

2026 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(s)
	IPA Name or IEHP		IEHP Audit IEHP Monitoring			The Latest Date on the CAP Form.	CAP in Progress CAP Accepted/CAP Validation Scheduled CAP Validation in Progress	
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.	3/30/2026	7/1/2025	CAP Accepted Validation Scheduled	N/A
Medi-Cal	Vendor - MDLive	Medical Consultation Wait Time	Monitoring	The metric for Medical Consultation Wait Time did not meet the benchmark of 80% within 30 min during the months of December 2025 through February 2026. The metric for Medical Consultation Wait Time did not meet the benchmark of 90% within 60 min during the months of December 2025 through February 2026.	3/26/2026	TBD	CAP in Progress	8267529
Medicare	IEHP	Appeals: Timeliness	Monitoring	Metric for Medicare Appeals; % processed within 72 hours (Part B standard) metric (GA18) performed below the threshold of 95% during the months of January and February 2026.	3/26/2026	TBD	CAP in Progress	88001515
Medicare	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 January and March 2026.	3/26/2026	TBD	CAP in Progress	8800132
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to accurately include the DMHC disclosure statement verbatim required by Section 1368.02(b).	3/17/2026	TBD	CAP in Progress	6483879 6483610 4332504 4332417

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Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to provide Member Letters in alternative formats.	3/17/2026	TBD	CAP in Progress	6483879 6483610 4332504 4332417
Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to provide Member Letters in alternative formats.	3/17/2026	TBD	CAP in Progress	6483609 6483590 4332504 4332417
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to translate the Member Letter into the appropriate threshold language.	3/17/2026	TBD	CAP in Progress	6483879 6483610 4332504 4332417
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to translate the Member Letter into the appropriate threshold language.	3/17/2026	TBD	CAP in Progress	6483609 6483590 4332504 4332417
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to translate the non-templated language of the Letter into the appropriate threshold languages.	3/17/2026	TBD	CAP in Progress	6483879 6483610 4332504 4332417
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to translate the non-templated language of the Letter into the appropriate threshold languages.	3/17/2026	TBD	CAP in Progress	6483609 6483590 4332504 4332417
Medi-Cal Medicare	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to use the correct template or attachment.	3/17/2026	TBD	CAP in Progress	6483879 6483610 4332504 4332417

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Medi-Cal	IEHP	Member Communication - Letters & Threshold Languages Validation	Audit	The Plan failed to use the correct template or attachment.	3/16/2026	TBD	CAP in Progress	6483609 6483590 4332504 4332417
Medi-Cal	IEHP	Payment Disputes	Monitoring	Metric for Medi-Cal Payment Disputes (MED 2b), 95% of PDRs finalized within 45 days, performed below the benchmark for the months of November 2025 - January 2026.	3/16/2026	6/30/2026	CAP Accepted Validation Scheduled	1687
Medi-Cal	IEHP	PDR Acknowledgement Letters	Monitoring	Metric for Medi-Cal PDR Acknowledgement Letters, 95% of Acknowledgment letters sent within 15 working days, performed below the benchmark for the months of November 2025 - January 2026.	3/6/2026	6/30/2026	CAP Accepted Validation Scheduled	1687
Medi-Cal	AlphaCare Medical Group	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	3/6/2026	TBD	In Progress	N/A
Medi-Cal	Inland Faculty Medical Group	Provider/ Member Outreach, Access Standards, and Appropriate use of Criteria	IEHP Monitoring	Standard not met 2 consecutive months.	3/6/2026	TBD	In Progress	N/A
Medi-Cal	IEHP Direct	ICAP: Provider Dispute Resolution Timeliness	IEHP Monitoring	Standard not met 2 consecutive months.	3/6/2026	3/16/2026 Follow Up: 6/16/2026	Open & Monitoring	N/A
Medicare	HPN - Desert Oasis Health Care	TOC Element: Member's identified care coordination needs addressed	IEHP Monitoring	Standard not met 2 consecutive months.	3/6/2026	3/9/2026 Follow up: 6/09/2026	Open & Monitoring	N/A

