



**REGULAR MEETING OF THE GOVERNING BOARD  
OF THE  
INLAND EMPIRE HEALTH PLAN**

**\*\*\*REVISED\*\*\***

**November 13, 2023 - 9:00 AM**

Board Report #343

**Dr. Bradley P Gilbert Center for Learning and Innovation  
9500 Cleveland Avenue - Board Room  
Rancho Cucamonga, CA 91730**

If disability-related accommodations are needed to participate in this meeting, please contact Annette Taylor, Secretary to the IEHP Governing Board at (909) 296-3584 during regular business hours of IEHP (M-F 8:00 a.m. – 5:00 p.m.)

**PUBLIC COMMENT AT INLAND EMPIRE HEALTH PLAN GOVERNING BOARD MEETINGS:**

The meeting of the Inland Empire Health Plan Governing Board is open to the public. A member of the public may address the Board on any item on the agenda and on any matter that is within the Board’s jurisdiction. Requests to address the Board must be submitted in person to the Secretary of the Governing Board prior to the start of the meeting and indicate any contributions in excess of \$250.00 made by them or their organization in the past twelve (12) months to any IEHP Governing Board member as well as the name of the Governing Board member who received contribution. The Board may limit the public input on any item, based on the number of people requesting to speak and the business of the Board.

All public record documents for matters on the open session of this agenda can be viewed at the meeting location listed above, IEHP main offices at 10801 6<sup>th</sup> Street, Suite 120, Rancho Cucamonga, CA 91730 and online at <http://www.iehp.org>.

*Any member of the public may observe the scheduled proceedings by using the information listed below*

<https://youtube.com/live/VklPqvi4Fwc?feature=share>

**AGENDA**

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- I. Call to Order
- II. Pledge of Allegiance
- III. Roll Call
- IV. Changes to the Agenda
- V. Public Comments on Matters on the Agenda
- VI. Conflict of Interest Disclosure:
- VII. Adopt and Approve of the Meeting Minutes from the October 10, 2023 Regular Meeting of the

Governing Board of the Inland Empire Health Plan and IEHP Health Access

VIII. IEHP

**CONSENT AGENDA**

ADMINISTRATION (Jarrod McNaughton)

1. Approve the Funding Agreement with Loma Linda University Health Education Consortium

FINANCE DEPARTMENT (Keenan Freeman)

2. Approve the Second Amendment to the Professional Service Agreement with Terra Dining Management
3. Approve the First Amendment to the Professional Service Agreement with Kardent Design
4. Approve the Public Works Contract with Baker Electric & Renewables LLC.
5. Approve the Sixth Amendment to the Professional Services Agreement with Shorett Printing, Inc. DBA Crown Connect DBA Crown Printers
6. Approve the First Amendment to the Professional Services Agreement with ABM Onsite Services – West, Inc.
7. Approve the Second Amendment to the Professional Service Agreement with Netronix Integration Inc.
8. Delegation of Authority to Approve the Professional Services Agreement with Varis, LLC.
9. Delegation of Authority to Approve the Professional Services Agreement with Health Management Systems, Inc.

HEALTH SERVICES DEPARTMENT (Takashi Wada, M.D.)

10. Approve the Second Amendment to the Amended and Restated Professional Services Agreement with Calibrated Healthcare Network LLC.
11. Approve the First Amendment to the Professional Services Agreement with Hanna Interpreting Services, LLC
12. Delegation of Authority to Approve the Third Amendment to the Professional Services Agreement with Inland Empire Health Information Organization
13. Approve the First Amendment to the Memorandum of Understanding with End Homelessness California dba The Shower of Hope

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INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

14. Approve the Renewal to the Professional Services Agreement with Aunt Bertha, a Public Benefit Corporation, dba Find Help
15. Approve the First Amendment to the Professional Services Agreement with Premier MDS Global IT, LLC.
16. Delegation of Authority to Approve Service Order Number Q689311.1-303530 to the Customer Relationship Agreement with SecureWorks, Inc.
17. Approve the Fourth Amendment to the Master License and Services Agreement With CSI International Inc. DBA Global Engagement Solutions
18. Delegation of Authority to Approve the Second Amendment to the Master License Agreement with MCG Health LLC.
19. Delegation of Authority to Approve the Third Amendment to the Professional Services Agreement with Office Ally, Inc.
20. Approve the Funding and Purchase Requisition for Adobe Workfront Software with CDW Government, LLC.
21. Rescind Minute Order 23-204, Delegation of Authority to Approve the Second Amendment to the Data Files License Product Schedule as part of the Master Services and License Agreement and the Seventh Amendment to the Encoder Pro Suite License and Maintenance Agreement with Optum360, LLC
22. Ratify and Approve the First Amendment to Statement of Work #5 to the Master Consulting Services Agreement with Gartner, Inc

MARKETING DEPARTMENT (Michelle Rai)

23. Approve the First Amendment to the Professional Services Agreement with Hanna Interpreting Services, LLC.
24. Approve the Fourth Amendment to the Professional Services Agreement with Interpreting Services International, Inc.

OPERATIONS DEPARTMENT (Susie White)

25. Approve the Second Amendment with Integrity Advantage Solutions, LLC
26. Approve the Annual Update to the 2024 IEHP Provider Policy and Procedure Manuals and Encounter Data Interchange Manual
27. Approve the Second Amendment with Simpler North America, LLC

28. Approve the Second Amendment to the Professional Services Agreement with Health Management Associates
29. Approve the Memorandum of Understanding with San Antonio Regional Hospital for the Community Health Improvement Program
30. Delegation of Authority to Approve the Third Amendment to the Professional Services Agreement with Deloitte Consulting, LLC.

QUALITY DEPARTMENT (Edward Juhn, M.D.)

31. Approve the 2024 Program Fees for IEHP Participation in the Integrated Healthcare Association Measure Year 2023 Align. Measure. Perform. Program
32. Approve the Administrative Services Agreement with Integrated Healthcare Association
33. Overview of 2023 Medicaid and Medicare Consumer Assessment of Health Providers & Systems Adult Member Satisfaction Survey Results

PROVIDER NETWORK DEPARTMENT (Keenan Freeman)

34. Delegation of Authority to Approve the Fifth Amendment to the Master Services Agreement with MDLive, Inc. and MDLive Medical Group, P.A. – *Sunrise, FL*
35. Delegation of Authority to Approve the Amendment to the Statement of Work to the Master Services Agreement with Infomedia Group, Inc., dba Carenet Healthcare Services – *San Antonio, TX*
36. Ratify and Approve the Letter of Agreement with Memorialcare Long Beach Medical Center dba Memorial Care Miller Children’s and Women’s Hospital Long Beach – *Long Beach*
37. Ratify and Approve the Eighth Amendment to the Capitated IPA Agreement with Alpha Care Medical Group, Inc. - *Pasadena*
38. Ratify and Approve the Agreement to Reinstate, Amend and Extend the Hospital Per Diem Agreement for Behavioral Health Services with Aurora Charter Oak Los Angeles, LLC - *Covina*
39. Ratify and Approve the Participating Provider Agreement with Corona Anesthesia Group, Inc. – *El Segundo*
40. Ratify and Approve the Thirteenth Amendment to the Hospital Per Diem Agreement with Veritas Health Services, Inc. Db a Chino Valley Medical Center - *Chino*
41. Approval of the Standard Templates
  - 1) Master Attachment A - Intermediate Care Facilities for the Developmentally Disabled

- 2) Master Attachment B - Intermediate Care Facilities for the Developmentally Disabled
  - 3) Master Hospice Agreement (Excluding Medicare)
  - 4) Master Attachment A – Hospice Services
  - 5) Master Attachment B (Excluding Medicare) – Compensation
42. Approval of the Evergreen Contracts
- 1) Crystal Care Villa - Residential Care for the Elderly – Joshua Tree
  - 2) Mountain View Centers - Residential Care for the Elderly - Montclair
  - 3) Barstow Primary Care Clinic- Participating Provider Agreement - Specialist– Apple Valley
  - 4) Sameer Gupta - Participating Provider Agreement – Specialist – Temecula
  - 5) Bighorn Hearing Aid Center Inc- Ancillary Agreement– Rancho Mirage
  - 6) Bioventus LLC- Ancillary Agreement Provider Agreement – Cordova
  - 7) Aline S Aguilar dba Aline Aguilar - Behavioral Health Participating Provider Agreement – Upland
  - 8) Charter Hospice of Colton LLC - Behavioral Health Participating Provider Agreement – Colton
  - 9) Christa Marie Lamont dba -Lamont Counseling Services - Behavioral Health Participating Provider Agreement – Riverside
  - 10) Hefziba Marriage and Family Counseling Center APC - Behavioral Health Participating Provider Agreement – Northridge
  - 11) Janet Carrasco dba - Janet Carrasco LCSW- Behavioral Health Participating Provider Agreement – Rancho Cucamonga
  - 12) Katherine C Newell Tristan dba Katherine Clair Tristan LCSW PC- Behavioral Health Participating Provider Agreement – San Bernardino
  - 13) Peter E Stocks- Behavioral Health Participating Provider Agreement – Menifee
  - 14) Rosalina Becerra- Behavioral Health Participating Provider Agreement – Victorville
  - 15) Sheree Lynn Earle dba Sheree Earle LCSW- Behavioral Health Participating Provider Agreement – Alta Loma
  - 16) Laura A Norton dba Norton Delgado Family Medicine- Behavioral Health Participating Provider Agreement – Rancho Cucamonga
  - 17) Sushil Anand MD FAAP Inc dba Sunshine Pediatrics - Fee-For-Service Primary Care Provider Agreement – Upland
  - 18) Carewell Medical Group Inc dba Carewell Arthritis Center- Participating Provider Agreement - Specialist – Apple Valley
  - 19) Lori L Vanyo MD FACS INC - Participating Provider Agreement – Specialist - Adelanto
  - 20) Matthew R Zapf MD- Participating Provider Agreement - Specialist- Palm Springs
  - 21) Mohammad Kaleem Uddin- Participating Provider Agreement – Specialist – Murrieta
  - 22) Stephen Boykins DPM dba SoCal Podiatry - Participating Provider Agreement – Specialist – Moreno Valley
  - 23) University Pain Consultants Inc - Participating Provider Agreement – Specialist – San Bernardino
  - 24) Direct Dermatology Professionals PC- Participating Provider Agreement – Specialist – Manteca dba La Verne Medical Urgent Care - Fee-For-Service Primary Care Provider Agreement – La Verne

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**POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS**

ADMINISTRATION (Jarrod McNaughton)

43. Chief Executive Officer Update

FINANCE DEPARTMENT (Keenan Freeman)

44. Review of the Monthly Financials

OPERATIONS DEPARTMENT (Susie White)

45. Review of the 2022 IPA Performance Evaluation Tool

IX. IEHP Health Access – No Business

X. Comments from the Public on Matters not on the Agenda

XI. Board Member Comments

XII. Closed Session

1. With Respect to Every Item of Business to be Discussed in Closed Session Pursuant to California Government Code Section 54956.87 subdivision (b):

HEALTH PLAN TRADE SECRETS: Meeting held for the purpose of discussion or taking action on health plan trade secrets, including initiating a new service, program, marketing strategy, business plan, or technology, or to add a benefit or product where the premature disclosure of the trade secret would create a substantial probability of depriving the health plan of a substantial economic benefit or opportunity.

2. With respect to every item of business to be discussed in closed session pursuant to California Government Code Section 54956.9:

Conference with Legal Counsel-Anticipated Litigation: Initiation of litigation pursuant to subdivision (d)(4) of Government Code Section 54956.9:

- i. One potential case.

XIII. Adjournment

The next meeting of the IEHP Governing Board will be held on December 11, 2023 at 9:00 a.m. at the Mission Inn, Riverside, Ca.

**ADMINISTRATION**

**1. APPROVE THE FUNDING AGREEMENT WITH LOMA LINDA UNIVERSITY HEALTH EDUCATION CONSORTIUM**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) Approve the Funding Agreement (Agreement) with the Loma Linda University Health Education Consortium (LLUHEC) for the provision of Child Abuse Pediatrics Fellowship Program for an amount not to exceed \$466,500 through December 31, 2027.

**Contact:**

Jarrold McNaughton, Chief Executive Officer

**Background:**

The Resiliency Institute for Childhood Adversity (RICA) is the 13<sup>th</sup> institute established by Loma Linda University and is an expansion of the current Children’s Assessment Center (CAC) in San Bernardino County. The center is a collaboration of numerous local agencies to provide forensic interviews and evidentiary medical examinations to evaluate child abuse allegations.

RICA integrates research, education, and health-related services, spanning across multiples schools and facilities to bring together interdisciplinary scientists, teachers, and practitioners.

RICA houses a variety of educational rotations for Loma Linda students and residents and serves as a hub for Loma Linda University’s three-year, child abuse pediatrics residency and fellowship program.

**Discussion:**

LLUHEC’s Child Abuse Pediatrics Fellowship Program prepares Pediatric Residents to become academic leaders in creating practice and policy initiatives that will improve the protection and health of abused children. With emphasis on intervention and prevention, the Child Abuse Pediatrics Fellowship Program will expose fellows to a variety of patient-care experiences, research opportunities, and educational activities.

LLUHEC will utilize IEHP’s funds to expand the Child Abuse Pediatrics Fellowship Program with the addition of three (3) fellows.

The cost of this Agreement shall not exceed \$466,500 through December 31, 2027.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
New Expenditure	J. Haines 10/23/2023	N/A	M. Popka 10/23/23	N/A	S. White 10/23/2023

**FINANCE DEPARTMENT**

**2. APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH TERRA DINING MANAGEMENT**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Services Agreement (Agreement) with Terra Dining Management (Terra Dining) for the provision of food management services at the IEHP Atrium Campus for an additional one (1) year term through December 31, 2024. There is no compensation payable under this Agreement.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires this service to provide reasonably priced, healthy food options for team members at the IEHP Atrium Campus. IEHP has contracted with Terra Dining since January 1, 2022, for food management services. Under the Agreement, IEHP provides the cafeteria space, kitchen equipment, maintenance, and utilities to support operations, and Terra Dining provides food services. The Governing Board had previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
12/13/21	21-386	Professional Service Agreement	12/31/22	\$0.00
12/12/22	22-385	First Amendment	12/31/23	\$0.00
Total Cost to date:				\$0.00
New Cost				\$0.00
Total Cost				\$0.00

**Discussion:**

IEHP requests approval of this Second Amendment with Terra Dining for food service, for one (1) additional year, effective January 1, 2024, through December 31, 2024. There is no compensation payable under this Agreement.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	S. McCalley 10/5/2023	C. Goss 10/3/23	M. Popka 10/17/23	R. Fleig K. Hoffman 09/29/23	K. Freeman 10/27/23

**FINANCE DEPARTMENT**

**3. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH KARDENT DESIGN**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Service Agreement (Agreement) with Kardent Design (Kardent) for the provision of Architectural Tenant Improvement Design Services for an additional amount not to exceed \$1,000,000.00 through June 21, 2024. The total amount payable under this Agreement shall not exceed \$1,500,000.00 through June 21, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires as-needed and on-call, architectural tenant improvement design services to prepare field verification, space planning, interior/exterior design development and construction documentation, specifications and drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects.

IEHP has contracted with Kardent since June 22, 2023, for tenant improvement services. Kardent was selected as a result of Request for Proposal (RFP) #22-04161.

The Governing Board had previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
06/05/23	23-123	Professional Service Agreement	06/21/24	\$500,000.00
Total Cost to date:				\$500,000.00
New Cost				\$1,000,000.00
Total Cost				\$1,500,000.00

**Discussion:**

IEHP continues to partner with Kardent to provide as-needed and on-call, architectural tenant improvement design services to prepare field verification, space planning, interior/exterior design development and construction documentation, specifications and drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects.

Since the execution of the Agreement on June 22, 2023, IEHP has obligated \$150,000.00 of the original approved \$500,000.00 budget with Kardent for various projects such as Phased Branding Implementation, Foundation offices, and additional design services for the New San Bernardino Community Resource Center (CRC).

On August 18, 2023, IEHP received a proposal for exterior and interior architecture, interior design, and engineering services for the recently purchased building in Indio located at 83240 Highway 111, Indio, CA 92201. This building will be designed as a new CRC location. Kardent’s role in the development of this property includes Architect of Record, furnishing architectural and engineering team resources as part of an integrated A-E Kardent team, and functioning as project manager for the overall design, construction and handover of the property. The total cost of this proposal is \$450,000.00.

<b>Kardent First Amendment</b>	<b>Cost</b>
Current Contract Obligation	\$150,000.00
Indio CRC Proposal	\$450,000.00
<b>Total</b>	<b>\$600,000.00</b>

To cover the costs of the Indio CRC design proposal and preparing for additional architectural design projects planned through June 22, 2024. IEHP would like to amend the contract with Kardent for an additional \$1,000,000.00 with no change to the contract term date.

The additional cost of this First Amendment shall not exceed \$1,000,000.00. The total cost (including this request) of this Amendment shall not exceed \$1,500,000.00 through June 21, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
New Expenditure	S. McCalley 10/20/23	C. Goss 10/20/23	M. Popka 10/23/23	R. Fleig 10/18/23	K. Freeman 11/7/23

**FINANCE DEPARTMENT**

**4. APPROVE THE PUBLIC WORKS CONTRACT WITH BAKER ELECTRIC & RENEWABLES LLC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Public Works Contract with Baker Electric Renewables LLC (Baker Electric) for the provision of Parking Lot Light Pole Replacement Project for an amount not to exceed \$460,000.00.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires this service because the current parking lot light poles are used to house security cameras to monitor the safety of the parking lot and banners to provide a professional aesthetic to the IEHP campus. During the excessive high winds experienced during the 2023 winter season, IEHP identified that 22 light poles were damaged from the winds. IEHP removed the cameras and banners from the existing light poles to reduce any further damage and implemented alternative methods to continue to provide safety for team members.

