not met.	6/17/2024	TBD	CAP in Progress - Level I	
Medicare	Riverside Medical Clinic	Demand to Cure	IEHP Audit	Standard not met.	6/27/2024	TBD	CAP in Progress - Level II	
Medicare	Riverside Medical Clinic	CM Files: TOC Element: Appropriate outreach attempts were made to contact Member or Caregiver within 3 business days post discharge	IEHP Audit	Standard not met 2 consecutive months.	6/7/2024	TBD	CAP in Progress - Level I	
Medicare	Heritage - Regal Medical Group	Denial Language	IEHP Audit	Standard not met for more than 2 consecutive months.	6/7/2024	TBD	CAP in Progress - Level I	
Medicare	HPN - DOHC	DOA CAP - Credentialing	IEHP Monitoring	Evidence CA 9: Identification of HIV/AIDS Specialists B. Evidence of Implementation File Review (CMS; DMHC; DHCS) CR 3.D.3 - Hospital Privileges CR 4. - Recredentialing Cycle Length	11/20/2024	TBD	CAP in Progress - Level I	
Medi-Cal	IEHP	Initial Health Assessment Timeliness	IEHP Monitoring	The Quality Management (QM-2) metric for Initial Health Assessment Timeliness (IHA): Percentage of IHA completed within 120 days from Member enrollment - Adults, performed below the threshold of 50% for three months post-CAP Validation.	5/28/2024	TBD	CAP In Progress - Level I	1240

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Medicare	IEHP	Medicare Dismissed Appeals	IEHP Monitoring	The Medicare Dismissed Appeals metric (MCR 1c-1) performed below the benchmark for the months of February and March 2024.	5/14/2024	6/30/2024	CAP Accepted Validation Scheduled	5068480 1128
Medicare	IEHP	Health Risk Assessment, Individualized Care Plan, and Interdisciplinary Care Team (HRA, ICP, & ICT) Development	IEHP Audit	There were 7 findings resulting from the Health Risk Assessment, Individualized Care Plan, and Interdisciplinary Care Team (HRA, ICP, & ICT) Development Audit. There was 1 finding related to HRA timeliness.	5/2/2024	TBD	CAP In Progress - Level I	3360704
Medicare	IEHP	Health Risk Assessment, Individualized Care Plan, and Interdisciplinary Care Team (HRA, ICP, & ICT) Development	IEHP Audit	There were 7 findings resulting from the Health Risk Assessment, Individualized Care Plan, and Interdisciplinary Care Team (HRA, ICP, & ICT) Development Audit. There were 6 findings related to ICP and ICT development.	5/2/2024	TBD	CAP In Progress - Level I	3360704
Medi-Cal	IEHP	Grievances: Resolution	IEHP Monitoring	Metric for Medi-Cal Grievances; % processed within 30 days (standard) metric (GA1) performed below the threshold of 95% during the months of January through April 2024.	4/2/2024	8/1/2024	CAP Accepted Validation Scheduled	1079
Medicare	IEHP	Regulatory Communications & Implementation -Medicare	IEHP Audit	The responsible party did not respond to the regulatory assessment, which measures compliance with the regulation, within the required fifteen (15) business days to Regulatory Affairs Unit.	3/13/2024	6/30/2024	CAP Accepted Validation Scheduled	3361281
Medi-Cal	IEHP	Grievances: Resolution	IEHP Monitoring	Metric for Medi-Cal Grievances; % processed within 72 hours (expedited) metric (GA2) performed below the threshold of 95% during the months of November 2023 through April 2024.	1/30/2024	4/15/2024	CAP Accepted Validation Scheduled	929
Medi-Cal	IEHP	Grievances	IEHP Audit	There were 8 findings relating to Standard Grievance processing.	9/21/2023	2/15/2024	CAP Accepted Validation Scheduled	3357261
Medi-Cal	IEHP	Grievances	IEHP Audit	There were 5 findings relating to Exempt Grievance processing.	9/21/2023	2/15/2024	CAP Accepted Validation Scheduled	3357261
Both	IEHP	HIPAA Security	IEHP Audit	The Plan failed to meet the 4 Health Insurance Portability and Accountability Act (HIPAA) Security Rule Addressable Requirements.	1/13/2022	8/31/2024	CAP Accepted Validation Scheduled	N/A