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Medi-Cal	AlphaCare Medical Group	ICAP: Provider Dispute Resolution Timeliness	IEHP Monitoring	Standard not met 2 consecutive quarters.	2/26/2026	4/02/2026 Follow up: 7/02/2026	Open & Monitoring	N/A
Medi-Cal	IEHP	Appeals: Timeliness	Monitoring	Metric for Medi-Cal Appeals; % processed within 72 hours (expedited) metric (GA5) performed below the threshold of 95% during the months of December 2025 through February 2026.	2/18/2026	4/6/2026	CAP Accepted Validation Scheduled	8490155
Medi-Cal	IEHP	Member Outreach	Audit	The Plan failed to complete the ECM outreach attempts within the required timeframes according to the Member's level of care.	2/18/2026	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Comprehensive Health Assessment Timeliness	Audit	The Plan failed to complete the Comprehensive Health Assessment (CHA) within ninety (90) days of enrollment in ECM.	2/18/2026	TBD	CAP in Progress	N/A
Medi-Cal	IEHP	Authorization Timeliness	Audit	The Plan failed to process the ECM authorization within five (5) business days of receipt of information reasonably necessary to make the decision.	2/18/2026	TBD	CAP in Progress	N/A

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Medi-Cal	IEHP	Discontinuation Notice	Audit	The Plan failed to send the discontinuation notice to the Member.	2/11/2026	TBD	CAP in Progress	N/A
Medi-Cal	Inland Faculty Medical Group	Appeal Overturn Rate	IEHP Monitoring	Standard not met 2 consecutive months.	2/11/2026	TBD	In Progress	N/A
Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	2/10/2026	3/17/2026 Follow up: 6/17/2026	Open & Monitoring	N/A

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LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status	Reference Number(s)
Medi-Cal	IEHP	Call Center Abandonment Rate	Monitoring	The metric for Abandonment Rate exceeded the threshold of ≤ 5% reported monthly during the months of September 2025 through January 2026.	1/28/2026	4/1/2026	CAP Accepted Validation Scheduled	8392683 8104031
Medicare	IEHP	Transition	Audit	IEHP DualChoice CMS Mock Audit: The sponsor failed to create an accurate enrollment record for a new enrollee. Instead, the sponsor mistakenly edited the profile of an existing enrollee with the same name as the new enrollee. This error resulted in the new enrollee being unable to access any of their prescribed medications. This issue was attributed to a staffing error	1/23/2026	4/20/2026	CAP Accepted Validation Scheduled	7999379

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Medicare	IEHP	Part D Formulary Administration	Audit	<p>IEHP DualChoice CMS Mock Audit: Sponsor improperly effectuated a prior authorization or exception request.</p> <p>The first root cause was the sponsor's failure to apply the correct quantity limit dosage on an approved quantity limit exception</p> <p>The second root cause was the sponsor's failure to configure a prior authorization to ensure the medication could be paid under the Part D benefit for a hospice enrollee</p> <p>The third root cause was the sponsor's failure to properly effectuate a non-formulary exception for an enrollee who had received approval to access the non-formulary brand version of a product</p>	1/23/2026	TBD	CAP in Progress	7999379
Medicare	IEHP	Processing of Coverage	Audit	<p>IEHP DualChoice CMS Mock Audit: Sponsor made inappropriate denials when processing coverage determinations.</p> <p>There are two (2) cases impacted. In both instances, it is recommended to perform timely oversight of cases to ensure appropriate clinical decisions</p>	1/23/2026	TBD	CAP in Progress	7999379
Medicare	IEHP	Individualized Care Plans	Audit	<p>IEHP DualChoice CMS Mock Audit: Individualized Care Plans (ICP) did not address issues identified in Health Risk Assessments (HRA). The Sponsor lacked a standardized process to ensure that findings from HRAs were systematically incorporated into the development and updating of each enrollee's ICP.</p>	1/23/2026	3/1/2026	CAP Accepted Validation Scheduled	7999379

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LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status	Reference Number(s)
Medicare	IEHP	Compliance Program	Audit	IEHP DualChoice CMS Mock Audit: Sponsor did not communicate issues of noncompliance in a timely manner, preventing the Compliance Department from promptly responding to the issues.	1/23/2026	8/1/2026	CAP Accepted Validation Scheduled	7999379 8580442
Medicare	IEHP	Compliance Program	Audit	IEHP DualChoice CMS Mock Audit: Sponsor did not establish and implement an effective system for routine monitoring based on the identification of compliance risks.	1/23/2026	8/31/2026	CAP Accepted Validation Scheduled	7999379 8580442
Medicare	IEHP	Compliance Program	Audit	IEHP DualChoice CMS Mock Audit: Sponsor did not establish and implement procedures and a system for promptly responding to compliance issues as they are raised, investigating potential compliance problems as identified in the course of self-evaluations and audits, correcting such problems promptly and thoroughly to reduce the potential for recurrence, and ensure ongoing compliance with CMS requirements	1/23/2026	8/1/2026	CAP Accepted Validation Scheduled	7999379 8580442