Based on the wind damage caused to the existing parking lot light poles, IEHP engaged with Civil Engineering Contractor IMEG to evaluate the structural calculations of the existing poles and design specifications for new poles that could withstand 90 mile per hour (mph) winds and an increased equipment load for cameras and IEHP banners. Upon recommendations and specifications provided by IMEG, IEHP conducted a competitive bid to replace the damaged light poles.

IEHP procured this service/good through a Request for Bid (RFB). On August 11, 2023, IEHP issued Request for Bid (RFB) #23-04950 on Bonfire, its public third-party bidding website. As a result, four (4) bidders indicated interest by attending the mandatory job walk with two (2) submitting bids.

<b>Vendor</b>	<b>Quote</b>
Baker Electric & Renewables LLC	\$381,900.00
TSR Construction and Inspection	\$460,790.00

**Discussion:**

Pursuant to the terms of this Public Works Contract, Baker Electric will:

- Remove 22 existing wind damaged light poles and upgrade to comply with 2023 building code to withstand 90 mph winds.
- Purchase 26 poles AVPL-SSS-308-7-(2). Four (4) poles will be kept for IEHP stock.
- Demo existing light poles and concrete bases, reserve existing light fixtures for reinstallation, dispose of all debris.
- Pour new concrete bases according to specifications.

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- Patch asphalt, install engineer recommended light poles per specifications.
- Rewire existing conduit and re-install existing light fixtures.
- Reinstall IEHP cameras to selected light poles.

IEHP intends to apply a 20% contingency cost of \$78,100.00 to cover any unforeseen field conditions, change orders, city comments, or permits.

The cost of this Public Works Contract shall not to exceed \$460,000.00.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	S. McCalley 10/13/2023	C. Goss 10/11/23	M. Popka 10/23/23	Richard Fleig 10/10/23	K. Freeman 10/27/23

**FINANCE DEPARTMENT**

**5. APPROVE THE SIXTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH SHORETT PRINTING, INC. DBA CROWN CONNECT DBA CROWN PRINTERS**

**Recommended Action:**

That The Governing Board of the Inland Empire Health Plan (IEHP) approve the Sixth Amendment to the to the Professional Services Agreement (“Agreement”) with Shorett Printing, Inc. DBA Crown Connect DBA Crown Printers for the provision of services for an additional amount not to exceed \$3,500,000.00 and extend the term for one (1) year through December 31, 2024. The total amount payable under this Agreement shall not exceed \$12,010,320.00 through December 31, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires this service with Shorett Printing for regulatory PHI Printing, Fulfillment, and Mailing services as they assist with hourly sweeps of the MedHOK system for correspondence that is ready to be sent to IEHP Members. This service must be performed daily to ensure correspondence is processed and sent within the timeframe that has been established through regulatory agencies that oversee both Medicare and Medi-Cal lines of business.

IEHP has contracted with Shorett Printing since January 2021 for services. Shorett Printing was selected as the most responsive and responsible vendor as a result of the RFP #19-01443 conducted in 2020.

The Governing Board had previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
12/2020	20-365	Regulatory printing	12/31/2023	\$1,700,000.00
3/2021	21-74	Unforeseen costs due to Covid-19	12/31/2023	\$392,000.00
8/2021	21-247	Additional funds for maintenance and storage of regulatory stationery items.	12/31/2021	\$86,400.00
11/2021	21-313	Additional funds and term extension	12/31/2022	\$2,831,920.00
12/2022	22-390	Additional funds and term extension	12/31/2023	\$3,500,000.00
Total Cost to date:				\$8,510,320.00
New Cost				\$3,500,000.00
Total Cost				\$12,010,320.00

**Discussion:**

Shorett Printing continues to provide PHI Printing, Fulfillment, and Mailing Services with hourly sweeps of the MedHOK system for IEHP member correspondence that must be processed within the timeframe established through the regulatory agencies that oversee both Medicare and Medi-Cal lines of business.

The \$3.5 million is a result of the analysis of the trending figures observed year to date incorporating the fiscal budget years of 2021 and 2022 spending. The forecasted amount is \$3.7 million which includes a 15% contingency. This contingency fund is a prudent measure, ensuring that we are well-prepared to address any unexpected challenges or requirements that might emerge, as it did in the 2021 fiscal year.

The additional cost of this Amendment to the shall not exceed \$3,500,000.00 effective January 1, 2024. The total cost of this Agreement shall not exceed \$12,010,320.00 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	S. McCalley 10/18/2023	C. Andrade 10/19/2023	M. Popka 10/23/23	C. Longworth 10/17/2023	K. Freeman 10/19/2023

**FINANCE DEPARTMENT**

**6. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH ABM ONSITE SERVICES – WEST, INC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with ABM Onsite Services – West, Inc. (ABM Onsite) for the provision of Building Engineering Services for an additional amount not to exceed \$2,246,284.00 and extend the term an additional one (1) year through December 31, 2024. The total amount payable under this Agreement shall not exceed \$4,778,660.00 through December 31, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires building engineering services that include the operation, monitoring, and maintaining of heating, ventilation, air conditioning, plumbing, and electrical systems, and other equipment related to the mechanical and electrical plant equipment of IEHP Corporate and Satellite locations. Building engineering services would also perform miscellaneous general property duties as assigned.

ABM Onsite was selected as a Single Source Justification related to the transition of services from Trigild Management Services, Inc. (Trigild) to IEHP on January 11, 2021. Subsequently, IEHP entered into the Agreement with ABM Onsite, effective November 1, 2022.

The Governing Board previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
11/14/22	22-348	Professional Services Agreement	12/31/23	\$2,532,376.00
Total Cost to date:				\$2,532.376.00
New Cost				\$2,246,284.00
Total Cost				\$4,778,660.00

**Discussion:**

IEHP will be extending the contract with ABM Onsite for one (1) additional year for continued building maintenance and operations, building mechanical, electrical, and plumbing, and overall building infrastructure at all owned and leased IEHP properties. The breakdown of the costs for this extended term are as follows.

<b>ABM Onsite First Amendment Cost Breakdown</b>	<b>Cost</b>
Annual Service Cost	\$1,796,284.00
Out of Scope/Ad hoc Services	\$450,000.00
<b>Total</b>	<b>\$2,246,284.00</b>

The additional cost of this First Amendment shall not exceed \$2,246,284.00 effective January 1, 2024. The total cost (including this request) of this Agreement shall not exceed \$4,778,660.00 through December 31, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Will be included in CY2024 Budget	S. McCalley 10/20/23	C. Goss 10/20/23	M. Popka 11/02/23	R. Fleig 10/18/23	K. Freeman 11/7/23

**FINANCE DEPARTMENT**

**7. APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH NETRONIX INTEGRATION INC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Service Agreement (Agreement) with Netronix Integration Inc. (Netronix) for the provision of Security Access Control and Monitoring System for an additional amount not to exceed \$130,000.00 and extend the term an additional one (1) year through November 15, 2024. The total amount payable under this Agreement shall not exceed \$743,420.06 through November 15, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP requires this service for continued support of access controls, video surveillance, and alarm monitoring for all IEHP occupied corporate and satellite locations. Netronix provides continuous support for the access control system and intrusion alarm monitoring system at the Atrium, Warehouse, 9500 building and current CRC locations. Netronix also supports the video surveillance system that helps support IEHP safety and security operations. Netronix provides semi-annual inspections of all locations along with testing to ensure the system is running at peak performance and identify areas of improvement. This service will impact IEHP by supporting safety and security operations to create a secure environment for team members and IEHP assets. A safety and security program also reduces the risk of unauthorized access to IEHP buildings with an access badge system to avoid potential compliance breaches as the result of unauthorized building access.

IEHP has contracted with Netronix since April 2013 for services. Netronix was selected as a result of a Request for Proposal (RFP 13-029) as the vendor to provide services as their proposal had more compatibility in its integrated hardware system of components that would provide improvements over the existing security processes for future implementation at the Atrium location.

The Governing Board had previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
03/14/23	22-062	Professional Service Agreement	03/15/23	\$409,723.00
03/06/23	23-050	First Amendment	11/15/23	\$203,697.06
Total Cost to date:				\$613,420.06
New Cost				\$130,000.00
Total Cost				\$743,420.06

**Discussion:**

IEHP will be extending the contract for one (1) additional year for continued support of access control, intrusion alarm monitoring, and video surveillance systems at the Atrium, Warehouse, 9500 building and current CRC locations. The breakdown of the costs for this extended term are as follows.

<b>Netronix Amendment Cost Breakdown</b>	<b>Cost</b>
Annual Service Cost	\$30,010.00
Ad hoc Repairs	\$20,000.00
Materials (Access Badges, Printer Ink, Readers, etc)	\$30,000.00
2024 Projects	\$40,000.00
Contingency for unforeseen costs/additional services	\$9,990.00
<b>Total</b>	<b>\$130,000.00</b>

The additional cost of this Amendment shall not exceed \$130,000.00 and the total cost (including this request) of this Agreement shall not exceed \$743,420.06 through November 15, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2023 Budget	S. McCalley 10/20/2023	C. Goss 10/17/23	M. Popka 11/02/23	R. Fleig 10/16/23	K. Freeman 11/7/23

## FINANCE DEPARTMENT

### 8. DELEGATION OF AUTHORITY TO APPROVE THE PROFESSIONAL SERVICE AGREEMENT WITH VARIS LLC.

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Professional Services Agreement (Agreement) with Varis LLC for the provision of Diagnosis-Related Group (DRG) Overpayment Identification Services effective January 1, 2024 through December 31, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP is limited in its ability to detect erroneously billed DRG claims due to coding, processing, or calculation errors, regardless of source. As a result, hospital billing errors can go undetected.

IEHP has contracted with Varis LLC since July 2011 for Diagnosis-Related Group Overpayment Identification Services. IEHP primarily pays inpatient hospital claims for Medicare members using CMS's reimbursement method, referred to as "inpatient prospective payment system" or "Medicare DRG payment system." Additionally, a small number of Medi-Cal claims are also contracted at these rates.

Varis LLC was selected as a result of a Single Source justification as Varis LLC is the leading Inpatient DRG validation vendor for most health plans with the required expertise to screen hospital claims, correspond with hospitals and review medical records to substantiate accurate DRG billing and payment. Additionally, the commission rate has remained at 25% since the initial contract for post-payment identified overpayments and 26% commission for prepayment identified overpayments of successful claims recovered. Varis LLC is based in California, are well-versed in California regulatory requirements and have established relationships with our contracted hospitals.

Varis LLC is the continued choice due to its proven record of recovering on average \$8.5 million annually over the last four (4) years, has not raised their rates for the past 11 years and is the vendor of choice of other California Medi-Cal health plans. Sourcing a new vendor would require rebuilding familiarity with IEHP's existing data processes, operating systems, providers and regulatory requirements, and may cause delay in our regulatory processes with uncertain results.

The Governing Board has previously approved the following contractual agreements with Varis LLC:

<b>Date Approved</b>	<b>MO #</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Commission Rate (%)</b>	<b>Recovered Funds</b>
July 2011	11-173	Agreement to provide overpayment identification services for acute inpatient DRG paid post-payment reviews.	June 30, 2012	30%	Legacy Accounting System
July 2012	12-210	First Amendment term extension for one-year and additional funds \$50,000.	June 30, 2013	30%	Legacy Accounting System
July 2013	13-255	Second Amendment term extension for two years and additional funds \$200,000.	June 30, 2015	25%	Legacy Accounting System
July 2015	15-171	Third Amendment term extension for one-year and additional funds \$250,000.	June 30, 2016	25%	Legacy Accounting System
July 2016	16-129	Fourth Amendment term extension for two years and additional funds \$1.0 million.	June 30, 2018	25%	\$3,808,031
July 2016	N/A	Fifth Amendment to add Scope of Work to provide financial analysis of provider paid claims to validate if conversion to APR-DRG is more financially beneficial to IEHP than continuing to pay provider per diem.	June 30, 2018	25%	\$3,808,031
July 2018	18-182	Sixth Amendment term extension for one-year and additional funds \$1.0 million.	June 30, 2019	25%	\$8,151,650
July 2019	19-43	Seventh Amendment term extension for one-year and add scope of work for prepayment audit reviews for acute	June 30, 2020	25% Post Payment 26% Prepayment	\$6,608,624

CONSENT AGENDA

<b>Date Approved</b>	<b>MO #</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Commission Rate (%)</b>	<b>Recovered Funds</b>
		inpatient DRG claims on a contingency basis at 26% of the identified overpayments.			
September 2019	19-172	Eighth Amendment removes the not to exceed amount payable language as Varis LLC reimbursement rate model is 25% commission for post-payment identified overpayments and 26% commission for prepayment identified overpayments of successful claims recovered.	June 30, 2020	25% Post Payment  26% Prepayment	\$5,596,471
July 2020	20-101	Ninth Amendment term extension for one-year, scope of work to perform on-site audit reviews for acute inpatient DRG claims. On-site rate \$250 per DRG claim only to be implemented with IEHP approval and revised contract language Paragraph D of Section 3 (COMPENSATION) to state total compensation payable to contractor shall be in accordance with Attachment B, SCHEDULE OF FEES.	June 30, 2021	25% Post Payment  26% Prepayment	\$9,350,284
July 2021	21-157	Tenth Amendment term extension for two years.	June 30, 2023	25% Post Payment  26% Prepayment	\$17,341,993

<b>Date Approved</b>	<b>MO #</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Commission Rate (%)</b>	<b>Recovered Funds</b>
July 2023	23-176	Eleventh Amendment term extension for five months.	December 31, 2023	25% Post Payment 26% Prepayment	\$3,942,869 (as of October 2023)
<b>Total Recovered Funds to Date:</b>					\$50,570,476
<b>Total Commission Cost with Varis LLC:</b>					\$12,642,619

**Discussion:**

Under this new Agreement, Varis LLC will perform claims review of acute inpatient claims to substantiate accurate DRG billing and payment beginning January 1, 2024 through December 31, 2024. All payments made under this agreement are contingency based. Fees are only due under this agreement when overpayment recoveries are received by IEHP.

Hence, IEHP seeks approval of the Delegation of Authority to approve the Agreement with Varis LLC for a contingency rate of 25% of identified overpayment and a contingency rate of 26% of prepayment identified overpayments of successful claims recovered from January 1, 2024 through December 31, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	S. McCalley 10/24/23	J. Phay 10/19/23	M. Popka 10/24/23	K. Dibrell 10/20/23	K. Freeman 10/25/23

**FINANCE DEPARTMENT**

**9. DELEGATION OF AUTHORITY TO APPROVE THE PROFESSIONAL SERVICES AGREEMENT WITH HEALTH MANAGEMENT SYSTEMS, INC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Professional Services Agreement (Agreement) with Health Management Systems, Inc. for the Coordination of Benefits Identification and Recovery Services effective January 1, 2024 through December 31, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP has contracted with Health Management Systems, Inc. (“HMS”) since February 2011 for coordination of benefits identification and recovery services to assist with third party liability recovery services. HMS has access to information from a number of states and other insurance carriers which is used to identify other coverage for IEHP’s Medi-Cal Members. The services result in cost savings to IEHP by identifying other health insurance coverage held by the IEHP members that would pay primary to Medi-Cal. These services are performed for a contingency fee of 20% of funds recovered.

Under this new agreement, HMS was selected as a result of a Single Source justification as HMS is the leading vendor for DHCS and the local initiatives and has not increased their commission rate for the past 10 years during the contracting period.

HMS is the continued choice due to its proven record of recovering at least \$10 million annually, not raising their rates for the past 10 years, and is the vendor of choice of other California Medi-Cal health plans. Sourcing a new vendor would require rebuilding familiarity with IEHP’s existing data processes, operating systems, providers and regulatory requirements, and may cause delay in our regulatory processes with uncertain results.

The Governing Board has previously approved the following contractual agreements with HMS:

<b>Date Approved</b>	<b>MO #</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Commission Rate (%)</b>	<b>Recovered Funds</b>
February 2011	11-41	Agreement to provide coordination of benefits identification and recovery services with a contingency fee of 25% of funds recovered.	June 30, 2014	25%	Legacy Accounting System

CONSENT AGENDA

<b>Date Approved</b>	<b>MO #</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Commission Rate (%)</b>	<b>Recovered Funds</b>
November 2013	13-354	First Amendment Delegation of Authority for a term extension for four years and to add the service of Medicaid Insurance Billing and Provider Recoupment's at a recovery contingency of 20% of funds recovered.	February 15, 2017	20%	\$9,792,113.00
February 2017	17-17	Second Amendment term extension for one-year.	February 15, 2018	20%	\$16,725,655.65
February 2018	N/A	Third Amendment term extension for one-year.	February 14, 2019	20%	\$14,679,903.90
February 2019	19-43	Fourth Amendment term extension for one-year.	February 15, 2020	20%	\$15,121,646.05
February 2020	N/A	Fifth Amendment term extension for one-year	February 15, 2021	20%	\$13,733,056.70
February 2021	20-343	Sixth Amendment term extension for one-year.	February 15, 2022	20%	\$11,592,964.90
February 2022	22-042	Seventh Amendment term extension for one-year.	February 15, 2023	20%	\$10,756,324
February 2023	23-006	Eighth Amendment term extension for 6 months.	August 15, 2023	20%	\$4,991,392
August 2023	23-176	Ninth Amendment term extension for 4 months while negotiating new Professional Service Agreement for a one-year term.	December 31, 2023	20%	\$2,504,375 (as of October 2023)
<b>Total Recovered Funds to Date:</b>					\$91,634,875.25
<b>Total Commission Cost with HMS:</b>					\$18,326,975

**Discussion:**

Under this new Agreement, HMS will continue to perform coordination of benefits identification and recovery services beginning January 1, 2024 through December 31, 2024. All costs for this Agreement are covered by recovered payments from the responsible health insurance carrier.

