

2025 Q3 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	IEHP	Vendor Call Center	IEHP Monitoring	The metric (TR-5) for Hold Time, performed below the threshold of average hold time being less than 3 minutes for July and August 2025.	9/30/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Vendor Call Center	IEHP Monitoring	The metric (TR-7) for Average Speed of Answer, performed below the threshold of answering calls within 60 seconds or less for July and August 2025.	9/30/2025	TBD	CAP in Progress	N/A
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 July 2025 through August 2025.	9/30/2025	TBD	CAP in Progress	N/A
Medicare	IEHP	Appeals: Acknowledgement	IEHP Monitoring	Metric for Medicare Acknowledging Appeals; Was Appeal Acknowledgement Letter sent within five days of Manual Received Date metric (GA15) performed below the threshold of 90% during the months of July 2025 through August 2025.	9/25/2025	TBD	CAP in Progress	N/A
Medicare	IEHP	Vendor Contractual Assessment	IEHP Audit	Arine failed to implement policies and procedures to outline all required Compliance Program Elements and contractual requirements.	9/8/2025	TBD	CAP in Progress	5473117
Medi-Cal	IEHP	Claims Timeliness	IEHP Monitoring	Metric MCR 1b - Medicare Claims (95% of claims must be processed within 60-days) performed below the benchmark for the months of May 2025 and June 2025.	7/30/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Call Center	IEHP Monitoring	The metric (TR-4) for Abandonment Rate (Call abandonment rate for incoming calls shall not exceed 5%), performed below the threshold of 5% for the months of May and June 2025.	7/28/2025	10/15/2025	CAP Accepted/Validation Scheduled	N/A
Medi-Cal	IEHP	Call Center	IEHP Monitoring	The metric (TR-8) for Average Response Time (Limit average hold time to two (2) minutes. The average hold time is defined as the time spent on hold by the caller following the interactive voice response (IVR) system, touch-tone response system, or recorded greeting and before reaching a live person), performed below the threshold of 2 minutes for the months of April, May, and June 2025.	7/1/2025	6/23/2025	CAP Accepted/Validation Scheduled	N/A

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Medi-Cal	IEHP	Call Center	IEHP Monitoring	The metric (TR-2) for Service Level (No less than 80% of all incoming telephone calls will be answered within 30 seconds or fewer), performed below the threshold of 80% during the months of April, May, and June 2025.	7/1/2025	9/28/2025	CAP Accepted/Validation Scheduled	N/A
Medi-Cal	IEHP	Open Grievance Validation	IEHP Audit	The Plan failed to correctly identify the provider in question.	6/12/2025	7/30/2025	CAP Accepted/Validation Scheduled	6777031 4769467
Medi-Cal	IEHP	Open Grievance Validation	IEHP Audit	The Plan failed to classify and process the grievance appropriately.	6/12/2025	7/30/2025	CAP Accepted Validation Scheduled	6777031 4769467
Medi-Cal	IEHP	Open Grievance Validation	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	8/14/2025	CAP Accepted Validation Scheduled	6777050 4769467
Medi-Cal	IEHP	Open Grievance Validation	IEHP Audit	Initial Issue: The Plan failed to conduct outreach attempts to obtain the necessary information to resolve member's grievance. Evidence that coaching was provided to Team Members who failed to properly create outreach when processing OG cases. Evidence that coaching was provided to Team Members who failed to properly resolve cases within the timeframes listed in the Standard Work. New Issue: The Plan failed to implement the Corrective Action.	6/12/2025	8/14/2025	CAP Accepted Validation Scheduled	6777050 4769467

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Medi-Cal	IEHP	Open Grievance Validation	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	8/14/2025	CAP Accepted Validation Scheduled	6777050 4769467
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to update the individualized care plan following the completion of the HRA Reassessment.	5/2/2025	8/8/2025	CAP Accepted Validation Scheduled	5477529
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to update the individualized care plan, at minimum on an annual basis, and failed to complete the necessary outreach attempts.	5/2/2025	8/8/2025	CAP Accepted Validation Scheduled	5477529
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The plan did not evidence corrective action validation Issue 1, Items 5 and 6. 5. Evidence of the validation process to ensure HRA letters are being sent out timely. 6. Evidence of the monthly audit of 25 cases.	5/2/2025	6/1/2025	CAP Accepted Validation Scheduled	5477529
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan did not evidence corrective action validation Issue 6, Items 3, 4 and 5. 3. Evidence of the system issue fix for the ICT development. 4. Evidence of the validation of the ICT system fix for the ICT development. 5. Evidence of the monitoring of the progress of project monthly and validation of the integrity of the system.	5/2/2025	8/25/2025	CAP Accepted Validation Scheduled	5477529