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Medicare	IEHP	Pre-Service Coverage Determination	Audit	IEHP DualChoice CMS Mock Audit: Sponsor did not make appropriate pre-service coverage determination for Medicare Part C for required services. The enrollee requested admission to a skilled nursing facility following a 30-day inpatient hospitalization. Although inpatient hospital records were available, the Sponsor did not review these records or conduct outreach to the treating provider(s) to obtain medical records prior to issuing the inpatient hospital denial.	1/23/2026	3/23/2026	CAP Accepted Validation Scheduled	7999379
Medicare	IEHP	Adverse Payment Decisions	Audit	IEHP DualChoice CMS Mock Audit: Sponsor did not pay non-contract provider and/or enrollee-submitted claims or provide notification of its adverse payment decisions within CMS-required timeframes. The sponsor did not forward the upheld decisions to the IRE no later than 60 calendar days after the receipt of the request.	1/23/2026	4/15/2026	CAP Accepted Validation Scheduled	7999379
Medicare	IEHP	Part D: Transitions	Audit	IEHP DualChoice CMS Mock Audit: Sponsor failed to properly administer the CMS transition policy. The sponsor failed to provide a transition fill for a brand-name medication that required prior authorization. The enrollee was improperly denied access to their prescribed medication.	1/23/2026	TBD	CAP in Progress	7999379

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Medicare	IEHP	Compliance Program	Audit	IEHP DualChoice CMS Mock Audit: Sponsor's Compliance Officer failed to demonstrate an understanding of the guidance and requirements surrounding the operation or sufficient involvement and awareness of issues of noncompliance within the business areas.	1/23/2026	6/1/2026	CAP Accepted Validation Scheduled	7999379 8580442
Medicare	IEHP	Individualized Care Plans	Audit	IEHP DualChoice CMS Mock Audit: The Sponsor did not effectively coordinate communication of ICPs among plan personnel, providers, and enrollees.	1/23/2026	3/1/2026	CAP Accepted Validation Scheduled	7999379
Medicare	IEHP	Individualized Care Plans	Audit	IEHP DualChoice CMS Mock Audit: The Sponsor did not provide evidence of ICP implementation through care or case management documentation. There was no supporting documentation in the care or case management notes to confirm that ICPs were actively executed or monitored as required.	1/23/2026	4/1/2026	CAP Accepted Validation Scheduled	7999379
Medicare	IEHP	Individualized Care Plans	Audit	IEHP DualChoice CMS Mock Audit: The Sponsor did not review and/or revise Individualized Care Plans (ICPs) in accordance with its approved Model of Care (MOC) or as warranted by changes in the enrollee's health status.	1/23/2026	3/1/2026	CAP Accepted Validation Scheduled	7999379

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Medicare	IEHP	Processing of Coverage	Audit	Sponsor's pharmacy department did not follow its coverage determination and redetermination notification processes for sending correspondence to enrollees' authorized representatives. Enrollees' representatives did not receive notification of coverage determination or redetermination decisions. This results in representatives not having the information required to take appropriate action.	1/14/2026	TBD	CAP in Progress	7999379
Medi-Cal	IEHP	Open Grievance Validation	Audit	Initial Issue: The Plan failed to conduct outreach attempts to obtain the necessary information to resolve member's grievance. First CAP Validation Items Failed: 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	1/14/2026	3/30/2026	CAP Accepted Validation Scheduled	7917379 6777050 4769467

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Medi-Cal	IEHP	Open Grievance Validation	Audit	<p>Initial Issue: The Plan failed to correctly identify the grievance category.</p> <p>First CAP Validation Items Failed: Evidence that HSP Reports and random monitoring are being conducted to ensure Standard Work is followed and all elements are being met.</p> <p>Second CAP Validation Items Failed: Evidence that the OG Job Aid was updated to create a standard of work to review for QA. Evidence that ongoing monthly QA will be conducted with random audits specific to both the Medi-Cal and Medicare Open Grievance Process. Evidence that the monthly audit reports will be reviewed by Supervisor and UM Prior Auth Managers.</p> <p>New Issue: The Plan failed to implement the Corrective Action.</p>	1/14/2026	3/30/2026	CAP Accepted Validation Scheduled	7917379 6777050 4769467
Medi-Cal	IEHP	Open Grievance Validation	Audit	<p>Initial Issue: The Plan failed to correctly identify the grievance category.</p> <p>First CAP Validation Items Failed: Evidence that OG Medi-Cal and OG Medicare teams received trainings on how to properly identify Grievance classifications.</p> <p>Second CAP Validation Items Failed: Evidence that ongoing monthly QA will be conducted with random audits specific to both the Medi-Cal and Medicare Open Grievance Process. Evidence that the monthly audit reports will be reviewed by Supervisor and UM Prior Auth Managers.</p> <p>New Issue: The Plan failed to implement the Corrective Action.</p>	1/14/2026	3/30/2026	CAP Accepted Validation Scheduled	7917379 6777050 4769467

