

2025 Q4 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	Transportation Services	Audit	Call the Car failed to evidence that auditing and/or monitoring activities were being reported to the appropriate oversight body.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan and Call the Car failed to have appropriate monitoring and oversight of its transportation network providers and subcontractors.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	Call the Car failed to meet timely access standards for transportation in two (2) out of sixty (60) NMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan and Call the Car failed to provide the appropriate level of service for Members requiring ambulatory door-to-door service in ten (10) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	Call the Car failed to ensure the details of the Members call are accurate. (Reservation made for a non-medical appointment) in one (1) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A

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Medi-Cal	IEHP	Transportation Services	Audit	The Plan failed to ensure PCS forms contained all required fields in one (1) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan failed to ensure the appropriate NEMT modality is utilized in two (2) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan and Call the Car failed to meet timely access standards for transportation in nine (9) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan failed to authenticate the call properly in three (3) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Transportation Services	Audit	The Plan failed to ensure transportation providers are billing appropriately before processing the claim in seven (7) out sixty (60) NEMT trips reviewed. Claim submissions included incorrect information or did not include all the required information.	12/31/2025	TBD	CAP in Progress	N/A

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Medi-Cal	IEHP	Transportation Services	Audit	The Plan failed to obtain a PCS Form in twenty (20) out of sixty (60) NEMT trips reviewed.	12/31/2025	TBD	CAP in Progress	N/A
Medicare	IEHP	Appeals: Timeliness	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 2025 through November 2025.	12/23/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Payment Disputes	Monitoring	Metric MED 2b - Medi-Cal Payment Disputes, performed below the threshold (95%) of finalizing PDRs within 45 days for July 2025 and August 2025.	12/15/2025	9/15/2025	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Vendor Call Center	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	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

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Medi-Cal	IEHP	Appeals: Timeliness	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 September 2025.	9/30/2025	1/19/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Appeals: Acknowledgement	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	2/1/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence that all policies are reviewed annually.	9/8/2025	1/31/2026	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence in policy and procedure and/or Org chart that the Compliance Officer reports to the highest level in the organization. Arine acknowledged the "ISMP Roles & Responsibilities" policy will need to be updated.	9/8/2025	1/31/2026	CAP Accepted Validation Scheduled	5473117 7489883

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Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence a policy that outlines auditing and monitoring in place for delegated functions. Arine provided Standard Operating Procedures (SOPs); however, the submitted SOPs do not demonstrate there is any auditing/monitoring process.	9/8/2025	12/31/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence their routine monitoring for all delegated activities. Platform User Audit SOP was provided; however, no reporting evidence was included in submission.	9/8/2025	12/31/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence that A&M activities/findings were reported to the appropriate oversight body, senior leadership, and the Board of Directors; and Evidence of Corrective Action, if applicable.	9/8/2025	11/1/2025	CAP Accepted Validation Scheduled	5473117 7489883

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Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence their HIPAA Privacy Training. The training document provided was incompleated, therefore IEHP was unable to validate the attributes being tested.	9/8/2025	12/31/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence their Quality Assurance findings/analysis Report.	9/8/2025	11/15/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence a policy and procedure and/or SOP for sharing audio files. A sample was provided but no policy and procedure/SOP.	9/8/2025	12/31/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Vendor Contractual Assessment	Audit	Arine failed to evidence policy and procedures to outline the Letter Translation/alternative language process.	9/8/2025	12/31/2025	CAP Accepted Validation Scheduled	5473117 7489883
Medi-Cal	IEHP	Claims Timeliness	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

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Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to translate the Member letter into the appropriate threshold language.	4/2/2025	1/1/2026	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to provide Member Letters in alternative formats.	4/2/2025	1/1/2026	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	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 Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to translate the Member letter into the appropriate threshold language.	4/2/2025	5/7/2025	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to translate the non-templated language of the Member Letter into the appropriate threshold languages.	4/2/2025	5/7/2025	CAP Validation in Progress	4332504 4332417

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Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to provide Member Letters in alternative formats.	4/2/2025	5/7/2025	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan failed to use the correct template or attachment.	4/2/2025	5/7/2025	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages	Audit	The Plan does not accurately include the DMHC disclosure notice verbatim as required by Section 1368.02(b).	4/2/2025	5/7/2025	CAP Validation in Progress	4332504 4332417
Medi-Cal	IEHP	PBM Oversight	Audit	<ol style="list-style-type: none"> 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	1/1/2026	CAP Validation in Progress	6039329

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Medi-Cal	IEHP	Continuity of Care	Audit	The Plan failed to provide acknowledgment of the Continuity of Care request to the Member.	2/10/2025	12/1/2025	CAP Validation in Progress	4332816
Medi-Cal	IEHP	Continuity of Care	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	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	Grievances: Resolution	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 2026.	12/24/2025	TBD	CAP Validation in Progress	N/A
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:	Open & Monitoring	N/A

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Medi-Cal	AlphaCare Medical Group	Report Submission Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	9/5/2025	10/23/2025 Follow up: 1/27/2027	Open & Monitoring	N/A
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: 01/31/2026	Open & Monitoring	N/A
Medi-Cal	Inland Faculty Medical Group	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	8/29/2025	TBD	In Progress	N/A
Medi-Cal	LaSalle Medical Associates	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	8/7/2025	10/10/2025 Follow - Up:	Open & Monitoring	N/A
Medi-Cal	LaSalle Medical Associates	30 Day Claims Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	11/21/2025	12/08/2025 Follow Up: 3/09/2026	Open & Monitoring	N/A
Medi-Cal	LaSalle Medical Associates	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	12/5/2025	1/26/2026 Follow Up: 4/27/2026	Open & Monitoring	N/A

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Medi-Cal	IEHP Direct	Impact Analysis: Decision Timeliness Rate for Community Support Services Requests	IEHP Monitoring	Did not meet timeliness timeframe on 938 Community Supports Services Requests.	11/7/2025	TBD	CAP in Progress	N/A
Medi-Cal	IEHP Direct	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	12/5/2025	TBD	CAP in Progress	N/A
Medicare	HPN - Desert Oasis Health Care	Denial Language	IEHP Monitoring	Standard not met for 2 consecutive months.	1/7/2025	3/07/2025 Follow up:	Open & Monitoring	N/A
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	IEHP Monitoring	Standard not met for 2 consecutive months.	6/6/2025	6/10/2025 Follow up:	Open & Monitoring	N/A
Medicare	Epic	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	3/7/2025	08/13/2025 Follow up: 01/28/2026	Open & Monitoring	N/A
Medicare	Epic	Cancellation/Dismissals File Review Score	IEHP Monitoring	Standard not met for 2 consecutive months.	9/5/2025	10/13/2025 Follow up: 01/28/2026	Open & Monitoring	N/A

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Medicare	CPN	Cancellation/Dismissals File Review Score	IEHP Monitoring	Standard not met for 2 consecutive months.	10/7/2025	12/19/2025 Follow Up: 01/30/2026	Open & Monitoring	N/A
Medicare	CPN	Denial File Review Score	IEHP Monitoring	Standard not met for 2 consecutive months.	9/5/2025	12/08/2025 Follow Up: 04/12/2026	Open & Monitoring	N/A