CONSENT AGENDA

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Hence, IEHP seeks approval of the Delegation of Authority to approve the Agreement with HMS for a for a contingency fee of 20% of funds recovered from January 1, 2024 through December 31, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	S. McCalley 10/20/23	J. Phay 10/19/23	M. Popka 10/23/23	K. Dibrell 10/20/23	K. Freeman 10/27/23

**HEALTH SERVICES DEPARTMENT**

**10. APPROVE THE SECOND AMENDMENT TO THE AMENDED AND RESTATED PROFESSIONAL SERVICES AGREEMENT WITH CALIBRATED HEALTHCARE NETWORK LLC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) Approve the Second Amendment to the Amended and Restated Professional Services Agreement (Agreement) with Calibrated Healthcare Network. LLC. (Calibrated) for the provision of Utilization Management (UM) Clinical and Non-Clinical Review for an additional amount not to exceed \$2,792,611 and extend the term for two (2) additional years through December 31, 2025. The total amount payable under this agreement shall not exceed \$12,392,611 through December 31, 2025.

**Contact:**

Takashi Wada, M.D., Chief Medical Officer

**Background:**

Calibrated Healthcare Network began providing UM referral processing services for IEHP on May 1, 2020, as a pilot program for non-clinical UM referral processing. Calibrated assists in ensuring that IEHP Direct has sufficient organizational capacity for UM activities to be completed within the regulatory timeframes. Failure to complete utilization activities within timeframes could result in delay in Member care and audit findings that could negatively impact the Plan. Calibrated has a positive working relationship with UM and continues to provide service to support increased volumes and ensure IEHP remains in compliance.

In September 2020, IEHP posted Request for Proposal #20-02735 (RFP #20-02735) for the provision for UM Referral Processing on IEHP’s third party Bonfire website and opened the bid to the public. As a result of a through RFP process, Calibrated was selected as the most responsive and responsible bidder. On March 8, 2021, under Minute Order 21-69, the Governing Board approved the RFP award and the Agreement with Calibrated for an amount not to exceed \$4,900,000 for two years effective April 1, 2021, through March 31, 2023. Thereafter, the Governing Board has previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
03/08/21	21-69	Initial Agreement initiated through the PRP process	03/31/23	\$4,900,000
04/12/21	21-95	First Amendment to update the Business Associate Agreement (BAA)	03/31/23	\$0
06/09/21	16-64	Second Amendment for change in scope	03/31/23	\$0
07/12/21	21-208	Ratified and approved a new agreement with Calibrated Healthcare to support a temporary staffing agreement	06/15/22	\$0
12/13/21	21-380	Third Amendment for additional funding	12/31/23	\$4,700,000

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
05/09/22	22-173	Amended and Restated Professional Service Agreement for the provision of Utilization Management (UM) Clinical and Non-Clinical Review, for change in scope to include offshore resources for non-clinical activities	12/31/23	\$0
03/06/23	23-051	First Amendment to the Amended and Restated Professional Service Agreement to amend the scope of services	12/31/23	\$0
Total Cost to date:				\$9,600,000
New Cost				\$ 2,792,611
Total Cost				\$12,392,611

**Discussion:**

Calibrated continues to increase UM activity efficiency and reduce regulatory risk by ensuring that IEHP direct has the organizational capacity to meet the high volume of referrals while maintaining regulatory timeframes and appropriate decision making based on clinical criteria per NCQA UM 2 Clinical Criteria for UM Decisions and NCQA UM 5 Timeliness of UM Decision.

IEHP seeks approval of this Second Amendment to extend the term two (2) additional years for an amount not to exceed \$2,792,611 through December 31, 2025. Total amount payable under this Agreement remains unchanged for an amount not to exceed \$12,392,611 through December 31, 2025.

Breakdown of cost:

<b>Year</b>	<b>Grand Total</b>
2021	\$ 835,650
2022	\$ 1,784,436
2023	\$ 2,351,253
Estimates 2023 (October - December)	\$ 787,158
2024 Estimate (Based on 2023 average spend with 5% contingency)	\$ 3,317,057
2025 Estimate (Based on 2023 average spend with 5% contingency)	\$ 3,317,057
<b>Grand Total</b>	<b>\$ 12,392,611</b>

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	T. McGinnis 10/23/2023	H. Clear 10/18/2023	M. Popka 10/20/23	G. Roca 10/12/2023	T. Wada 10/19/2023

**HEALTH SERVICES DEPARTMENT**

**11. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH HANNA INTERPRETING SERVICES, LLC**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with Hanna Interpreting Services, LLC (Hanna) for the provision of On-Site Foreign Language and American Sign Language, for an additional amount not to exceed \$53,000. The total amount payable under this Agreement shall not exceed \$103,000 through September 12, 2027.

**Contact:**

Takashi Wada, M.D., Chief Medical Officer

**Background:**

As a full-service health plan, IEHP must ensure all Members have linguistic access to medically necessary services. This includes interpreter services for Members with disabilities and Members with Limited English Proficiency. Interpreter Services are available to Members in both Riverside and San Bernardino counties.

In January 2017, IEHP released a Request for Proposal (RFP) for interpretation services. IEHP received seven (7) bidders and Hanna was awarded after receiving the highest score on the RFP. On September 11, 2017, IEHP entered into a Professional Service Agreement (2017 Agreement) with Hanna for On-Site Foreign Language and American Sign Language Interpretation under Minute Order 17-158.

On April 12, 2022, IEHP entered into an Ancillary Provider Agreement with Hanna, for interpreting services under Minute Order 22-150 to allow services to be paid through claims.

The 2017 Agreement expired on September 10, 2022. Thereafter, Hanna has provided interpreting services for IEHP Members through the Ancillary Provider Agreement.

The Governing Board had previously approved the Professional Service Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
09/12/2023	22-296	Professional Service Agreement	09/12/2027	\$50,000
Total Cost to date:				\$50,000
New Cost				\$53,000
Total Cost				\$103,000

In addition to the Agreement with Hanna for the provision of On-Site Interpreting Services, IEHP has active Agreements with Hanna for Member Notice Translation to Threshold Languages Services (Marketing Department, and Grievance & Appeals Department).

**Discussion:**

IEHP would like to provide on-site foreign language and American Sign Language interpretation services to the community (Members and non-Members) at community events and educational settings. These interpreting services cannot be billed through claims under the Ancillary Provider Agreement, as there will be no Member identifiers

The additional cost of this First Amendment shall not exceed \$53,000 through September 12, 2027. The total cost (including this request) of this Agreement shall not exceed \$103,000 through September 12, 2027

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	L. Herrera 10/09/23	R. Reyes S. Cox 10/13/23	M. Popka 10/20/23	G. Uribe 10/19/23	T. Wada 10/19/23

## HEALTH SERVICES DEPARTMENT

### 12. DELEGATION OF AUTHORITY TO APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH THE INLAND HEALTH EMPIRE HEALTH INFORMATION ORGANIZATION

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Third Amendment to the Professional Services Agreement (Agreement) with the Inland Empire Health Information Organization (IEHIO) for the continued provision of existing data servicing and system administration services in support of Connect IE for an additional amount not to exceed \$660,000 and extend the term an additional one (1) year through December 31, 2024. The total amount payable under this Agreement shall not exceed \$3,210,000 through December 31, 2024.

**Contact:**

Takashi Wada, M.D., Chief Medical Officer

**Background:**

IEHIO was formed in March 2017 following the merger of the Inland Empire Health Information Exchange (IEHIE) and Cal INDEX to form Manifest MedEx, a statewide Health Information Exchange (HIE) platform services-provider for technical infrastructure and management. The IEHIO is a non-profit 501(c)3 organization for the HIE and community-based data products. The Riverside County Medical Association (RCMA), a 501(c)6 organization, supports the organization by providing fiscal and administrative services to the IEHIO.

In 2018, after determining that a single source procurement process was justified given IEHIO's ability to leverage the technical infrastructure and management services provided by the Manifest MedEX HIE, IEHP contracted with IEHIO for data servicing and system administration services. This unique ability allows IEHIO to provide regional linkage support between healthcare stakeholders within the Inland Empire and Manifest MedEX HIE. Additionally, IEHIO has deep familiarity with the Connect IE and Community Information Network (CIN) platform:

- Community Resource Platform (Connect IE): A searchable, user-friendly platform that is accessible at the point of care to provide real time and up to date information on community resources and referrals. The platform is connected to a regional data base, anchored by 211 and other community partners, with ongoing validation and upkeep of directory of service providers' names, sites, hours, services, and more.
- Community Information Network (CIN): The CIN launch enables organizations to navigate social needs within one platform. Provides coordination, and bidirectional referrals across different service care providers in Riverside and San Bernardino Counties.

IEHIO has a successful track record of providing data servicing and system administration services for these projects. IEHIO drives the expansion of HIE utilization and participation in the Inland Empire to promote a community-wide data sharing model that improves healthcare for all residents of the Inland Empire.

The Governing Board previously approved the agreement and amendments as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
01/8/2018	18-19	Delegation of Authority to Approve an Agreement with IEHIO for services to assist IEHP in establishing a data servicing and system administration group in support of the Inland Empire Care Connect program for a three (3) year term.	04/30/2022	\$1,950,000
04/11/2022	22-143	First Amendment for a no-cost term extension of existing data servicing and system and administration services in support of the Inland Empire (IE) Care Connect programs, Care IE, and Connect IE.	12/31/2022	No Cost
12/12/2022	22-399	Second Amendment for a one (1) year extension of existing data servicing and system administration services in support of Connect IE.	12/31/2023	\$600,000
<b>Total Cost to date:</b>				\$2,550,000
<b>New Cost:</b>				\$660,000
<b>Total Cost:</b>				\$3,210,000

**Discussion:**

IEHIO continues to provide support to IEHP’s Community Health projects by partnering with IEHP’s IT team by serving as the supporting organization for the Connect IE Program. The support that the IEHIO brings to IEHP’s Connect IE Program initiative aligns with IEHP’s Mission and Vision Values (MVV) by providing our communities with social care resources while addressing social determinants of health to assist IEHP members and the community to enjoy optimal care and vibrant health.

IEHP is requesting the Governing Board approve this Delegation of Authority with IEHIO for an additional year for continued utilization of data servicing, system administration and project management, and expansion of the CIN and advisory services in support of the Connect IE program.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2023 Budget	L. Herrera 10/26/23	H. Clear 10/26/2023	M. Popka 10/30/23	G. Uribe 10/26/2023	T. Wada 10/26/23

**HEALTH SERVICES DEPARTMENT**

**13. APPROVE THE FIRST AMENDMENT TO THE MEMORANDUM OF UNDERSTANDING WITH END HOMELESSNESS CALIFORNIA DBA THE SHOWER OF HOPE**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Memorandum of Understanding (MOU) with End Homelessness California dba The Shower of Hope (Shower of Hope) to provide financial support for the provision of free mobile showering services for individuals experiencing homelessness in the Inland Empire for an additional amount not to exceed \$92,678 and extend the term one (1) additional year through December 31, 2024. The total amount payable under this Agreement shall not exceed \$197,778.80, through December 31, 2024.

**Contact:**

Takashi Wada, M.D., Chief Medical Officer

**Background:**

Shower of Hope provides free showers, hygiene products, and towels through a mobile unit to people experiencing homelessness. Shower of Hope predominantly provides services in Los Angeles County and has provided over 25,000 to the homeless community since 2019. In 2020 Shower of Hope reached out to the IEHP Community Health Leadership and a partnership was established to extend mobile shower services to Riverside County. On December 3, 2020, IEHP provided a financial sponsorship in the amount of \$61,252 to assist with implementing the program in Riverside County. Since January 1, 2021, IEHP has provided operational support to Shower of Hope’s services in Riverside County. In September 2021, under Minute Order 21-269, the Governing Board approved the Memorandum of Understanding with End Homelessness California dba The Shower of Hope and Inland Empire Health Plan for an amount not to exceed \$100,000 through December 31, 2022.

Since 2021, Shower of Hope has provided free services to 2,741 people in the Riverside County.

<b>Year</b>	<b>Days of Operation</b>	<b>People Served</b>
2021	43	722
2022	51	1070
2023	38	949
<b>Combined Total</b>	<b>132</b>	<b>2741</b>

The Governing Board had previously approved the following agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
01/30/2023	23-008	Approved the MOU for the provision of operational support to	12/31/23	\$105,100.80

Date Approved	MO#	Purpose	Term Expiration	Cost
		Shower of Hope’s mobile shower trailer ADA units		
Total Cost to date:				\$105,100.80
New Cost				\$92,678.00
Total Cost				\$197,778.80

**Discussion:**

IEHP continues to require this service as it helps make connections between the unhoused community and IEHP. The target population of Shower of hope are individuals who need support and services to address their unmet needs. As part of DHCS’s housing and homelessness incentive program under CalAIM’s community supports initiative IEHP needs to draw out unhoused individuals to refer them to resources like medically tailored meals, housing, and care navigation. This service will impact IEHP by drawing in unhoused individuals by creating a safe space for individuals to interact with IEHP partners or IEHP providers who can identify their needs.

The partnership between IEHP and Shower of Hope will further enable IEHP to continue to support the homeless community by providing free hygiene services between two locations in the Inland Empire. The costs associated for the additional year of providing hygiene services between the two locations have been calculated as follows:

Location 1: Riverside

Months CY 2024	Number of Weeks (Vendor will be paid \$1,298 on a weekly basis as services are rendered)	Cost Per Month
January	5	\$6,230.40
February	4	\$5,711.20
March	4	\$5,711.20
April	5	\$5,970.80
May	5	\$5,970.80
June	4	\$5,451.60
July	5	\$6,230.40
August	4	\$5,711.20
September	4	\$5,711.20
October	5	\$6,230.40
November	3*	\$3,894.00
December	4*	\$5,192.00
<b>Project Cost:</b>		<b>\$68,015.20</b>

Location 2 (commencing July 2024):

Months CY 2024	Number of Weeks (Vendor will be paid \$1,298 on a weekly basis as services are rendered)	Cost Per Month
July	1	\$1,298.00
August	2	\$2,596.00
September	4	\$5,192.00
October	5	\$6,490.00
November	3*	\$3,894.00
December	4*	\$5,192.00
<b>Project Cost:</b>		<b>\$24,662.00</b>

The additional cost of this Amendment shall not exceed \$92,678 through December 21, 2024. The total cost (including this request) of this MOU shall not exceed \$197,778.80 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2023 Budget	Lidia Herrera, 10/20/2023	NA	M. Popka 10/19/2023	C. Armendariz 10/19/2023	T. Wada 10/23/2023

## **INFORMATION TECHNOLOGY**

### **14. APPROVE THE RENEWAL TO THE PROFESSIONAL SERVICES AGREEMENT WITH AUNT BERTHA, A PUBLIC BENEFIT CORPORATION, DBA FIND HELP**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the renewal of the Professional Service Agreement currently in the form of a Customer Agreement (“Agreement”) with Aunt Bertha, a public benefit corporation, dba Find Help (Find Help) for the provision of a community resources platform (Connect I.E.) and associated Community Information Network (CIN) technology, for an additional year effective January 1, 2024, through December 31, 2024. The total amount of this Agreement shall not exceed \$743,000 through December 31, 2024.

**Contact:**

Vinil Devabhaktuni, Chief Digital & Information Officer

**Background:**

IEHP requires these services because safety net providers and the community lack tools to promptly address unmet needs, barriers, disparities, and access to social service programs timely and appropriately. Find Help provides a successful community resource platform known as Connect IE and the CIN component that leverages technology for social good by developing a two-county communications program to address social determinants of health. The program currently provides a social service resource platform, community information network component, and a steering committee that connects providers, Members, and community-based organizations.

IEHP has contracted with Find Help since December 2017, as a result of the Request for Proposal (RFP) 17-020, for the provision of an enterprise cloud-based platform now known as Connect IE. This platform provides IEHP Members with free access to a community resource platform with real-time community resources data where IEHP Members can find community resources based on their needs.

In September 2020, IEHP released RFP 20-02568 to source a technology-capable vendor with the ability to enhance the Connect IE platform by extending the system to share information across organizations and expand the platform’s capabilities to include access to a network of healthcare and social services partners. IEHP selected incumbent Find Help as the most qualified and most responsive vendor for the CIN technology based on its competitive pricing and familiarity with IEHP’s capabilities requirements and Member’s needs.

The Governing Board previously approved the Agreement and renewal as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
1/10/2022	22-005	Approved the award of Request for Proposal (RFP) 20-02568 to Find Help for the provision of a community resources platform and associated care planning.	12/31/2022	\$385,000
12/12/2022	22-398	Approved the additional funding for the renewal of the PSA with Find Help for the provision of a community resources platform and associated Community Information Network (CIN) technology for the enhanced community care planning	12/31/2023	\$358,000
<b>Total Cost to date:</b>				<b>\$743,000</b>
<b>New Cost:</b>				<b>\$0</b>
<b>Total Cost:</b>				<b>\$743,000</b>

**Discussion:**

This renewal will continue the existing services for the provision of the Connect IE and CIN social service resource platform. The platform will continue to successfully provide an optimal approach to whole-person centered care by assessing member risks and needs, mitigate social determinants of health, reduce health disparities, and inequities. Identified network partners of the CIN include primary care physicians, hospitals, emergency departments, social workers, health navigators, community health worker (CHW), promotor, discharge planners, housing navigators, case managers, and probation officers that will contribute to the development of the technology platform.

