2025 Q1 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 Medicare	IEHP	Quality Management Dashboard	IEHP Monitoring	The metric (QM-1) for Potential Quality Incident (PQI) Turnaround Time: % PQI Cases Resolved within 120 days of received date, performed below the threshold of 95% during the months of December 2024, January 2025, February 2025.	3/31/2025	7/31/2025	CAP Accepted/CAP Validation Scheduled	1428 1427
Medicare CCA	IEHP	BluePeak Advisors PBM Oversight Audit Report	IEHP Audit	1. Sanctioning screening 2. Reporting inconsistant 3. Federally Funded Exchange Compliance Program Oversight Activities 4. Limited Annual Transition Testing 5. Limited Annual Formulary Testing 6. Annual PDE Testing 7. PBM Go-Live Monitoring 8. On Going Formulary Updates/ Adjudication Testing	2/25/2025	TBD	CAP in Progress	6039329
Medi-Cal	IEHP	Continuity of Care	IEHP Audit	The Plan failed to make sufficient attempts to validate the pre-existing relationship between the Member and Provider and the Provider was not given sufficient time to respond.	2/10/2025	TBD	CAP Accepted/CAP Validation Scheduled	4332816
Medi-Cal	IEHP	Continuity of Care	IEHP Audit	The Plan failed to offer the Member a choice to select a Network Provider for the cases where IEHP and the Out-of-Network provider could not reach an agreement.	2/10/2025	TBD	CAP Accepted/CAP Validation Scheduled	4332816
Medi-Cal	IEHP	Continuity of Care	IEHP Audit	The Plan failed to provide acknowledgment of the Continuity of Care request to the Member.	2/10/2025	TBD	CAP Accepted/CAP Validation Scheduled	4332816

LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status	Reference Number
Medicare	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medicare Appeals; % processed within 72 hours (Part D expedited) metric (GA9) performed below the threshold of 95% during the months of October 2024 through November 2024.	12/26/2024	TBD	CAP in Progress	1098
Medi-Cal	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medi-Cal Appeals; % processed within 72 hours (expedited) metric (GA5) performed below the threshold of 95% during the months of October 2024 through January 2025.	12/26/2024	TBD	CAP in Progress	1097
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 September 2024 through January 2025.	12/23/2024	TBD	CAP in Progress	1097
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 September through November 2024.	12/3/2024	TBD	CAP in Progress	1095
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to inform the Beneficiary of call recording.	9/5/2024	10/14/2024	CAP Accepted/CAP Validation Scheduled	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to fully discuss CMS' required questions and topics regarding Beneficiary needs prior to an Enrollment.	9/5/2024	10/14/2024	CAP Accepted/CAP Validation Scheduled	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to accurately represent the Plan's benefits.	9/5/2024	10/14/2024	CAP Accepted/CAP Validation Scheduled	4331266

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Medi-Cal	IEHP	Initial Health Assessment Timeliness	IEHP Monitoring	The metric (QM-2) for Initial Health Assessment Timeliness: % 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	1240
Medi-Cal	Inland Faculty Medical Group	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	8/7/2024	10/28/2024 Follow up: 4/28/2025	Open & Monitoring	
Medi-Cal	Inland Faculty Medical Group	Impact Analysis - Delay Notifications	IEHP Monitoring	Standard not met.	11/15/2024	1/28/2025 Follow up: 4/28/2025	Open & Monitoring	
Medi-Cal	Inland Faculty Medical Group	Denial File Review Score	IEHP Monitoring	Standard not met for 2 consecutive months.	12/6/2024	TBD	CAP Validation in Progess	
Medi-Cal	Inland Faculty Medical Group	UM Correct Template Score	IEHP Monitoring	Standard not met 2 consecutive months	1/7/2025	2/18/2025 Follow up: 5/18/2025	Open & Monitoring	
Medi-Cal	Inland Faculty Medical Group	Provider Grievance Response Timeliness Rate	IEHP Monitoring	Standard not met 6 consecutive months	3/7/2025	4/15/2025 Follow up: 9/12/2025	Open & Monitoring	
Medi-Cal	Inland Faculty Medical Group	Claims Timeliness	IEHP Monitoring	Standard not met 2 consecutive months	4/2/2025	4/15/2025 Follow up: 7/16/2025	Open & Monitoring	
Medi-Cal	IEHP - Direct	Health Industry Collaboration Effort (HICE) UM Turn Around Time UM Over-Under	IEHP Audit	Did not submit Q3 HICE Workplan data and metrics by requested due date.	2/7/2025	TBD	CAP Validation in Progess	

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CCA	IEHP - Direct	ICAP: Provider Dispute Resolution Timeliness	IEHP Monitoring	Standard not met 2 consecutive quarters.	3/3/2025	4/02/2025 Follow - Up: 7/02/2025	Open & Monitoring	
CCA	IEHP - Direct	Appeal Overturn Rate	IEHP Monitoring	Standard not met 2 consecutive months.	2/7/2025	TBD	CAP in Progress	
Medicare	PrimeCare	Appropriate use of Criteria	IEHP Monitoring	Standard not met for more than 2 consecutive months.	5/7/2024	1/1/2025 Follow - Up: 4/21/2025	Open & Monitoring	
Medicare	PrimeCare	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met for more than 2 consecutive months.	11/7/2024	TBD	CAP Validation in Progress	
Medicare	PrimeCare	Failure to Implement Clinical Criteria for UM Decisions	IEHP Monitoring	Standard not met 1 month.	1/31/2025	TBD	CAP Validation in Progress	
Medicare	HPN - Desert Oasis Health Care	Encounter	IEHP Monitoring	Standard not met for more than 8 consecutive months.	8/7/2024	TBD	CAP Validation in Progress	
Medicare	HPN - Desert Oasis Health Care	Denial File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	1/7/2025	3/07/2025 Follow up: 4/21/2025	Open & Monitoring	
Medicare	HPN - Desert Oasis Health Care	Denial Language	IEHP Monitoring	Standard not met 2 consecutive months.	1/7/2025	3/07/2025 Follow up: 4/21/2025	Open & Monitoring	
Medicare	HPN - RMG	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	11/7/2024	12/12/2024 Follow up: 4/24/2025	Open & Monitoring	
Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	9/6/2024	1/07/2025 Follow up: 4/11/2025	CAP in Progress	
Medicare	Epic	Failure to Implement Clinical Criteria for UM Decisions	IEHP Monitoring	Standard not met 1 month.	1/31/2025	TBD	CAP Validation in Progress	

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Medicare	Epic	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	3/7/2025	TBD	CAP Validation in Progress	