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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	6039329
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	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	5/1/2025	CAP Accepted Validation Scheduled	4332816
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	4332816
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	9/8/2025	CAP Accepted Validation Scheduled	6895546
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 June 2025.	12/23/2024	TBD	CAP in Progress	N/A
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to inform the Beneficiary of the call recording.	9/5/2024	10/14/2024	CAP Accepted Validation Scheduled	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to fully discuss CMS's required questions and topics regarding Beneficiary needs prior to Enrollment.	9/5/2024	10/14/2024	CAP Accepted 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 Validation Scheduled	4331266

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Medi-Cal	AlphaCare Medical Group	Redirected Claims Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	6/30/2025	7/22/2025 Follow up: 10/22/2025	Open & Monitoring	
Medi-Cal	AlphaCare Medical Group	Report Submission Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	9/5/2025	TBD	CAP in Progress	
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: 11/04/2025	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: 1/12/2026	Open & Monitoring	
Medi-Cal	Inland Faculty Medical Group	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months	8/29/2025	TBD	CAP in Progress	
Medi-Cal	Inland Faculty Medical Group	ICAP: DOFR Adherence	IEHP Monitoring	Identified in July 2025 Universe	9/5/2025	TBD	CAP in Progress	
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	
Medi-Cal	LaSalle Medical Associates	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months	8/7/2025	10/10/2025 Follow - Up: 1/09/2026	Open & Monitoring	
Medi-Cal	Physicians Health Network	ICAP: Redirected Claims Timeliness	IEHP Monitoring	Non-compliant in redirecting claims within 10 working days	4/28/2025	05/08/2025 Follow - Up: 01/08/2026	Open & Monitoring	
Medi-Cal	Physicians Health Network	ICAP: 45-day Claims Timeliness	IEHP Monitoring	Standard not met 2 consecutive months	7/1/2025	07/11/2025 Follow - Up: 01/09/2026	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: 10/24/2025	Open & Monitoring	
Medicare	PrimeCare	Policy Review: UM 5 - Timeliness of UM Decisions	IEHP Monitoring	PrimeCare failed to include all of the appropriate information as indicated in IEHP's policy.	8/18/2025	TBD	CAP 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: 10/21/2025	Open & Monitoring	

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Medicare	HPN - Desert Oasis Health Care	Denial Language	IEHP Monitoring	Standard not met 2 consecutive months.	1/7/2025	3/07/2025 Follow up: 10/21/2025	Open & Monitoring	
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: 12/11/2025	Open & Monitoring	
Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	9/6/2024	06/05/2025 Follow up: 01/17/2026	Open & Monitoring	
Medicare	Epic	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	3/7/2025	08/13/2025 Follow up: 01/17/2026	Open & Monitoring	
Medicare	Epic	TOC File Review Element: Member was notified of the care transition process and provided with the care management central point of contact information.	IEHP Monitoring	Standard not met 2 consecutive months.	8/7/2025	8/14/2025 Follow up: 11/15/2025	Open & Monitoring	
Medicare	Epic	Cancellation/Dismissals File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	9/5/2025	10/13/2025 Follow up: 01/15/2026	Open & Monitoring	

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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	08/07/2025 Follow up: 11/07/2025	Open & Monitoring	
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	08/07/2025 Follow up: 11/07/2025	Open & Monitoring	
Medicare	CPN	Denial File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	9/5/2025	TBD	CAP in Progress	
Medicare	CPN	TOC Element: Upon admission notification, appropriate outreach attempts were completed to notify Member of the care transition process	IEHP Monitoring	Standard not met 2 consecutive months.	9/5/2025	10/03/2025 Follow up: 12/30/2025	Open & Monitoring	
Medicare	ASH	Denial Language	IEHP Monitoring	Standard not met 2 consecutive months.	9/5/2025	TBD	CAP in Progress	