The success of the Connect IE and CIN social services resource platform is identified in the project metrics table below, which shows increasing utilization of services from 2019 to 2023 year to date.

<b>Aunt Bertha Community Resource Platform: Project Metrics</b>					
<b>Category</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023 (YTD)</b>
# Of Searches	115,000	141,000	148,000	208,672	188,244
# Total users	53,000	75,300	87,200	77,936	62,762
# Of Referrals	1,591	21,600	39,000	40,201	30,285
# Of Closed Loop	576	17,672	33,189	20,069	10,748
# Programs Added	3271	7,778	10,300	4,964	720

CONSENT AGENDA

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IEHP is requesting that the Governing Board approve the renewal to the Professional Services Agreement with Aunt Bertha at no additional cost for an additional year effective January 1, 2024. The total cost of the Agreement shall remain unchanged for an amount that shall not exceed \$743,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	N/A	D. Burnet 10/13/2023	M. Popka 10/19/23	J. Maass 10/12/2023	V. Devabhaktuni 10/20/2023

**INFORMATION TECHNOLOGY**

**15. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH PREMIER MDS GLOBAL IT, LLC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with Premier MDS Global IT, LLC., (MDS Global) for the provision of Managed Support Services for Unified Communications and the Contact Center for an additional amount not to exceed \$90,000 and extend the term an additional year through December 31, 2024. The total amount payable under this Agreement shall not exceed \$165,000 through December 31, 2024.

**Contact:**

Vinil Devabhaktuni, Chief Digital and Information Officer

**Background:**

IEHP has contracted with MDS Global since 2020 for critical Health Plan operations telephony and call center infrastructure and support services. As a leader in Cisco Contact Center support and services, MDS Global is an expert in the field of Cisco Unified Communications and provide a staff of skilled consultants that support all aspects of Cisco’s Contact Center ecosystem. Services provided to IEHP have included the optimization of processes within the Interactive Voice Response (IVR) system, the implementation of biometric voice and multifactor Member authentication within call centers, the implementation of Cisco Enterprise Chat and Email (ECE) and various system upgrades, integrations, and improvements, as well as set up of IEHP’s data center in Las Vegas, Nevada and disaster recovery planning.

MDS Global was selected through a single source procurement justified by their deep familiarity with IEHP’s call center systems, infrastructure, and processes. The benefit of contracting with MDS Global represents a significant cost and time savings compared to onboarding a new vendor for the same services due to their familiarity with IEHP’s current environment.

MDS Global is currently contracted with IEHP for the Nuance Voice Biometrics software through March 4, 2024, in an amount not to exceed 1,105,658.08. The current request for Managed Support Services is unrelated to the Nuance Voice Biometrics agreement.

IEHP has been engaged with MDS Global since August 2023 for Managed Support Services and The Governing Board has previously approved the following related agreement:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
08/14/2023	23-182	Professional Service Agreement for Managed Support Services for Unified Communications and the Contact Center	12/31/2023	\$75,000.00
<b>Total Cost to Date:</b>				<b>\$75,000.00</b>
<b>New Cost:</b>				<b>\$90,000.00</b>
<b>Total Cost:</b>				<b>\$165,000.00</b>

**Discussion:**

IEHP has relied on MDS Global’s expertise and responsiveness for many unique and custom requests related to the Cisco Contact Center support and services. MDS Global’s history and familiarity with IEHP has helped expedite resolutions to challenging issues.

IEHP is seeking a one (1) year term extension to continue leveraging MDS Global’s expertise related to Cisco Contact Center support and services, to provide dedicated support hours to complete critical integrations and customizations. Support hours will be allocated to current projects including CRM integrations with IEHP’s Contact Center IVR, evaluate and POC cloud contact center solution, self-service options to help increase member satisfaction, and preparing the Contact Center for next generation tools like natural speech recognition. Additional support hours will be utilized for analysis and design recommendations to remedy escalations and determine root cause analysis of hard to resolve issues.

As such, IEHP seeks approval of the First Amendment for an additional one (1) year term, for an amount not to exceed \$90,000 for the provision of additional project support hours with MDS Global. The total cost (including this request) for this Agreement shall not exceed \$165,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Tsui 10/13/2023	W. Yanes 10/16/2023	M. Popka 10/19/23	J. Maass 10/12/2023	V. Devabhaktuni 10/23/2023

**INFORMATION TECHNOLOGY**

**16. DELEGATION OF AUTHORITY TO APPROVE SERVICE ORDER NUMBER Q689311.1-303530 TO THE CUSTOMER RELATIONSHIP AGREEMENT WITH SECUREWORKS, INC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign Service Order Number Q689311.1-303530 to the Customer Relationship Agreement (Agreement) with SecureWorks, Inc. (SecureWorks) for the provision of cyber security software and monitoring services for an amount not to exceed \$188,545.89 for a six (6) month term effective January 30, 2024. The total amount payable under this Agreement shall not exceed \$1,326,161.19 through July 30, 2024.

**Contact:**

Vinil Devabhaktuni, Chief Digital and Information Officer

**Background:**

IEHP requires cybersecurity managed detection and response services due to operational reliance on a secure information technology infrastructure and use of virtual connections for remote workforce operations. This service benefits IEHP by providing 24 hour a day, seven (7) days a week cyber monitoring lowering the risk of a privacy breach.

With the continued growth of IEHP and reliance on technology, in mid-2020 IEHP began to research vendors that could provide expanded cybersecurity services and reduce reliance on IEHP team members availability for monitoring and response. Following an evaluation of competing services provided by AT&T, Alien Vault and SecureWorks, SecureWorks Managed Detection and Response (MDR) services was selected as single source as they were the most qualified vendor in providing the breadth and scale of security monitoring and response services needed. The purchase was expedited due to the accelerated nature of COVID-19 response requirements and expansion of remote work models.

The following Agreements were previously approved as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
8/10/2020	20-254	Customer Relationship Agreement and Sales order Q-00021 for cybersecurity managed detection and response services	08/15/2021	\$303,000.00
7/12/2021	21-212	Sales order Q-00541 for Cybersecurity Managed Detection and Response	7/30/2022	\$318,000.00

Date Approved	MO#	Purpose	Term Expiration	Cost
		(MDR) services annual renewal		
7/11/2022	22-261	Sales order Q-00630 for Cybersecurity Managed Detection and Response (MDR) services annual renewal	7/30/2023	\$327,540.00
7/10/2023	23-160	Sales order Q-682676 for Cybersecurity Managed Detection and Response (MDR) services renewal	1/29/2024	\$189,075.30
Total Cost to date:				\$1,137,615.30
New Cost				\$188,545.89
Total Cost				\$1,326,161.19

**Discussion:**

With ever increasing demands for cybersecurity protection and the advancement of technology and threat protection, IEHP continues to remain diligent in reviewing the needs and availability of diverse and robust security monitoring tools as well as supplementary monitoring assistance. As such, IEHP is in the process of conducting Request for Proposal #23-04612 (RFP #23-04612) for managed security services, with the goal of identifying a vendor to support IEHP in their pursuit of best-in-class cybersecurity protection services. A number of vendors have responded to RFP #23-04612, and the evaluation team currently is undergoing vendor selection.

Due to the integral role of these services in assuring Plan stability and reduction of the risk of privacy breaches, IEHP is requesting approval to renew the existing cybersecurity services with SecureWorks for an additional six (6) months to allow for continuation of 24 hour a day, seven day a week cyber security services that actively monitor, detect, validate, and provide first response actions for security incidents. Extending the services for an additional six (6) months will allow IEHP the time needed for appropriate due diligence in its vendor selection process of RFP #23-04612 and ensure that there is no gap in monitoring services between the time the current Agreement ends, and the RFP selection award, agreement and implementation are completed.

The cost of Service Order Number Q 689311.1-303530 shall not exceed \$188,545.89 for six (6) months, effective January 30, 2024. The total cost (including this request) under the Agreement with SecureWorks shall not exceed \$1,326,161.19 through July 30, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	K. Tsui 10/10/2023	W. Yanes 10/11/2023	M. Popka 10/17/23	J. Maass 10/09/2023	V. Devabhaktuni 10/19/2023

## INFORMATION TECHNOLOGY DEPARTMENT

### 17. APPROVE THE FOURTH AMENDMENT TO THE MASTER LICENSE AND SERVICES AGREEMENT WITH CSI INTERNATIONAL INC. DBA GLOBAL ENGAGEMENT SOLUTIONS

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Fourth Amendment to the Master License and Service Agreement (Agreement) with CSI International Inc dba Global Engagement Solutions (Global Engagement Solutions) for the provision of the Applause Employee Recognition and Rewards Program for an additional amount not to exceed \$400,000 and extend the term for an additional two (2) years through December 31, 2025. The total amount payable under this Agreement shall not exceed \$1,136,820 through December 31, 2025

**Contact:**

Vinil Devabhaktuni, Chief Digital & Information Officer

**Background:**

IEHP wants to continue to engage its Team Members and promote the IEHP Team Culture by extending the Applause employee recognition program. The online program fosters encouragement, teamwork, and recognition amongst Team Members, supporting IEHP employee recognition efforts through timely awards in a monetary and non-monetary manner. These awards serve to maintain a positive employee outlook, increase motivation and help improve company performance. The Applause Recognition Program has become a highly utilized program with thousands of recognitions certificates and rewards points issued to team Members of all levels each year.

IEHP Team Members can send and receive electronic recognition certificates through the software application for everything from birthday and anniversary celebrations to special recognitions with rewards points for meaningful achievement in service to each other and our Members, Providers, and Community. Team Members can redeem rewards points through an online catalog of approved merchandise offerings at their convenience.

IEHP has been engaged with Global Engagement Solutions since March 2015 to offer this unique employee rewards program to its Team Members. The vendor was selected and approved as single source.

Subsequently the current Agreement and Amendments have been executed as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
11/1/2020	16-64	Approved the license and services agreement	10/31/2021	\$197,320
11/1/2021	16-64	Approved Amendment 1 for a one-year renewal	10/31/2022	No Cost
12/13/2021	21-375	Approved Amendment 2 for a one-year renewal	12/31/2022	\$240,000
10/11/2022	22-325	Approved Amendment 3 for a one-year renewal	12/31/2023	\$299,500
<b>Total Cost to date</b>				<b>\$736,820</b>
New Cost				\$400,000
<b>Total Cost</b>				<b>\$1,136,820</b>

**Discussion:**

IEHP is seeking to continue to foster recognition and engagement through the Applause Employee Recognition and Rewards Program by extending the current agreement through December 31, 2025. The annual cost of the Applause program is based upon an estimated number of employees with a per member per month (PMPM) software subscription and rewards redemption volume.

The current Agreement is based upon the following elements:

1. PMPM license subscription based upon estimated number of team members per month.
2. Reward redemption funding based upon estimated number of team members and rewards redeemed.
3. Development support for addition of up to 10 catalog/certificate changes per year

The fees associated with this Fourth Amendment are as follows:

<b>Amendment Four</b>	
Additional Funding for 2023 License Subscription (Nov - Dec 23)	\$30,000.00
2024-2025 License Subscription	\$366,000.00
2024-2025 Award Certificate Development	\$4,000.00
<b>Total</b>	<b>\$400,000.00</b>

No additional funding for redemption of reward points is being requested at this time.

The recognitions driven by this program supports a sense of pride in a Team Member’s work and makes them feel like they are making a difference in their jobs. The continuation of the program will foster morale and nurture team comradery while promoting IEHP team culture values.

The additional cost of this Fourth Amendment shall not exceed \$400,000. The total cost (including this request) of this Agreement shall not exceed \$1,136,820 through December 31, 2025

CONSENT AGENDA

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<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	K. Tsui 10/16/2023	D. Burnett 10/17/2023	M. Popka 10/20/23	J, Maass 10/13/2023	V. Devabhaktuni 10/19/2023

## **INFORMATION TECHNOLOGY**

### **18. DELEGATION OF AUTHORITY TO APPROVE THE SECOND AMENDMENT TO THE MASTER LICENSE AGREEMENT WITH MCG HEALTH LLC.**

#### **Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Second Amendment to the Master License Agreement (Agreement) with MCG Health, LLC. (MCG) for the provision of Clinical Criteria Sets for Utilization Management decisions for an additional amount not to exceed \$9,500,000 and extend the term an additional five (5) years through December 26, 2028. The total amount payable under this Agreement shall not exceed \$16,900,000 through December 26, 2028.

#### **Contact:**

Vinil Devabhaktuni, Chief Digital & Information Officer

#### **Background:**

IEHP makes utilization management decisions that affect the healthcare of Members. To guarantee decisions are made in a fair, impartial, and consistent manner, the organization must use objective, measurable criteria based on reasonable medical evidence. MCG combines clinical guidelines, created from an unbiased review of the most current literature and data, with innovative software solutions and robust analytics that are used to help UM staff make patient-centered care decisions.

IEHP and its Delegates must use nationally recognized clinical criteria and/or IEHP UM Subcommittee-Approved Authorization Guidelines, when making decisions related to medical care. Criteria sets approved by IEHP include Title 22 of the California Code of Regulations, CMS National Coverage Determinations (NCD), Local Coverage Determinations (LCD) and Local Coverage Articles (LCA), InterQual, Apollo Managed Care Guidelines/Medical Review Criteria, Milliman Care Guidelines (MCG), DHCS Medi-Cal Provider Manual, DHCS All Plan Letters (APLs) and Duals Plan Letters (DPLs), and IEHP UM Subcommittee-Approved Authorization Guidelines.

In 2017, a Request for Proposal solicitation was performed and after thorough review of the responses, demonstration evaluations and Best and Final Offer pricing, MCG was selected as the lowest-cost, most responsive and responsible bidder. A six-year agreement was approved under Minute Order 17-183.

MCG is one of only two vendors within IEHP's geographical coverage region that qualifies to meet the nationally recognized guidelines. Accordingly, IEHP has determined that a single source procurement to continue with the Agreement with MCG is justified due to the unique provision of clinical guidelines that are specific to a diagnosis which have provided IEHP with more efficient and effective decision capabilities for managing patient conditions.

The Governing Board had previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
10/10/17	17-183	Delegation of Authority to approve the Professional Service Agreement	12/26/23	\$7,400,000
09/10/18	18-264	First Amendment to replace the definition of "Authorized Users" in the Solution and Fee Schedule of the MLA and adds a supplemental definition to the approved definition in the MSA.	12/26/23	\$0
<b>Total Cost to date:</b>				<b>\$7,400,000</b>
New Cost				\$9,500,000
<b>Total Cost</b>				<b>\$16,900,000</b>

**Discussion:**

This Second Amendment provides for the provision of clinical code sets for an additional five (5) year term. The cost basis for the agreement is based upon a Per Member Per Year (PMPY) rate for 1,600,000 Members. IEHP has been able to negotiate reduced rates over the original agreement allowing IEHP a 15% reduction in year 1 rates. Annual increases were also negotiated with a 4% increase vs the standard 5%.

Base Membership Agreement Cost	\$8,673,685.10
Membership Overage Allowance	\$826,314.90
<b>Total Not to Exceed Amount</b>	<b>\$9,500,000.00</b>

The additional cost of this Agreement shall not exceed \$9,500,000 effective December 27, 2023. The total cost (including this request) of this Master License Agreement shall not exceed \$16,900,000 through December 26, 2028.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	K. Tsui 10/24/2023	D. Burnett 10/24/2023	M. Popka 10/25/23	J. Maass 10/23/2023	V. Devabhaktuni 10/26/2023

## INFORMATION TECHNOLOGY

### 19. DELEGATION OF AUTHORITY TO APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH OFFICE ALLY, INC.

#### **Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the third Amendment to the Professional Services Agreement (Agreement) with Office Ally, Inc. (Office Ally) for the provision of claims clearinghouse services. The total amount payable under this Agreement remains unchanged for a total cost not to exceed \$3,340,145 through June 30, 2024.

#### **Contact:**

Vinil Devabhaktuni, Chief Digital & Information Officer

#### **Background:**

IEHP requires clearing house services to be able to provide submission options for electronic delivery of claims and acceptance of election attachments from Providers, and submission of misdirected claims to delegated Providers. Office Ally is a clearing house that accepts medical claims and data, directly from Provider billing systems. They convert the claims into a HIPAA compliant electronic claim format, ready for submission, allowing IEHP to send the claims electronically to the IPA's, which provides several advantages over paper-based claim submission, including but not limited to:

- A minimum cost savings of five (5) cents per claim compared to the cost of scanning paper claims.
- Reduced handling of mail and paper by IEHP staff.
- Same day receipts, versus two (2) days for mailed paper claims.
- Expedites provider payment turnaround.
- Environmentally friendly.
- Instant search and retrieval capabilities maintained by clearinghouses.
- Clearing houses work directly with submitters to resolve billing issues.
- Reduced HIPAA exposure.
- Simplified record retention requirement.

IEHP has contracted with Office Ally since July 1, 2005, for the provision of claims processing services. In July 2021 IEHP entered into a new Agreement with Office Ally to update the terms and provide for the continuation of services. IEHP was able to maintain the same rate schedule as the prior agreement while maintaining the associated claims processing rates in 2021.

Office Ally has continued to be sourced as a single source procurement due to the critical nature of the services provided that are necessary to meet regulatory requirements for claims processes and encounter data submissions. IEHP Providers are familiar with Office Ally as a tool for claims submission and transactions. Over 1.6 million Institutional claims and 17 million Professional claims have been processed through Office Ally for 10,500 billing providers since July 2021. during the recent term of the agreement.