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Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to classify and process the grievance appropriately (Standard grievance was not identified or routed to G&A for processing).	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to conduct outreach attempts to obtain the necessary information to resolve Member's grievance.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medi-Cal	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to consistently disposition cases which resulted in incomplete or inaccurate reporting.	1/14/2026	5/5/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to correctly identify the grievance category.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to identify the provider in question.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to obtain a valid AOR prior to processing the grievance.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to provide oral resolution to Member.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879
Medicare	IEHP	Open Grievance Process	Audit	Oral Resolution Grievance: The Plan failed to send the Acknowledgement Letter within 5 calendar days.	1/14/2026	5/15/2026	CAP Accepted Validation Scheduled	8556879

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Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to classify and process the grievance appropriately (Standard grievance was not identified or routed to G&A for processing).	1/14/2026	2/27/2026	CAP Accepted Validation Scheduled	8556679
Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to conduct outreach attempts to obtain the necessary information to resolve the Member's grievance.	1/14/2026	5/1/2026	CAP Accepted Validation Scheduled	8556679
Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to correctly identify the grievance category.	1/14/2026	5/28/2025	CAP Accepted Validation Scheduled	8556679
Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to obtain a valid AOR prior to processing the grievance.	1/14/2026	3/30/2026	CAP Accepted Validation Scheduled	8556679
Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to send the Acknowledgement Letter within 5 calendar days.	1/14/2026	9/17/2025	CAP Accepted Validation Scheduled	8556679
Medi-Cal	IEHP	Open Grievance Process	Audit	Standard Grievance: The Plan failed to send the Resolution Letter within 30 calendar days.	1/7/2026	2/26/2025	CAP Accepted Validation Scheduled	8556679
Medi-Cal	Inland Faculty Medical Group	Discovery of OHC	IEHP Monitoring	Failing to submit Discovery of OHC reports within 2 calendar days upon discovery	1/7/2026	2/24/2026 Follow up: 5/24/2029	Open & Monitoring	N/A
Medi-Cal	LaSalle Medical Associates	Approval File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	1/7/2026	3/03/2026 Follow Up: 6/03/2026	Open & Monitoring	N/A

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Medicare	HPN - Desert Oasis Health Care	UM Denial File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	1/7/2026	2/27/2026 Follow up: 5/27/2026	Open & Monitoring	N/A
Medicare	PrimeCare	Denial Notification Timeliness Score	IEHP Monitoring	Standard not met 2 consecutive months.	12/31/2025	3/16/2026 Follow Up: 6/16/2026	Open & Monitoring	N/A
Medi-Cal	IEHP	Transportation Services	Audit	M&O #1: The Plan and Call the Car failed to have appropriate monitoring and oversight of its transportation network providers and subcontractors.	12/31/2025	4/1/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	Vendor: Call the Car	Transportation Services	Audit	M&O #2: Call the Car failed to evidence that auditing and/or monitoring activities were being reported to the appropriate oversight body.	12/31/2025	1/30/2026	CAP Accepted Validation Scheduled	12
Medi-Cal	IEHP	Transportation Services	Audit	NEMT #1: The Plan failed to obtain a PCS Form in twenty (20) out of sixty (60) NEMT trips reviewed.	12/31/2025	2/14/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Transportation Services	Audit	NEMT #2: 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	2/26/2026	CAP Accepted Validation Scheduled	N/A

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Medi-Cal	IEHP	Transportation Services	Audit	NEMT #3: The Plan failed to authenticate the call properly in three (3) out of sixty (60) NEMT trips reviewed.	12/31/2025	2/26/2026	CAP Accepted Validation Scheduled	N/A

