

2025 Q2 Corrective Action Plans (CAPs) Log

LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	The Plan failed to send the Resolution Letter in the appropriate threshold language.	6/12/2025	TBD	CAP in Progress
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	The Plan failed to correctly identify the provider in question.	6/12/2025	TBD	CAP in Progress
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	The Plan failed to classify and process the grievance appropriately.	6/12/2025	TBD	CAP in Progress
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	Initial Issue: The Plan failed to correctly identify the grievance category. Evidence that HSP Reports and random monitoring are being conducted to ensure Standard Work is followed and all elements are being met. New Issue: The Plan failed to implement the Corrective Action.	6/12/2025	TBD	CAP in Progress
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	Initial Issue: The Plan failed to correctly identify the grievance category. Evidence that OG Medi-Cal and OG Medicare teams received trainings on how to properly identify Grievance classifications. New Issue: The Plan failed to implement the Corrective Action.	6/12/2025	TBD	CAP in Progress
Medi-Cal	IEHP	Open Grievance Validation Audit	IEHP Audit	Initial Issue: The Plan failed to correctly identify the grievance category. Evidence that OG Medi-Cal and OG Medicare teams received trainings on how to properly identify Grievance classifications. New Issue: The Plan failed to implement the Corrective Action.	6/12/2025	The	CAP in Progress

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Medi-Cal	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medi-Cal Appeals; % processed within 30 days (standard) metric (GA4) performed below the threshold of 95% during the months of February 2025 through April 2025.	4/24/2025	7/1/2025	CAP Accepted Validation Scheduled
Med-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to translate the Member letter into the appropriate threshold language.	4/2/2025	1/1/2026	CAP Accepted Validation Scheduled
Med-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to translate the non-templated language of the Member Letter into the appropriate threshold languages.	4/2/2025	1/1/2026	CAP Accepted Validation Scheduled
Med-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to provide Member Letters in alternative formats.	4/2/2025	1/1/2026	CAP Accepted Validation Scheduled
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan does not accurately include the DMHC disclosure notice verbatim as required by Section 1368.02(b).	4/2/2025	1/1/2026	CAP Accepted Validation Scheduled
Medicare	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medicare Appeals; % processed within 72 hours (Part C expedited) metric (GA8) performed below the threshold of 95% during the months of January 2025 through February 2025.	4/2/2025	5/16/2025	CAP Accepted Validation Scheduled
Medicare	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to translate the Member letter into the appropriate threshold language.	4/2/2025	5/7/2025	CAP Accepted Validation Scheduled
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to provide Member Letters in alternative formats.	4/2/2025	5/7/2025	CAP Accepted Validation Scheduled
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan failed to use the correct template or attachment.	4/2/2025	5/7/2025	CAP Accepted Validation Scheduled
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	IEHP Audit	The Plan does not accurately include the DMHC disclosure notice verbatim as required by Section 1368.02(b).	4/2/2025	5/78/2025	CAP Accepted Validation Scheduled
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 Validation Scheduled

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Medicare CCA	IEHP	BluePeak Advisors PBM Oversight Audit Report	IEHP Audit	1. Sanctioning screening 2. Reporting inconsistent 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	1/1/2025	CAP Accepted Validation Scheduled
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	12/1/2025	CAP Accepted Validation Scheduled
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	5/1/2025	CAP Accepted Validation Scheduled
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	4/30/2025	CAP Accepted Validation Scheduled
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
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 April 2025.	12/26/2024	TBD	CAP in Progress
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 May 2025.	12/23/2024	TBD	CAP in Progress
Medicare	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.	12/23/2024	TBD	CAP in Progress

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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 Validation Scheduled
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 Validation Scheduled
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 Validation Scheduled
Medi-Cal	AlphaCare Medical Group	Claims: OHC	IEHP Monitoring	Per APL 22-027 Cost Avoidance and Post-Payment Recovery For Other Health Coverage and per IEHP's Reporting Requirements Schedule, IEHP is issuing a CAP due to ACMG failing to submit Discovery of Other Healthcare Coverage reports within the required timeframe.	8/7/2024	9/10/2024 Follow up: 4/02/2025	Open & Monitoring
Medi-Cal	AlphaCare Medical Group	SPD File Review	IEHP Monitoring	Standard not met for 2 consecutive months.	11/7/2024	12/18/2024 Follow up: 3/21/2025	Open & Monitoring
Medi-Cal	LSMA	Claims Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	4/28/2025	5/12/2025 Follow up: 8/12/2025	Open & Monitoring
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: 8/28/2025	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: 6/20/2025	Open & Monitoring
Medi-Cal	Inland Faculty Medical Group	Denial File Review Score	IEHP Monitoring	Standard not met for 2 consecutive months.	12/6/2024	6/9/2025 Follow up: 10/9/2025	Open & Monitoring
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: 6/20/2025	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

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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	LLU	findings are carried over from the 2023 DOA CAP with the look back period of 07/2022 - 06/2023.	IEHP Monitoring	Rolled over from 2023 DOA CAP	6/9/2025	TBD	CAP in Progress
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
Medicare	PrimeCare	Appropriate use of Criteria	IEHP Monitoring	Standard not met for more than 2 consecutive months.	5/7/2024	1/10/2025 Follow up: 8/15/2025	Open & Monitoring
Medicare	PrimeCare	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met for more than 2 consecutive months.	11/7/2024	06/05/2025 Follow up: 7/14/2025	CAP 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 2 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: 7/21/2025	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: 7/21/2025	Open & Monitoring

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Medicare	HPN - Desert Oasis Health Care	CM File Review ICP Compliance Rate ICT Assignment Compliance Rate D-SNP CM File Review Element: Documentation of HRA Review AND Care plan developed with Member and/or authorized representatives within 90 days of initial enrollment.	IEHP Monitoring	Standard not met 2 consecutive months.	6/6/2025	6/10/2025 Follow up: 9/11/2025	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: 7/21/2025	Open & Monitoring
Medicare	HPN - RMG	Denial Language	IEHP Monitoring	Standard not met 2 consecutive months.	5/7/2025	6/20/2025 Follow up: 9/20/2025	Open & Monitoring
Medicare	HPN - RMG	D-SNP CM File Review Element: Care Plan developed with Member, and/or authorized representatives within 90 days of initial enrollment.	IEHP Monitoring	Standard not met 2 consecutive months.	5/7/2025	6/10/2025 Follow up: 9/10/2025	Open & Monitoring
Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	9/6/2024	06/05/2025 Follow up: 7/14/2025	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
Medicare	Epic	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	3/7/2025	06/05/2025 Follow up: 7/14/2025	CAP in Progress

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Medicare	CPN	D-SNP TOC File Review Element: Re-assessment completed due to change in condition	IEHP Monitoring	Standard not met 2 consecutive months.	5/7/2025	6/6/2025 Follow up: 09/06/2025	Open & Monitoring
Medicare	CPN	CM File Review, ICP Compliance Rate, CM File Review Element: Not all cases demonstrated ICP updated based on Member's needs and/or condition AND Care plan developed if a Member is unable to be contacted and/or declined to participate in the care management program or ICP process.	IEHP Monitoring	Standard not met 2 consecutive months.	7/7/2025	TBD	CAP in Progress
Medicare	CPN	TOC File Review Element: ICP updated based on Member's needs and/or condition	IEHP Monitoring	Standard not met 2 consecutive months.	7/7/2025	TBD	CAP in Progress

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