The Governing Board had previously approved the Agreement and subsequent amendment as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
June 2021	21-159	Approved the negotiation of new terms and conditions of a new Professional Services Agreement for continued provision of claims processing services for a once (1) year term.	June 30, 2024	\$3,340,145
November 2021	21-307	First Amendment to the Professional Services Agreement to extend the period of performance and additional funding for the provision of claims processing services.	June 30, 2024	\$0
August 14, 2023	23-181	Approved the Second Amendment to the PSA to provide additional services to include acceptance of electronic attachments, and submission of misdirected claims to delegated Providers.	June 30, 2024	\$0
<b>Total Not to Exceed Cost to date:</b>				\$3,340,145
<b>New Cost:</b>				\$0
<b>Total Cost:</b>				\$3,340,145

**Discussion:**

The Third Amendment is to enable the submission and transmission of claims transactions for the Covered California line of business through the addition of the new payer ID IEHPCCA. There are no additional costs for the addition of the Payer ID indicator.

As such, IEHP is requesting Delegation of Authority to sign the Third Amendment for no additional cost, effective January 1, 2024. The total amount payable under this Agreement remains unchanged for a total cost not to exceed \$3,340,145 through June 30, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	N/A	D. Burnett 10/24/2023	M. Popka 10/26/2023	J. Maass 10/21/2023	Vinil Devabhaktuni 10/26/2023

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## INFORMATION TECHNOLOGY

### 20. APPROVE THE FUNDING AND PURCHASE REQUISITION FOR ADOBE WORKFRONT SOFTWARE WITH CDW GOVERNMENT, LLC

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the funding and purchase requisition for the Adobe Workfront software (Workfront) for an amount not to exceed \$1,143,750 for a one (1) year term through November 30, 2024, with CDW Government, LLC (CDW-G).

**Contact:**

Vinil Devabhaktuni, Chief Digital and Information Officer

**Background:**

Since 2011, IEHP has been utilizing Workfront as a Task and Project Management solution to facilitate and improve work-task management, workflow intake processes and project execution efficacies. Workfront (formerly known as AtTask) was originally selected through an informal request for quote process. IEHP expanded its initial use by the IT and Operations departments in 2011 to be an enterprise-wide solution in 2015. It has been IEHP's cross departmental collaborative solution for two main types of work; 1) Program and Project Management, for both Enterprise and Department level Projects and 2) Department Operations Workflow management and reporting. Workfront has been used for enterprise projects such as the Core System Implementation in 2018, more recently for the tracking of Enterprise Strategic Projects, and is a valued and critical solution for IEHP.

In September 2022 under Minute Order 22-301, the Governing Board approved IEHP's purchase of the PlanView Program and Portfolio Management Platform (PPM), to enable expanded Portfolio and Project Management capabilities. Planview was recently implemented in August 2023 and will be utilized for new projects. Throughout calendar year 2024 (CY2024), IEHP will transition enterprise Project Management to Planview. New projects that commence during CY2024 will be built in Planview, and those existing projects in Workfront will be reviewed for either closure or transition into Planview; there are currently 1,986 active projects in Workfront. Until training and the transition of Project Management has been completed, it is critical to renew our current Workfront licensing to ensure the continuity of collaboration for ongoing project work.

Department operational workflow, task management, and reporting will continue in Workfront. Such workflows have been developed to meet department operational needs and are utilized to manage requests from intake to completion, tracking service levels, and managing tasks against regulatory deadlines. Detailed reporting has been built to present visual flags for requests at risk and to enable daily prioritization review at huddles and assignment of tasks in a collaborative manner across departments as needed for completion. Over 70% of Team Members are utilizing workflows and task management in their daily operations including Marketing, Health Services, Operations, Finance, Quality and Network Operations.

IEHP has sourced a one-year renewal agreement for Adobe Workfront through CDW-G. CDW-G is currently contracted with IEHP for hardware, IT software solutions, and skilled technical professional resources through multiple competitively priced cooperative agreements at a total vendor cost to date of \$9,539,085.07 through June 14, 2026. The Adobe Workfront software purchase is unrelated to prior co-operative purchases with CDW-G.

**Discussion:**

Current Workfront licensing is a flexible model meaning there are 1,250 licenses assigned to Team Members that work directly in Workfront on projects and operational workflows and unlimited flex licenses where there are over 2,300 team members that interact with Workfront in a project collaboration manner, but a specific assigned license is not needed. Over the past three (3) years, even with expanded utilization and Team Member growth, IEHP has been able to manage the licensing at 1,250.

CDW-G was selected as the vendor to provide the Adobe Workfront Software for IEHP through the Sourcewell Co-Op #081419-CDW. Sourcing through this Co-Op Agreement provides for a guaranteed discount of 5.25%. However, IEHP was able to obtain a discount of 8.41% for additional savings. The table below provides a cost comparison.

<b>Cost without Co-Op Pricing</b>	<b>\$1,248,737.50</b>
<b>% Discount</b>	<b>8.41%</b>
<b>Cost with Co-Op Pricing</b>	<b>\$1,143,750.00</b>
<b>\$ Difference</b>	<b>\$104,987.50</b>

As such IEHP requests approval to purchase the Adobe Workfront software with CDW-G which will enable IEHP departments to continue to use Workfront for project and workflow task management for an amount not to exceed \$1,143,750.00 for a one (1) year term upon purchase.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	K. Tsui 10/25/2023	E. Mata 10/25/2023	M. Popka 10/27/23	J. Maass 10/23/2023	V. Devabhaktuni 10/30/2023

## INFORMATION TECHNOLOGY

### **21. RESCIND MINUTE ORDER 23-204, DELEGATION OF AUTHORITY TO APPROVE THE SECOND AMENDMENT TO THE DATA FILES LICENSE PRODUCT SCHEDULE AS PART OF THE MASTER SERVICES AND LICENSE AGREEMENT AND THE SEVENTH AMENDMENT TO THE ENCODER PRO SUITE LICENSE AND MAINTENANCE AGREEMENT WITH OPTUM360, LLC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP):

- 1) Rescind Minute Order 23-204 (MO 23-204).
- 2) Authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Second Amendment to the Data Files License Product Schedule as part of the Master Services and License Agreement with Optum360 LLC. (Optum), for medical code set licensing for an additional amount not to exceed \$88,500 effective January 1, 2024, through December 31, 2026.
- 3) Authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval sign the Seventh Amendment to the Encoder Pro Suite License and Maintenance Agreement (Agreement) with Optum for a one (1) year renewal of the Encoder Pro Suite application and maintenance for an additional amount not to exceed \$102,385 effective December 1, 2023, through November 30, 2024.

The total amount payable to Optum shall not exceed \$3,678,379.90 through December 31, 2026.

**Contact:**

Vinil Devabhaktuni, Chief Digital and Information Officer

**Background:**

IEHP has partnered with Optum360 since 2009 for the provision of industry standard code set files and the Encoder Pro coding practice and analysis tool.

The code set licensing includes applicable CPT code sets from the American Medical Association (AMA). IEHP's Core claim administration system (Conduit/HSP), medical management system (MedHOK) and Member and Provider portals require current medical code set files to perform standard business processes such as health plan benefit administration, claims processing and utilization management. Optum purchased services also include the licensing of the Encoder Pro Suite coding practice and analysis tool.

The Encoder Pro Suite is designed to manage some of the most critical ambulatory coding, billing and reimbursement elements that enables IEHP to understand complex regulatory compliance topics, such as Hierarchical Condition Categories (HCCs), National Correct Coding Initiative (NCCI) edits and local and national coverage determination (LCD and NCD) policies for medical necessity. Encoder Pro provides an efficient way to check coding by running selected codes

through an automated edit review to ensure proper unbundling, correct modifiers, complete diagnoses and more. The solution also provides thousands of answers to code questions and a historical knowledge base of customer code inquiries to support code research and proper identification.

These subscription services are utilized by several business units such as: Claims, Product System Configuration, Quality Assurance, Risk Adjustment, and IT Production Support. This solution supports claims processing, configuration, and analytical practices to ensure proper coding practices and payment of claims. The product contains a historical content database that has accumulated IEHP specific content from years of use of the product. Changing to a new vendor would mean the loss of that content, and additional costs for training.

IEHP determined that a single source procurement through Optum is justified for the code set licensing since the additional licensing is to add users to a current agreement. If we sourced these services through another vendor, IEHP would have two vendors providing duplicative services. For Encoder Pro, IEHP currently has approximately 1,649,048 enrolled IEHP Members. Without Encoder Pro and the additional add-ons, it would be difficult for the claims team to process claims accurately in an efficient and timely manner, consistently meet regulatory accuracy standards for claims and maintain our service level commitments to IEHP Members. An additional year is being requested to allow continued use of the tool to avoid disruption in services.

The Governing Board had previously approved the following with Optum:

Date Approved	MO#	Purpose	Term Expiration	Cost
<b>Optum Encoder Pro License and Maintenance Agreement</b>				
December 2010	10-304	Ratified and approved the Encoder Suite License and Maintenance Agreement with Ingenix for the provision of the Encoder Pro Coding Software for use by up to three hundred (300) named users.	November 30, 2013	\$64,000.00
October 2013	13-342	Approved First Amendment to the Software License and Maintenance Agreement for Encoder Pro Coding Software for use by up to four hundred (400) named users.	November 30, 2016	\$110,000.00
February 2016	16-64	Approved Second Amendment for Encoder Pro Suite License Agreement for Encoder Pro Coding Software for use by up to six hundred (600) named users.	November 30, 2016	\$15,000.00

December 2016	16-64	Approved Third Amendment to amend Encoder Pro Suite License Agreement for use by up to seven hundred fifty (750) named users.	November 17, 2017	\$72,000.00
October 2017	16-64	Approved Fourth Amendment to amend Encoder Pro Suite License Agreement for use by up to one thousand (1,000) named users.	November 30, 2020	\$279,000.00
December 2019	16-65	Approved Fifth Amendment to amend Encoder Pro Suite License Agreement for use by up to one thousand (1,000) named users.	November 30, 2023	\$306,000.00
November 2020	16-65	Approved the Sixth Amendment to amend the fee schedule to add fifteen (15) licenses for the AHA Coding Clinic	November 30, 2023	\$18,132.90
September 2023	23-204	Delegation of Authority to approve the seventh amendment to the Encoder Pro Suite License for the addition of two code set add-ons: AHA Code Clinic HCPCS and the AMA CPT Content Module.	November 30, 2023	\$662.50
<b>Optum Code Set Licensing</b>				
December 2021	21-383	IEHP attained approval for funding one (1) year of PMPY AMA CPT code set licensing and 5 years of Optum Code sets with 2349 IEHP Meditrac Core Claims System and MedHOK Medical Management system users	December 31, 2026	\$1,064,950.00
December 2022	22-400	Approved the first amendment to the data files license product schedule as part of the MLSA and approve funding for 4 years of AMA CPT Code licensing.	December 31, 2026	\$1,558,412.00
<b>Total Cost to Date:</b>				\$3,488,157.40
<b>Rescind MO 23-204:</b>				(\$662.50)
<b>Data Files License Product New Cost:</b>				\$88,500
<b>Encoder Pro Suite New Cost:</b>				\$102,385
<b>Total New Funds Requested:</b>				\$190,885
<b>Total Cost:</b>				\$3,678,379.90

**Discussion:**

**Second Amendment to the Data Files License Product Schedule:**

The code set file licensing costs with Optum are based upon the number of users that access the files or utilize the systems that the codes sets are integrated into. On an annual basis, IEHP verifies the volume of licensed users and systems. As a result, a total of 500 additional users are being added to the Code set licensing schedule, increasing the number of users from the previous 2,349 to 2,849. The additional users are a result of the integration of code files into the HealthEdge Health Rules Payer Core Claims System for Covered California (CCA) claims and benefit configuration and processing, as well as an increased number of users in IEHP’s HSP Core Claims and MHK Medical Management Systems for Medi-Cal and Medicare DualChoice claims and utilization management processes.

License Year	Additional Fees for 500 Users
<b>2024</b>	<b>\$29,000</b>
<b>2025</b>	<b>\$29,500</b>
<b>2026</b>	<b>\$30,000</b>
<b>Total Additional Amount:</b>	<b>\$88,500</b>

**Encoder Pro Suite License and Maintenance Agreement:**

IEHP is requesting the rescission of Minute Order 23-204 to enter the Seventh Amendment to the Encoder Pro Suite License for the addition of two additional code sets add-ons: AHA Code Clinic HCPCS and the AMA CPT Content Module, due to a subsequent decision by Optum to enable the provision of the code sets requested at no cost through November 30, 2023.

IEHP is requesting a delegation of authority to enter a new Seventh Amendment to the Encoder Pro Suite to provide for an additional one (1) year renewal of the licensing and maintenance agreement, inclusive of all codes sets currently in use. An analysis of license utilization was conducted and IEHP was able to reduce our licenses and reduce our annual cost for 2024 by 8%. The total cost of the Amendment is \$102,385.

As such, IEHP is seeking delegation of authority to sign 1) the Seventh Amendment to the Encoder Pro Suite License and Maintenance Agreement with Optum for an additional amount not to exceed \$102,385 through November 30, 2024, and 2) the Second Amendment to the Data Files License Product Schedule as part of the Master Services and License Agreement with Optum for an amount not to exceed \$88,500 through December 31, 2026.

The total amount payable (including this requests) to Optum360 shall not exceed \$3,678,379.90 through December 31, 2026.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	K. Tsui 10/25/2023	E. Mata 10/26/23	M. Popka 10/27/23	J. Maass 10/30/2023	V. Devabhaktuni 10/30/2023

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## INFORMATION TECHNOLOGY DEPARTMENT

### 22. RATIFY AND APPROVE THE FIRST AMENDMENT TO STATEMENT OF WORK #5 TO THE MASTER CONSULTING SERVICES AGREEMENT WITH GARTNER, INC

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the First Amendment to Statement of Work (SOW) #5 to the Master Consulting Services Agreement (MCSA) with Gartner, Inc. (Gartner). The total payable under the MCAS shall not exceed \$1,181,700 through January 31, 2024.

**Contact:**

Vinil Devabhaktuni, Chief Information Officer

**Background:**

IEHP has been contracting with Gartner under a Vendor Services Agreement (VSA) for industry research and advisory services since 2016. The total amount payable to Gartner under the VSA is not to exceed \$1,260,133 through December 31, 2025.

Upon establishment of the IT strategy and roadmap for application landscape in 2021, IEHP has been utilizing Gartner, under the MCAS, to further progress on the strategic roadmap to align business and systems strategy with the aim to modernize the current Provider Network Management (PNM) technology and corresponding processes. Under the MCAS, Gartner has provided consulting and advisory services for the following:

- Assessment of current IT applications, products, services, and relative maturity level of the IT organization.
- Identification of a new Core Administrative Process Solution (CAPS) that adapts to new business requirements and extend to newer technologies. These capabilities will effectively configure / manage health benefits in addition to efficiently process claims, enrollment, billing, and purchases.
- Provided advisory services to understand the current and future capabilities that are available within Care Management System and identified the capability gaps that needed to be fulfilled.
- Assessed the ability to advance access and create a health information platform with an Electronic Medical Records (EMR) system to establish a two-way exchange of information at the “point of care” between providers and IEHP. A strategy was provided that identified all the future state EMR support options, areas of risk, and an executable approach to offering a secure, interconnected, and efficient way to information exchange to increase value and reduce risk.
- Assessment of the Quality Department to identify opportunities for improvement that lead to the development and implementation of a future state organizational model and operations.

Gartner was selected through a single source procurement. IEHP has determined that a single source procurement is justified because:

- a. Gartner is the market leader in vendor landscapes, capabilities, contracting terms, and pricing. In addition, Gartner has verifiable benchmarking capabilities of like-client implementation and operational experiences.
- b. Gartner research and consulting have deep knowledge of the organization and technology landscape that position Gartner to understand the unique needs of IEHP and assist them in selecting the optimal PNM technology in an efficient and cost-effective manner.

The Governing Board previously approved the MCAS, Statement of Work(s), and Amendments as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
03/14/2022	22-052	Ratify and Approve the Master Client Services Agreement (MCSA) and the Services Agreement with SOW #1 for the assessment of current IT applications, products, services, and relative maturity level	01/31/2023	\$195,000
05/09/2022	22-180	Amendment to the SOW #1 to add Travel Expenses	01/31/2023	\$19,500
08/08/2022	22-275	Ratify and Approve SOW #2 for the provision of a Core Administrative Processing (CAPS) and Care Management Systems	10/20/2022	\$205,700
08/08/2022	22-275	Ratify and Approve SOW #3 – Future state Electronic Medical Record (EMR) support options.	10/20/2022	\$308,000
10/11/2022	22-334	Approve SOW #4 for to assess the Quality Department and identify opportunities for improvement of future state organization model and operations.	12/31/2022	\$203,500
10/10/2023	23-232	Approve SOW #5 to the Master Consulting Services Agreement	01/12/2024	\$250,000
<b>Total Cost to date under the MCAS:</b>				<b>\$1,181,700</b>

**Discussion:**

As a result of the assessment of product and business strategy alignment that Gartner completed for IEHP, the Provider Network Database was identified as a high risk to multiple IEHP departments including Provider Services, Hospital Services, Contracting, Credentialing, and Quality. Therefore, IEHP selected Gartner, and entered into SOW#5 to support the accelerated process for selecting the PNM technology that will harmonize with existing and planned future state technology.

This First Amendment to SOW#5, presents a revision of the scope to further delineate the services to be performed by Gartner and IEHP Procurement, ensuring continued adherence with the IEHP Purchasing Policy and Procedures Manual, specific to the competitive bid process.