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Medi-Cal	IEHP	Transportation Services	Audit	NEMT #4: 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	2/26/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Transportation Services	Audit	NEMT #5: The Plan failed to ensure the appropriate NEMT modality is utilized in two (2) out of sixty (60) NEMT trips reviewed.	12/31/2025	2/26/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	IEHP	Transportation Services	Audit	NEMT #6: The Plan failed to ensure PCS forms contained all required fields in one (1) out of sixty (60) NEMT trips reviewed.	12/31/2025	2/26/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	Vendor: Call the Car	Transportation Services	Audit	NEMT #7: 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	4/1/2026	CAP Accepted Validation Scheduled	N/A

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Medi-Cal	IEHP	Transportation Services	Audit	NEMT #8: 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	1/1/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	Vendor: Call the Car	Transportation Services	Audit	NMT #1: Call the Car failed to meet timely access standards for transportation in two (2) out of sixty (60) NMT trips reviewed.	12/5/2025	3/9/2026	CAP Accepted Validation Scheduled	N/A
Medi-Cal	LaSalle Medical Associates	Denial Decision Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	12/1/2025	1/26/2026 Follow Up: 4/27/2026	Open & Monitoring	N/A
Medi-Cal	Inland Faculty Medical Group	ICAP:GHPP	IEHP Monitoring	Standard not met 4 consecutive months	11/21/2025	2/25/2026 Follow up: 5/25/2026	Open & Monitoring	N/A
Medi-Cal	LaSalle Medical Associates	30 Day Claims Timeliness	IEHP Monitoring	Standard not met 2 consecutive months	10/7/2025	12/08/2025 Follow Up: 6/09/2026	Open & Monitoring	N/A
Medicare	CPN	Cancellation/Dismissals File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	9/30/2025	12/29/2025 Follow Up: 5/15/2026	Open & Monitoring	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	7/1/2025	CAP Accepted Validation Scheduled	N/A

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Medi-Cal	Vendor - Arine	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 Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	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 Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	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 Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	Vendor Contractual Assessment	Audit	Arine failed to evidence policy and procedures to outline the Letter Translation/alternative language process.	9/8/2025	1/31/2026	CAP Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	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 Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	Vendor Contractual Assessment	Audit	Arine failed to evidence that all policies are reviewed annually.	9/8/2025	1/31/2026	CAP Validation in Progress	5473117 7489883

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Medi-Cal	Vendor - Arine	Vendor Contractual Assessment	Audit	Arine failed to evidence their HIPAA Privacy Training. The training document provided was incomplete, therefore IEHP was unable to validate the attributes being tested.	9/8/2025	1/31/2026	CAP Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	Vendor Contractual Assessment	Audit	Arine failed to evidence their Quality Assurance findings/analysis Report.	9/8/2025	11/15/2025	CAP Validation in Progress	5473117 7489883
Medi-Cal	Vendor - Arine	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 Validation in Progress	5473117 7489883
Medi-Cal	Inland Faculty Medical Group	DOFR Adherence	IEHP Monitoring	Identified in July 2025 Universe	9/5/2025	1/06/2026 Follow up: 5/29/2029	Open & Monitoring	N/A
Medicare	Epic	Cancellation/Dismissals File Review Score	IEHP Monitoring	Standard not met 2 consecutive months.	9/5/2025	10/13/2025 Follow up: 05/14/2026	Open & Monitoring	N/A

2026 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(s)
Medi-Cal	AlphaCare Medical Group	Report Submission Timeliness	IEHP Monitoring	Standard not met for 2 consecutive months.	9/5/2025	1/29/2026	Open & Monitoring	N/A
Medicare	CPN	Denial File Review Score	IEHP Monitoring	Standards not met 2 consecutive months.	9/5/2025	12/08/2025 Follow Up: 05/15/2026	Open & Monitoring	N/A
Medicare	ASH	ASH Denial Language	IEHP Monitoring	Standards not met 2 consecutive months.	9/5/2025	2/25/2026 Follow Up: 5/25/2026	Open & Monitoring	N/A
Medi-Cal	Inland Faculty Medical Group	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months	8/29/2025	2/10/2026 Follow up: 5/11/2026	Open & Monitoring	N/A

2026 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(s)
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: 7/13/2026	Open & Monitoring	N/A
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	1456
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: 4/30/2026	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 representatives within 90 days of initial enrollment.	IEHP Monitoring	Standard not met 2 consecutive months.	6/6/2025	6/10/2025 Follow up: 6/17/2026	Open & Monitoring	N/A