As such, IEHP recommends the Governing Board ratify and approve the First Amendment to SOW#5 with Gartner. There are no additional costs associated with the revised SOW#5. The total cost under the MCAS, shall not exceed \$1,181,700 through January 31, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	K. Tsui 10/25/2023	W. Yanes 10/26/2023	M. Popka 10/30/2023	J. Maass 10/24/2023	V. Devabhaktuni 10/30/2023

**MARKETING DEPARTMENT**

**23. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH HANNA INTERPRETING SERVICES LLC**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with Hanna Interpreting Services LLC (Hanna) for the provision of Marketing Material Translation Services for an additional amount not to exceed \$30,000 and extend the term for one (1) additional year. The total amount payable under this Agreement shall not exceed \$180,000 through December 31, 2024.

**Contact:**

Michelle Rai, Chief Communications & Marketing Officer

**Background:**

On February 2022, IEHP released a Request for Quotation (RFQ) 22-03739 for the provision of Member Notice Translation to Threshold Languages Services. IEHP selected both incumbents, Hanna and Focus Language International Inc., to provide Member Notice Translation to Threshold Languages Services as they met all minimum service requirements and were able to provide the services by the regulatory-required effective date.

On May 3, 2022, the Department of Health Care Services (DHCS) released All Plan Letter (APL) [21-004](#), "Standards for Determining Threshold Languages, Nondiscrimination Requirements, and Language Assistance Services," which required managed care plans (MCPs) to provide written Member information translated by qualified translators in threshold languages. For IEHP's service area, the threshold languages are English, traditional Chinese, Spanish, and Vietnamese.

On August 31, 2022, in conjunction with APL [21-004](#), APL [21-011](#), "Grievance and Appeals Requirements, Notice and 'Your Rights' Templates" implemented new Member notice templates and grievance requirements, as well as expanded the MCP's responsibility to translate Member notices into the Member's designated threshold language, including the clinical rationale for the MCP's decision.

The Governing Board had previously approved the Agreement with Hanna under IEHP's Marketing and Communications department as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
1/30/23	23-016	Professional Services Agreement – Marketing Material Translation Services	12/31/23	\$150,000

Total Cost to Date:	\$150,000
New Cost	\$30,000
Total Cost	\$180,000

In addition to the Agreement with Hanna for the provision of Marketing Material Translation Services, IEHP has active Agreements with Hanna for On-Site Foreign Language and American Sign Language (ASL) Interpreting Services (under IEHP’s Independent Living Diversity Department) and Member Notice Translation to Threshold Language Services (under IEHP’s Grievance & Appeals Department).

**Discussion:**

Under this First Amendment, Hanna will continue to provide translation and editing services to IEHP for an additional one (1) year term, in accordance with APL [21-011](#) at an additional cost not to exceed \$30,000.

Accordingly, IEHP is requesting approval of the First Amendment to the Agreement with Hanna under IEHP’s Marketing and Communications department for an additional amount not to exceed \$30,000 through December 31, 2024. The total cost of this Agreement (including this amendment) shall not exceed \$180,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	L. Herrera 09/26/2023	S. Albritton 09/22/2023	M. Popka 10/18/2023	L. Steward 10/12/2023	M. Rai 10/19/2023

**MARKETING DEPARTMENT**

**24. APPROVE THE FOURTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH INTERPRETERS SERVICES INTERNATIONAL, INC.**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Fourth Amendment to the Professional Services Agreement (Agreement) with Interpreting Services International, Inc. (ISI) for the provision of Translation Services for an additional amount not to exceed \$500,000 and to extend the term for one (1) additional year. The total amount payable under this Agreement shall not exceed \$1,500,000 through December 31, 2024.

**Contact:**

Michelle Rai, Chief Communications and Marketing Officer

**Background:**

All IEHP member materials must meet translation requirements determined by the Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid Services (CMS). The current threshold languages required for IEHP written materials are English, Spanish, traditional Chinese, and Vietnamese.

Compliance with these translation requirements is not only a regulatory necessity, but also a commitment to delivering equitable healthcare services. IEHP recognizes that members from diverse linguistic backgrounds may face barriers to accessing healthcare information and services if materials are not available in their preferred language. Therefore, IEHP is dedicated to providing accurate, culturally sensitive, and linguistically appropriate materials in these threshold languages.

IEHP has contracted with ISI since September 2016 for interpreting services. Due to their relevant specialization and vendor expertise, ISI was selected as a result of a Request for Proposal (RFP) in 2019 to perform translation, editing, proofreading and terminology services for the Marketing and Communications department.

The Governing Board had previously approved the Agreement with ISI as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
11/06/19	16-64	Professional Services Agreement and First Amendment	12/31/22	\$600,000
11/14/22	22-370	Second Amendment – Extension and Add Funds	12/31/23	\$400,000
06/08/23	16-64	Third Amendment – Update Attachment E	12/31/23	\$0
Total Cost to Date:				\$1,000,000
New Cost				\$500,000
Total Cost				\$1,500,000

**Discussion:**

Under this Fourth Amendment, ISI will continue to translate and edit existing member handbooks, provider and pharmacy directories, formularies, advertising, sales and marketing materials, member newsletters, wellness program materials and any stand-alone materials as needed.

However, IEHP is forecasting an increase in translation services due to significant upcoming projects, including IEHP’s new venture into the Covered California line of business. IEHP is requesting an additional \$500,000 to cover the costs of translation services for an additional one (1) year term, and for the expected increase in translation services as a result of the aforementioned projects through 2024.

The additional cost of the Fourth Amendment to the Agreement shall not exceed \$500,000. The total cost of Agreement (including this request) shall not exceed \$1,500,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	L. Herrera 10/06/2023	S. Albritton 10/05/2023	M. Popka 10/18/2023	L. Steward 10/10/2023	M. Rai 10/19/2023

**OPERATIONS DEPARTMENT**

**25. APPROVE THE SECOND AMENDMENT WITH INTEGRITY ADVANTAGE SOLUTIONS, LLC**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Services Agreement (Agreement) with Integrity Advantage Solutions, LLC (Integrity Advantage) for the provision of Fraud, Waste and Abuse (FWA) program development and consultative support, training, mentorship/coaching, and ad-hoc support for an additional amount not to exceed \$236,032.00 and extend the term an additional one (1) year, through December 31, 2024. The total amount payable under this Agreement shall not exceed \$538,247 through December 31, 2024.

**Contact:**

Susie White, Chief Operating Officer

**Background:**

To address the backlog of overdue and outstanding privacy and fraud related cases IEHP conducted an informal Request for Proposal (RFP) in September of 2022. Integrity Advantage was selected as a result of the process they were found to be the most responsive and reliable bidder. Integrity strongly in its experience, industry knowledge and technical capabilities. IEHP has been contracted with Integrity Advantage since March 1, 2023, for an assessment of the Compliance Special Investigations Unit (SIU) processes and to provide training, mentorship, and ad-hoc support services.

The Governing Board previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
03/06/23	23-044	Assessment of the Compliance SIU Team	12/31/23	\$302,215.00
10/09/23	NA	1 <sup>st</sup> Amendment updating the schedule of fees	NA	\$0
Total Cost to date:				\$302,215.00
New Cost				\$236,032.00
Total Cost				\$538,247.00

**Discussion:**

Integrity Advantage was selected through a single source procurement process. IEHP has determined that single source procurement is justified because it allows time to complete the initially planned work that couldn't be accomplished within the allotted timeframe due to resource restrictions on IEHP's end. In addition, additional services are needed to assist IEHP in meeting regulatory requirements of data analytics and FWA detection activities through the use of FWA detection tool for which a Request for Proposal (RFP) is in progress.

The Second Amendment requests an update to the Scope of Work (SOW) to include:

1. Consultative support to implement a FWA Detection Tool. Support will include process implementation, system solution implementation, insights into typical analytics, and case management needs.
2. Support to develop and implement the FWA Unit within the Compliance Department. This includes assistance with the hiring process, develop job aids, policies and procedures, establishing roles and responsibilities of individual roles, and development of a FWA Committee.
3. Additional Ad-Hoc support as needed for consultative services, program leadership expertise, and further development of programs.

The additional cost of this Second Amendment shall not exceed \$236,032.00. The total cost (including this request) of this Agreement shall not exceed \$538,247.00 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	J. Haines 10/19/23	C. McNair 10/20/23	M. Popka 10/22/23	S. White 10/20/2023	S. White 10/20/2023

**OPERATIONS DEPARTMENT**

**26. APPROVE THE ANNUAL UPDATE TO THE 2024 IEHP PROVIDER POLICY AND PROCEDURE MANUALS AND ENCOUNTER DATA INTERCHANGE MANUAL**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the 2024 Provider Policy and Procedure Manuals and the Encounter Data Interchange (EDI) Manual.

**Contact:**

Susie White, Chief Operating Officer

**Background:**

The 2024 Provider Policy and Procedure and EDI Manuals are designed to help IEHP contracted Providers, Delegated and Direct Ancillary Providers, Hospitals, and Independent Physician Associations (IPAs) understand the rules and regulations with which IEHP must comply, as required by the California Department of Health Care Services (DHCS), the California Department of Managed Health Care (DMHC), the Centers for Medicare & Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA). These Manuals are now available on IEHP’s public website at [www.iehp.org](http://www.iehp.org) > **Providers>Provider Manuals**.

**Discussion:**

IEHP reviews and updates its policies and procedures in the Manuals at least once annually. Interim policy updates are made, as needed, throughout the year to reflect current regulatory requirements, organizational needs, and operational changes.

IEHP maintains Acknowledgments of Receipt (AOR) of the Provider Policy and Procedure Manuals from the Plan’s contracted Providers, Delegated and Direct Ancillary Providers, Hospitals, and IPAs to ensure awareness and understanding of IEHP’s standards.

All contracted and delegated Providers received advance copy and links to these Manuals allowing them 90 days’ notice to review and provide comment prior to the policies becoming effective on January 1, 2024.

IEHP continues to post State and Federal benefit links on IEHP’s Provider Portal.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	N/A	N/A	M. Popka 10/09/2023	L. Nery 9/30/2023	S. White 10/13/2023

**OPERATIONS DEPARTMENT**

**27. APPROVE THE SECOND AMENDMENT WITH SIMPLER NORTH AMERICA, LLC**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Services Agreement (Agreement) with Simpler North America, LLC (Simpler) for Lean Transformation Consulting Services for an additional amount not to exceed \$2,000,000.00 and a one (1) year term extension through December 31, 2024. The total amount payable under this Agreement shall not exceed \$7,237,036.00 through December 31, 2024.

**Contact:**

Susie White, Chief Operating Officer

**Background:**

Simpler has been providing Lean Strategy Deployment Consulting Services for IEHP since January 2015. Simpler was selected after a thorough Request for Proposal (RFP) process resulting in the selection and award to Simpler to serve as IEHP’s Lean Consultant. The IEHP Governing Board approved the current Agreement between IEHP and Simpler in July 2021.

The primary services Simpler provides to support IEHP’s commitment to a Lean Transformation organization include:

1. Coach and develop leaders to become self-sufficient in terms of implementation of Lean principles such as A3 Thinking, daily management, and process improvement implementation.
2. Provide continued support for the strategic initiative for Shared Vision Partnership for IEHP, Riverside University Health System (RUHS), and Riverside County.
3. Provide strategic support for the Quality Improvement Initiatives to improve quality and Access measures.

The Governing Board had previously approved the Agreement and Amendment as follows:

<b>Date Approved</b>	<b>Minute Order</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
07/12/2021	21-213	Agreement	12/31/2022	\$3,200,000.00
12/12/2022	22-406	Amendment 1	12/31/2023	\$2,037,036.00
Total Cost:				\$5,237,036.00
New Cost				\$2,000,000.00
<b>Total Not to Exceed Cost</b>				<b>\$7,237,036.00</b>

**Discussion:**

Currently, there are two formal Value Stream Analyses (VSAs) occurring in Quality Systems and in Health Services/Transitions of Care. Simpler will be working closely with leaders to further support their strategic planning through Lean Principles.

The plan for 2024 is to continue supporting Quality initiatives so that IEHP can achieve a 5-Star plan rating. Improving IEHP’s quality and operational excellence program by supporting internal quality teams with “Regional Quality Model” design and implementation. The other key initiative is for to Population Health Management to improve workflows between IEHP and our partners RUHS and Riverside County.

Additional support will be to design and create cross-functional Health Services to improve collaboration between internal and identifiable external stakeholders. The aim will achieve regulatory requirements of all Medi-Cal and Medicare Members.

Simpler will provide coaching and support for executives at the Leadership level. Facilitate the transfer of Lean knowledge and expertise to support shared vision opportunities and priorities with internal and external stakeholders to continue Lean Transformation. Including the utilization of Study trips when applicable.

The fees associated with the Second Amendment include:

Sensei/Gemba Coach	Consulting support for Events, Executives, Team Members, Process Improvement Team	\$1,690,000.00
Study Trips	Costs for IEHP Leaders to visit Simpler best practice sites (2024)	\$100,000.00
Expenses	Simpler consultant’s travel costs are estimated at 12%	\$210,000.00
<b>Total Not to Exceed Cost</b>		<b>\$2,000,000.00</b>

The engagement of Simpler has been a critical part of the ongoing Lean Transformation efforts and the journey involved many steps that have been essential to long-term success. This has allowed for more leaders to receive coaching and mentoring, and more improvement activities to take place within the organization.

The additional cost of this Second Amendment shall not exceed \$2,000,000.00 effective January 1, 2024. The total cost (including this request) of this Agreement shall not exceed \$7,237,036.00 through December 31,2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Robbins 09/27/2023	C. McNair 10/17/2023	M. Popka 10/22/23	A. Nguyen 10/17/2023	S. White 10/20/2023

**OPERATIONS DEPARTMENT**

**28. APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH HEALTH MANAGEMENT ASSOCIATES**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Services Agreement (Agreement) with Health Management Associates (HMA) for the provision of continued consulting services to launch and support post go-live implementation and stabilization activities for Covered California products for an additional amount not to exceed \$72,048 through April 30, 2024. The total amount payable under this Agreement shall not exceed \$2,082,000 through February 7, 2026.

**Contact:**

Susie White, Chief Operating Officer

**Background:**

IEHP requires this service because launching new Covered California products, has impacted multiple functional areas (Compliance, Member Services, Provider Services, Health Services, Claims, Eligibility, Finance, Grievance and Appeals, etc.), requiring new processes and procedures, technology solutions, and staffing. HMA provides consultative support needed by all impacted areas. These services have impacted IEHP by ensuring compliance with State and Federal requirements and that all critical capabilities are implemented to successfully enroll and serve new Covered California Members.

IEHP has contracted with HMA since early 2020 to conduct an assessment of its operational readiness, regulatory requirements, and provider network penetration to support IEHP’s decision to launch Covered California products. Beginning April 11, 2022, IEHP extended HMA’s consulting services to provide guidance in the assessment, design, development, and implementation of Covered California products for plan year 2024. HMA was selected as a result of Single Source Justification (SSJ).

The Governing Board has previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
02/08/2021	21-47	Financial Services	02/07/2026	\$1,500,000
04/11/2022	22-139	First Amendment -- Consulting Services for the Implementation of Covered California Products	04/30/2024	\$509,952
Total Cost to date:				\$2,009,952
New Cost				\$72,048
Total Cost				\$2,082,000

**Discussion:**

Implementation of Covered California introduced many new legal and regulatory requirements. Additional funds are required to ensure continued implementation support from HMA to help IEHP establish compliant processes and procedures and prepare for audits anticipated in 2025. It is critical that IEHP maintain compliance in order to support Inland Empire residents who have lost eligibility to Medi-Cal since redetermination resumed in July 2023, offering a solution to maintain healthcare coverage.

IEHP would like to continue HMA’s consulting services for guidance in the implementation and post-launch stabilization of Covered California products. Upon the Board’s approval, HMA will provide the following services through April 30, 2024:

1. Clarify regulatory requirements for Covered California, the California Department of Managed Healthcare, Centers for Medicare and Medicaid, Federal Mental Health Parity, etc.
2. Support IEHP teams with operational best practices and development of solutions
3. Implementation support for the inaugural Open Enrollment Period beginning October 1, 2023
4. Post go-live stabilization support from January 1, 2024-April 30, 2024.

The additional cost of this Second Amendment shall not exceed \$72,048 through April 30, 2024. The total cost (including this request) of this Agreement shall not exceed \$2,082,000 through February 7, 2026.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Select Impact	C. Aguirre 10/27/2023	T. Picarone 10/19/2023	M. Popka 10/25/23	C. Le 10/20/2023	S. White 10/20/2023

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## OPERATIONS DEPARTMENT

### 29. APPROVE THE MEMORANDUM OF UNDERSTANDING WITH SAN ANTONIO REGIONAL HOSPITAL FOR THE COMMUNITY HEALTH IMPROVEMENT PROGRAM

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Memorandum of Understanding (MOU) with San Antonio Regional Hospital (SARH) for the provision of Community Health Improvement Program (CHIP) for an amount not to exceed \$90,000 for a term of one (1) year effective January 1, 2024 through December 31, 2024.

**Contact:**

Susie White, Chief Operating Officer

**Background:**

Improving access to healthcare support services has been shown to reduce healthcare cost with the decrease in inappropriate emergency department (ED) and inpatient utilization. CHIP was created to help manage patients' chronic conditions, with a focus on whole-system care, providing coordination of services and addressing social, economic, and environmental issues with ongoing follow up after the hospital encounter. This program provides evidence-based disease management and care coordination, which result in improved adherence to care plans, medication management, and follow up appointments.

IEHP and SARH have partnered for the CHIP program under a MOU since January 1, 2019. IEHP Members enrolled in CHIP from January 2019 to March 2022 demonstrated a 21% decrease in health services costs, with 20.3% from medical cost savings and 44.5% in pharmacy cost savings. Additionally, utilization of various services six months after program enrollment also showed a mostly favorable trend, with 13.7% increase in inpatient bed days, 24.5% decrease in primary care physician visits, 40.7% decrease in urgent care visits, and a 35.4% decrease in ED visits.

IEHP requires this service because of the need to reduce costs, as well as unnecessary and repeated visits and hospitalizations of IEHP Members. These compound the already significant throughput and patient flow issues that impact bed availability in the Inland Empire hospitals.

The current MOU between IEHP and SARH expires on December 31, 2023. The SARH is also currently contracted with IEHP for hospital services, which is unrelated this MOU.

**Discussion:**

The SARH CHIP program connects deeply to IEHP's mission "to heal and inspire the human spirit," by providing the additional touch points for health coaches and Members outside of the hospital encounter, in a manner that steps away from the hustle and bustle of the ED and allows for the space to have in-depth conversations that truly goes deeper into the Member's specific personal circumstances and utilizes their motivations and desires for better health. This program leans in on the IEHP value of placing its Members at the center of its Universe, addressing individual needs

through intentional and evidence-based interventions in disease management and care coordination.

Additionally, IEHP Members will continue to experience improvements in their reported outcomes and increased engagement in self-help activities. The validated tool, PROMIS Global-10, provides insight into Member’s actual experience via health care related quality of life measures, including overall health, pain, fatigue, social health, mental health and physical health. PROMIS Global-10 scores have increased for patients participating in CHIP by 13%, 7% and 16% respectively, from 2019 to 2021.

This SARH CHIP program advances IEHP and SARH’s commitment to developing the community by supporting the health coaches, who are nursing students, as they increase their clinical skills and patient assessment and advocacy skills. The hospital accounted for 3% of IEHP’s hospital admissions in 2022, with a service area that includes Rancho Cucamonga, Chino, Chino Hills, Montclair, Upland, Ontario, and Fontana.

The program cost breakdown is as follows:

<b>Cost per IEHP Member per month of CHIP enrollment</b>	<b>Maximum # of IEHP Members enrolled per month</b>	<b>Maximum # of months of CHIP enrollment</b>	<b>Total</b>
\$125	60	12	\$90,000

Accordingly, IEHP is requesting approval of this MOU for an amount not to exceed \$90,000 through December 31, 2024.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Will be included in the CY2024 Budget	K. Moussa 10/18/23	NA	M. Popka 10/19/23	H. Pagilagan 9/1/23	S. White 10/20/23

## OPERATIONS DEPARTMENT

### 30. DELEGATION OF AUTHORITY TO APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH DELOITTE CONSULTING, LLC.

#### **Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Third Amendment to the Professional Service Agreement (Agreement) with Deloitte Consulting LLP (Deloitte) for the provision of Program Management and Project Governance services for the implementation of Covered California (CCA) for an additional amount not to exceed \$113,320. The total amount payable under this Agreement shall not exceed \$2,709,000 through December 31, 2024.

#### **Contact:**

Susie White, Chief Operating Officer

#### **Background:**

As part of IEHP's strategic growth strategy, on November 1, 2023, IEHP entered into a Commercial Line of Business (LOB) with the California Health Benefit Exchange (i.e., Covered CA, for plan year 2024). Launching this new product requires coordination across different functional areas and external platform/provider partners, and the implementation of new operational and technical capabilities. This service will impact IEHP by enabling successful implementation of Covered California by:

- Integrating multiple project plans from IEHP business and IT teams with external partners into one program-level plan. This tool will be critical in aligning teams in delivering capabilities within regulatory timelines.
- Establishing a centralized Program Management function that will help teams identify, escalate risks, and develop plans to resolve these issues.
- Developing processes to define/prioritize scope and monitor go-live deliverables to ensure requirements are met.

On March 7, 2023, IEHP issued RFP #23-04648 for program management and governance services on Bonfire, its public third-party bidding website. As a result, 23 bidders indicated interest with only Deloitte submitting a proposal. The RFP was awarded to Deloitte at the April 10, 2023, Governing Board meeting under Minute Order 23-080.

The Governing Board previously approved the Agreement as follows:

<b>Date Approved</b>	<b>MO#</b>	<b>Purpose</b>	<b>Term Expiration</b>	<b>Cost</b>
04/10/23	23-080	Program Management and Project Governance Services	12/31/24	\$2,425,000
08/14/23	23-185	Ratify and Approve the First Amendment travel expenses for onsite resources.	12/31/24	\$75,000
10/10/23	23-233	Ratify and Approve the Second Amendment for the provision of Program Management and Project Governance services for the implementation of Covered California (CCA)	12/31/24	\$95,680
<b>Total Cost to date:</b>				\$2,595,680
<b>New Cost:</b>				\$113,320
<b>Total Cost:</b>				\$2,709,000

**Discussion:**

Deloitte is IEHP’s CCA Program Management and Project Governance Services provider. Under the Agreement, Deloitte has a dedicated team of four (4) key consultants with relevant experience and expertise to perform the following duties:

1. Integrating multiple project plans from IEHP business and IT teams with external partners into one program level plan. This tool will be critical in aligning teams in delivering capabilities within regulatory timelines.
2. Establishing a centralized Program Management function utilizing a team that will help teams identify, escalate risks, and develop plans to resolve these issues.
3. Developing processes to define/prioritize scope and monitor go-live deliverables to ensure requirements are met.

As the CCA implementation progresses towards a January implementation date for Claims processing, IEHP would like to retain the Deloitte consultant assigned to the critical area of benefit and claims configuration of Health Edge Rules Payer, and integrated operational processes. This consultant is well versed and knowledgeable in these areas, and since September has provided the guidance and expertise needed to drive successful implementation. Come January, the consultant will be focused to support the following areas of work:

**Issue Management:**

- Facilitate analysis, tracking and resolution of configuration issues.
- Provide subject matter support to assist with IEHP decision making and adoption of industry standard approaches where feasible.

**Configuration Governance:**

- Assist with standup of configuration governance process.
- Assist with configuration support operational transition.
- Assist with operational process definition/development.

**Configuration Test Strategy/Planning**

- Assist with validation of overall Health Edge Rules Payer testing strategy.
- Assist with validation of function-level test case coverage.
- Review proposed test cases and identify potential test case level gaps.
- Recommend solutions to address test case level gaps.

**Provider Contract Template Validation**

- Coordinate business validation of provider contract templates
- Assist with definition of future state processes relating to configuration of new contracts/contract renewals.

Accordingly, IEHP seeks Delegation of Authority to enter the Third Amendment to extend the current Program Management and Project Governance services with Deloitte. The expertise and experience of the continuing consultant will ensure claims configuration is completed and tested in a comprehensive and effective manner, allowing IEHP to ensure the best possible state of readiness for initiation of claims payment in January 2024.

The additional cost of this Third Amendment shall not exceed \$113,320. The total cost (including this request) of this Agreement shall not exceed \$2,709,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	J. Haines 10/25/2023	T. Picarone 10/26/2023	M. Popka 10/30/23	J. Maass 10/14/2023	V. Devabhaktuni 10/30/2023

## QUALITY DEPARTMENT

### **31. APPROVE THE 2024 PROGRAM FEES FOR IEHP PARTICIPATION IN THE INTEGRATED HEALTHCARE ASSOCIATION MEASURE YEAR 2023 ALIGN. MEASURE. PERFORM. PROGRAM**

#### **Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) Approve the program fees for IEHP's participation in the INTEGRATED HEALTHCARE ASSOCIATION (IHA) Align. Measure. Perform. (AMP) 2024 program for an amount not to exceed \$753,772.00.

#### **Contact:**

Edward Juhn, Chief Quality Officer

#### **Background:**

Participation in the IHA AMP program is required by Covered California for all Qualified Health Plans. The AMP program uses a standardized measure set, established with the input of participating California provider organizations and health plans, to assess healthcare and health system performance. The AMP program delivers reliable performance results to its participants which will provide IEHP with a complete picture of healthcare quality, cost, and resource use, to confidently track progress toward strategic value-based care goals. The AMP program will provide aggregated performance data and industry benchmarks that will give IEHP insight to performance comparisons within the market and among peers. IEHP participated in the AMP Medi-Cal program in 2023 and will add our Covered California Exchange product in 2024.

#### **Discussion:**

The Annual Fee charged to IEHP is comprised of a fixed participation fee (Flat Fee) and a variable amount determined on a per member per year (PMPY) basis. The PMPY amount is set by multiplying the PMPY Rate for the year, by the number of IEHP members as of March 31 of the measurement year, as reported on the Department of Managed Health Care (DMHC) website for the designated enrollment categories.

The Fixed Fee and PMPY Rates and enrollment categories will be approved annually by the Program Governance Committee at its third quarter meeting, based on the projected AMP program budget.

The Annual Fee covers the period January 1, 2024 through December 31, 2024 for MY2023. The Annual Fee is billed in November and funds are due to IHA by December 31, 2023. Below is the pricing structure used by IHA to determine the fees due for IEHP.

Price			2023 Enrollment*	2024 Enrollment**
Tier	Size (Members)	PMPY	IEHP: 1,483,747	IEHP: 1,656,727
Tier 1	750,000+	\$0.375	733,751	906,731
Tier 2	500,000 - 749,999	\$0.475	249,999	249,999
Tier 3	250,000 - 499,999	\$0.50	249,999	249,999
Tier 4	100,000 - 249,999	\$0.55	149,999	149,999
Tier 5	1 - 99,999	\$0.625	99,999	99,999
	Flat Fee	\$25,000	\$688,904	\$753,772

\*From Q1 2022 DMHC Report  
\*\*From Q1 2023 DMHC Report

Price			2024 Enrollment*
Tier	Size (Members)	PMPY	IEHP: 1,656,727
Tier 1	750,000+	\$0.375	906,731
Tier 2	500,000 - 749,999	\$0.475	249,999
Tier 3	250,000 - 499,999	\$0.50	249,999
Tier 4	100,000 - 249,999	\$0.55	149,999
Tier 5	1 - 99,999	\$0.625	99,999
	Flat Fee	\$25,000	\$753,772

\*From Q1 2023 DMHC Report

Accordingly, IEHP requests approval of the program fees for participation in the 2024 IHA AMP for an amount not to exceed \$753,772.00.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Moussa 10/17/2023	H. Clear 10/31/23	M. Popka 10/23/23	J. Diekmann 10/17/23	E. Juhn 10/27/23

## QUALITY DEPARTMENT

### 32. APPROVE THE ADMINISTRATIVE SERVICES AGREEMENT WITH INTEGRATED HEALTHCARE ASSOCIATION

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Administrative Services Agreement with Integrated Healthcare Association (IHA) for the participation in the IHA Symphony Provider Directory for an amount not to exceed \$235,920 through December 31, 2026.

**Contact:**

Edward Juhn, Chief Quality Officer

**Background:**

As a Covered California Health Plan, IEHP is required to participate in the IHA Symphony Provider Directory. As the statewide platform for provider data management, IHA Symphony Provider Directory helps reduce administrative burden and supports compliance with Senate Bill 137 and other regulatory requirements. The IHA Symphony Provider Directory is a cloud-based technology platform that serves as a single source for provider directory data, including demographics, services, products, and networks. The IHA Symphony Provider Directory is not a consumer-facing directory but, by bringing the industry together to improve the quality of provider data, it ensures that consumers have the right information when choosing a physician or health plan online.

IEHP is currently contracted with IHA for participation in the Align.Measure.Perform Program through December 25, 2027. The service provided under the existing engagement is unrelated to this Symphony Provider Directory participation.

IHA was selected through a single source procurement. IEHP has determined that a single source procurement is justified because the good or service is:

- a. Single Source purchases from a specific vendor, where substitutes to the vendor or brand are unacceptable. Participation in the IHA Symphony Provider Directory is required for all Covered California Health Plans.

Additionally, IHA's Symphony Provider Directory is the sole solution for Covered California and IEHP is required to contract with IHA Symphony to meet plan reporting requirements.

**Discussion:**

The IHA Symphony Provider Directory is a collaborative data management platform that will allow IEHP and its contracted Providers to access, add, update and extract provider directory data to ensure that the most up-to-date information is available to share with IEHP Members. IHA will receive, collect, compile, and verify all data, plus report any Provider non-compliance issues to IEHP. IHA's ongoing oversight will ensure compliance with Covered California's directory requirements.

The costs associated with this Agreement are as follows:

<b>Fees</b>	<b>Amount</b>	<b>Count</b>	<b>Totals</b>
Set-up Fee	\$45,000.00	1	\$45,000.00
Per Provider Fees Y1	\$15.91	3,500	\$55,685.00
Per Provider Fees Y2	\$15.91	4,000	\$63,640.00
Per Provider Fees Y3	\$15.91	4,500	\$71,595.00
<b>Total</b>			<b>\$235,920.00</b>

To ensure compliance as a Covered California Health Plan, IEHP requests approval of this Agreement for an amount not to exceed \$235,920 through December 31, 2026.

<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
Included in CY2024 Budget	K. Moussa 10/17/23	H. Clear 10/20/23	M. Popka 10/20/23	J. Diekmann 10/16/2023	E. Juhn 10/27/23

**QUALITY DEPARTMENT**

**33. OVERVIEW OF 2023 MEDICAID AND MEDICARE CONSUMER ASSESSMENT OF HEALTH PROVIDERS & SYSTEMS ADULT MEMBER SATISFACTION SURVEY RESULTS**

**Recommended Action:**

Review and File

**Contact:**

Edward Juhn, Chief Quality Officer

**Background:**

The Consumer Assessment of Health Providers & Systems (CAHPS®) Adult Member Survey are National Committee for Quality Assurance (NCQA) required standardized member healthcare consumer satisfaction assessments. The survey identifies potential opportunities to improve Members’ experiences for participating health plans.

The 2023 CAHPS® surveys used a mail, telephonic, and online methodology approach.

1. For the Medi-Cal adult survey, a systematic random sample of IEHP Members, age 18 years or older as of December 31, 2022, who were continuously enrolled in IEHP for at least five of the last six months of 2022. A total of 187 completed surveys were received to yield a 10.4% response rate. The survey was collected using a mixed methodology approach (mail, telephone, and internet). The telephone surveys were conducted with Members who did not respond to the mail survey. The mail and telephone surveys were available in both English and Spanish versions.
2. The Medicare adult survey was not conducted due to the transition to D-SNP in January 2023.

**Discussion:**

**Medi-Cal 2022 CAHPS Results**

1. NCQA Health Plan Ratings methodology is used to assess both health plan ratings and accreditation scores. The following CAHPS® measures are used by NCQA in their Health Plan Ratings and Accreditation score for IEHP’s Medi-Cal line of business. This methodology uses benchmark cut points and assigns health plan rating scores to each measure. The Plan rating scores range from a low of 1 to a high of 5. Below is a summary of the benchmark cut points and the associated plan rating levels used in the NCQA Health Plan Ratings Methodology for the CAHPS measures.

<b>Plan Rating</b>	<b>National Percentile Range</b>
1	≤10 <sup>th</sup> percentile
2	>10 <sup>th</sup> and ≤33 <sup>rd</sup> percentile
3	>33 <sup>rd</sup> and ≤66 <sup>th</sup> percentile
4	>66 <sup>th</sup> and ≤90 <sup>th</sup> percentile
5	>90 <sup>th</sup> percentile

Included in this report are the CAHPS measures used determining IEHP’s NCQA Health Plan Ratings score:

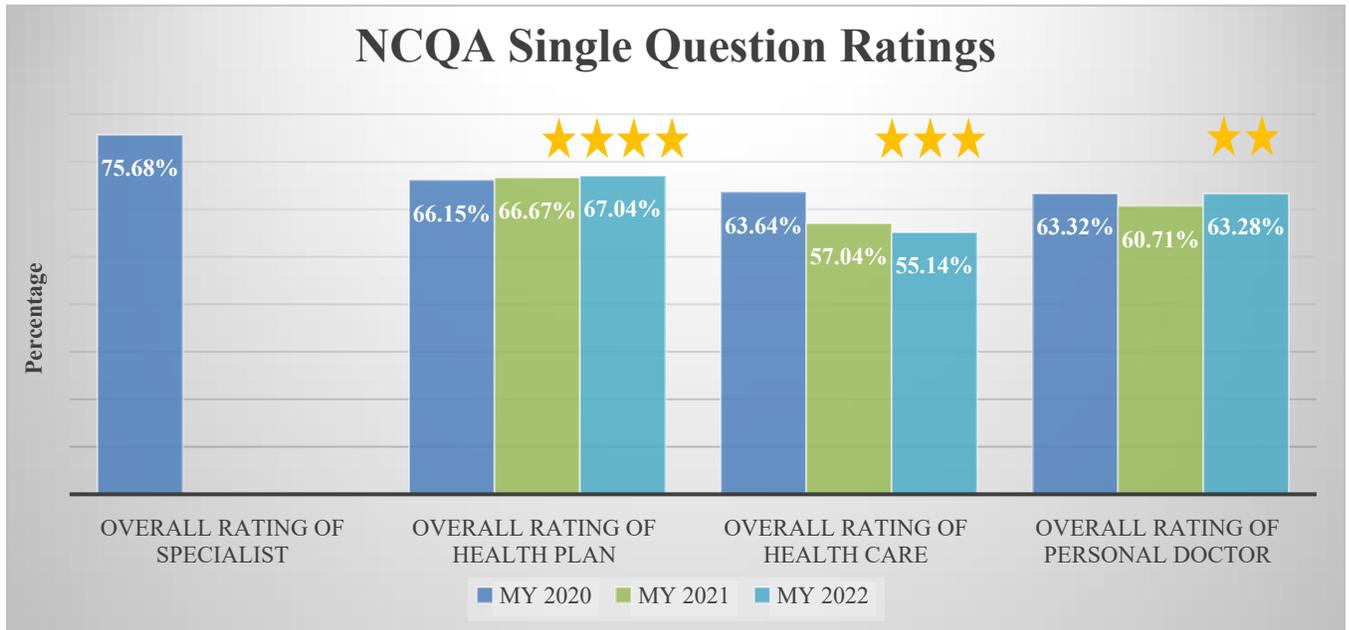
- a. CAHPS Single Question Ratings:
  - i. All Health Care
  - ii. Personal Doctor
  - iii. Specialist (seen most often)
  - iv. Health Plan
  
- b. CAHPS Composite Question Ratings:
  - i. Getting Needed Care (2 questions)
  - ii. Getting Care Quickly (2 questions)
  - iii. Coordination of Care (1 question)
  - iv. Health Plan Customer Service (2 questions)
  
- c. CAHPS HEDIS Measures:
  - i. Flu Vaccinations for Adults
  - ii. Advising Smokers and Tobacco Users to Quit

**NCQA Health Plan Ratings CAHPS Results Overview**

The following table summarizes the results of IEHP’s Medicaid Adult CAHPS survey for measurement years (MY) 2020 through 2022. Six out of the ten possible measures were not scorable (N/A) due to low survey response rates (defined as less than 100 responses).

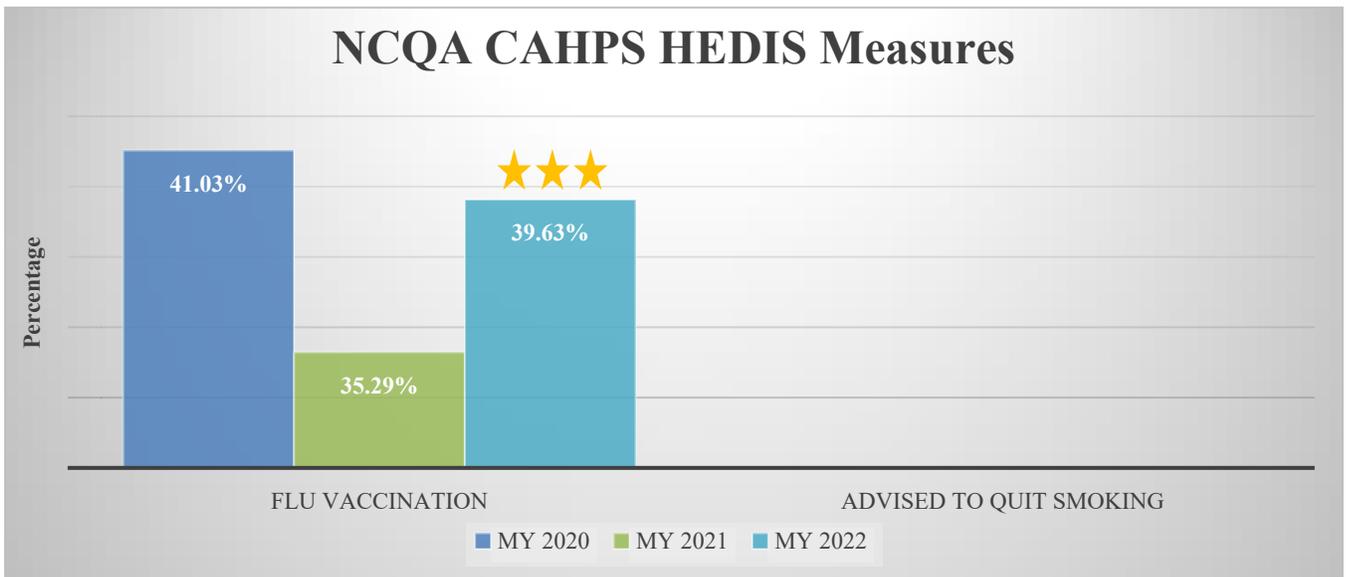
CAHPS Question	MY 2020	MY 2021	MY 2022
<b>Single Question Ratings</b>			
Rating of Specialist	75.68%	N/A	N/A
Rating of Health Plan	66.15%	66.67%	67.04%
Rating of Health Care	63.64%	57.04%	55.14%
Rating of Personal Doctor	63.32%	60.71%	63.28%
<b>Composite Question Ratings</b>			
Customer Service	91.26%	N/A	N/A
Getting Needed Care	83.72%	78.29%	N/A
Getting Care Quickly	81.42%	N/A	N/A
<b>HEDIS Measures</b>			
Flu Vaccination	41.03%	35.29%	39.63%
Advised to Quit Smoking	N/A	N/A	N/A

2. CAHPS Single Question Ratings: The CAHPS Survey uses a 0-10 rating (0 worst, 10 best) to assess Member’s Overall Ratings in key areas. The proportion of Members who selected a 9 or 10 response is depicted in the chart below, including prior year performance comparisons.



Note: Health Plan Rating (HPR) are based on 2023 Health Plan Ratings Benchmarks released in August 2023; Non-HPR measures are based on 2023 Quality Compass Benchmarks released in September 2023.

- Rating of Personal Doctor increased from <10<sup>th</sup> percentile to the 10<sup>th</sup> percentile, moving IEHP from a HPR of 1 star to a HPR of 2 stars.
  - Rating of All Health Care remained stable at the 33.33<sup>rd</sup> percentile with an HPR of 3 stars.
  - Rating of Health Plan remained stable at the 66.66<sup>th</sup> percentile with an HPR of 4 stars.
  - Rating of Specialists was not assigned a score due to the sample size being less than 100. This composite was not scorable for Health Plan Ratings for both MY 2021 and MY 2022 due to low response rates.
3. CAHPS Composite Question Ratings: The CAHPS Survey uses an “Always”, “Usually”, “Sometimes” or “Never” scale for Composite responses. As noted in the table above, none of the composite question measures were scorable for measurement year 2022 due to low response rates. Therefore, these measures were not factored into the scoring of IEHP’s overall Health Plan Ratings score.
  4. HEDIS CAHPS Measures: The results for the following CAHPS survey questions are used in Health Plan Ratings scoring and are also considered HEDIS measures. Trend results for ‘Flu Vaccinations for Adults’ and ‘Advising Smokers and Tobacco Users to Quit’ are depicted below.



Note: Health Plan Rating (HPR) are based on 2022 Health Plan Ratings Benchmarks released in August 2022; Non-HPR measures are based on 2022 Quality Compass Benchmarks released in September 2022.

- The Flu Vaccination rate improved by over 4 percentage points, however, the HPR score remained stable a 3-star rating.
- The Advising Smokers and Tobacco Users measure did not have enough responses to generate a HPR all three measurement periods.

5. Improvement Efforts: Below is a list of activities in 2022 and 2023 that support IEHP’s CAHPS measures performance:

#### **Performance Transparency with Providers and Provider Incentives**

- PCP and IPA incentive program to reward Providers who improve Member satisfaction scores (Global Quality P4P)
- PCP assignment quality attribute methodology-priority assignment of Members to providers with extended hours and/or urgent care affiliations
- Share Member Satisfaction survey results at the IPA and PCP level
- Conduct quality improvement Provider education visits that focus on CAHPS measure performance.
- Conduct Provider trainings on IEHP Provider access standards.
- Provider toolkits: Serve Well Customer Service

#### **Member Support Services**

- Gathering voice of the Member inputs to help inform and shape IEHP’s Member Experience strategies.
- IEHP hosted Flu Drives hosted at Community Resource Centers
- Video/Digital/Social Media Campaigns: Adolescent Wellness, Prenatal Care, Breastfeeding Awareness, Immunizations and COVID-19 education/support
- Mail Order Pharmacy Services: Members can receive prescription medications by mail delivered directly to their home

- v. Member Newsletters: Health tips such as adult/child preventive health, flu vaccine, immunizations, and management of chronic conditions, updates on programs, and important reminders for health.
- vi. Multidisciplinary Flu Workgroup: Internal IEHP workgroup focused on the development and implementation of interventions aimed at improving flu uptake
- vii. IEHP.org communications: Provides information on Member benefits, access to care, managing chronic conditions, healthy living, senior health, pregnancy and postpartum, weight management, kids/teen health, mental health and wellness, and links to community resources
- viii. Transportation and Interpreter Services: Improve scheduling process and transportation/interpreter access for Members to attend office visits

**Improving Access to Care**

- i. Network Expansion Fund to continue to expand IEHP Network
- ii. Continue to support and expand eConsult solution to Providers
- iii. Continue to support and expand telehealth solutions for Providers

**Improving Rating of Health Plan and All Health Care**

- i. Pharmacy prescription mail order program
- ii. Providing Complex Clinical Care Support to high-risk Members: IEHP’s Enhanced Care Management (ECM)
- iii. Ongoing LEAN Transformation – Improve departmental processes to provide the best service to Members and Providers

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	N/A	N/A	M. Popka 10/25/23	J. Diekmann 10/16/2023	Dr. Juhn 10/23/23

## **PROVIDER NETWORK DEPARTMENT**

### **34. DELEGATION OF AUTHORITY TO APPROVE THE FIFTH AMENDMENT TO THE MASTER SERVICES AGREEMENT WITH MDLIVE, INC. AND MDLIVE MEDICAL GROUP, P.A. – SUNRISE, FL**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer or his designee to negotiate and, upon legal review and approval, execute the Fifth Amendment to the Master Services Agreement with MD Live, Inc. and MDLive Medical Group, P.A., effective January 1, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

MD Live, Inc. and MDLive Medical Group, P.A. would like to participate in the Covered California lines of business.

**Discussion:**

The Amendment is to extend the term through December 31, 2024, replace their existing Exhibit C-Scope of Work and Schedule 3 (A) – MDLive Compensation. In addition, the new Exhibit G-Plan Licensing/State Requirements and the Covered California Addendums are being added to the Agreement.

**Fiscal Impact:**

Will be included in CY2024 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**35. DELEGATION OF AUTHORITY TO APPROVE THE AMENDMENT TO THE STATEMENT OF WORK TO THE MASTER SERVICES AGREEMENT WITH INFOMEDIA GROUP, INC. DBA CARENET HEALTHCARE SERVICES – SAN ANTONIO, TX**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer or his designee to negotiate and, upon legal review and approval, execute the Amendment to the Statement of Work to the Master Services Agreement with Infomedia Group, Inc. dba Carenet Healthcare Services, effective January 1, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

Infomedia Group, Inc. dba Carenet Healthcare Services would like to participate as a qualified health plan on Covered California, the California Health Benefit Exchange (“Covered California”) in the IEHP Network.

**Discussion:**

Covered California is one of the key strategic initiatives IEHP is implementing. To implement the CCA line of business in 2024, the Statement of Work with Infomedia Group, Inc. dba Carenet Healthcare Services will include the provision of nurse advice line services for IEHP’s Covered California Members beginning on January 1, 2024.

**Fiscal Impact:**

Will be included in CY2024 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**36. RATIFY AND APPROVE THE LETTER OF AGREEMENT WITH MEMORIALCARE LONG BEACH MEDICAL CENTER DBA MEMORIALCARE MILLER CHILDREN'S AND WOMEN'S HOSPITAL LONG BEACH – LONG BEACH**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Letter of Agreement with MemorialCare Long Beach Medical Center dba MemorialCare Miller Children's and Women's Hospital Long Beach, effective November 1, 2023.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

MemorialCare Long Beach Medical Center dba MemorialCare Miller Children's and Women's Hospital Long Beach would like to enter into a Letter of Agreement with IEHP for hospital services.

**Discussion:**

The Letter of Agreement was tailored to reflect the hospital services offered by MemorialCare Long Beach Medical Center dba MemorialCare Miller Children's and Women's Hospital Long Beach.

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**37. RATIFY AND APPROVE THE EIGHTH AMENDMENT TO THE CAPITATED IPA AGREEMENT WITH ALPHA CARE MEDICAL GROUP, INC. - PASADENA**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Eighth Amendment to the Capitated IPA Agreement with Alpha Care Medical Group, Inc. effective January 1, 2024.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

Alpha Care Medical Group, Inc. is currently a contracted IPA in the IEHP Network.

**Discussion:**

The Amendment is to replace the Schedule B1 of Attachment B (Medi-Cal) Division of Financial Responsibility.

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**38. RATIFY AND APPROVE THE AGREEMENT TO REINSTATE, AMEND AND EXTEND THE HOSPITAL PER DIEM AGREEMENT WITH BEHAVIORAL HEALTH SERVICES FOR AURORA CHARTER OAK LOS ANGELES, LLC - COVINA**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Agreement to Reinststate, Amend and Extend the Hospital Per Diem Agreement for Behavioral Health Services with Aurora Charter Oak Los Angeles, LLC, effective July 1, 2023.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

Aurora Charter Oak Los Angeles, LLC is currently a contracted Hospital in the IEHP Network.

**Discussion:**

The Agreement is to extend the term through January 31, 2024. All other items and conditions of the Agreement remain in full force and effect.

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**39. RATIFY AND APPROVE THE THIRTEENTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH VERITAS HEALTH SERVICES, INC. DBA CHINO VALLEY MEDICAL CENTER - CHINO**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Thirteenth Amendment to the Hospital Per Diem Agreement with Veritas Health Services, Inc. dba Chino Valley Medical Center effective October 1, 2023.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

Veritas Health Services, Inc. dba Chino Valley Medical Center is currently a contracted Hospital in the IEHP Network.

**Discussion:**

The Agreement is to extend the term through December 31, 2023. All other items and conditions of the Agreement remain in full force and effect.

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

**PROVIDER NETWORK DEPARTMENT**

**40. RATIFY AND APPROVE THE PARTICIPATING PROVIDER AGREEMENT WITH CORONA ANESTHESIA GROUP, INC. – EL SEGUNDO**

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Participating Provider Agreement with Corona Anesthesia Group, Inc. effective November 1, 2023.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

Corona Anesthesia Group, Inc. would like to participate in the IEHP Network.

**Discussion:**

The new Participating Provider Agreement was tailored to reflect the hospital based anesthesia services offered by Corona Anesthesia Group, Inc.

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

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## PROVIDER NETWORK DEPARTMENT

### 41. APPROVAL OF THE STANDARD TEMPLATES

**Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the IEHP Standard Template Agreements, referenced below in section (d), and authorize the Chief Executive Officer or his designee to execute the templates, wherein the body of the document remains unchanged except for the identifying information of the individual provider and non-material changes per individual provider requirements.

**Contact:**

Keenan Freeman, Chief Financial Officer

**Background:**

IEHP contracts with physicians and other providers using Governing Board approved Standard Template Agreements. On a periodic basis IEHP reviews the IEHP Direct Standard Templates and updates are made to the templates, as necessary. The Governing Board has authorized the Chief Executive Officer to sign the Agreement in lieu of having the Chair of the Governing Board execute the documents.

**Discussion:**

The following new standard templates are being presented to the Governing Board for ratified approval:

- 1) Master Attachment A - Intermediate Care Facilities for the Developmentally Disabled
- 2) Master Attachment B - Intermediate Care Facilities for the Developmentally Disabled
- 3) Master Hospice Agreement (Excluding Medicare)
- 4) Master Attachment A – Hospice Services
- 5) Master Attachment B (Excluding Medicare) – Compensation

**Fiscal Impact:**

None

**Financial Review:**

N/A

**Reviewed by Counsel:**

Yes

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## PROVIDER NETWORK DEPARTMENT

### 42. APPROVAL OF THE EVERGREEN CONTRACTS

#### **Recommended Action:**

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the listed Evergreen Contracts for an additional one (1) year to five (5) year term.

#### **Contact:**

Keenan Freeman, Chief Financial Officer

#### **Background:**

An Evergreen Contract is a contract that automatically renews on the same terms and subject to the same conditions as the original agreement unless sooner terminated in accordance with the terms and conditions.

#### **Discussion:**

Renewal under the Evergreen Clause of the following Agreements effective, December 1, 2023:

Additional one (1) year term:

- 1) Crystal Care Villa - Residential Care for the Elderly – Joshua Tree
- 2) Mountain View Centers - Residential Care for the Elderly - Montclair

Additional three (3) year term:

- 3) Barstow Primary Care Clinic- Participating Provider Agreement - Specialist– Apple Valley
- 4) Sameer Gupta - Participating Provider Agreement – Specialist – Temecula

Additional five (5) year term:

- 5) Bighorn Hearing Aid Center Inc- Ancillary Agreement– Rancho Mirage
- 6) Bioventus LLC- Ancillary Agreement Provider Agreement – Cordova
- 7) Aline S Aguilar dba Aline Aguilar - Behavioral Health Participating Provider Agreement – Upland
- 8) Charter Hospice of Colton LLC - Behavioral Health Participating Provider Agreement – Colton
- 9) Christa Marie Lamont dba -Lamont Counseling Services - Behavioral Health Participating Provider Agreement – Riverside
- 10) Hefziba Marriage and Family Counseling Center APC - Behavioral Health Participating Provider Agreement – Northridge
- 11) Janet Carrasco dba - Janet Carrasco LCSW- Behavioral Health Participating Provider Agreement – Rancho Cucamonga
- 12) Katherine C Newell Tristan dba Katherine Clair Tristan LCSW PC- Behavioral Health Participating Provider Agreement – San Bernardino
- 13) Peter E Stocks- Behavioral Health Participating Provider Agreement – Menifee
- 14) Rosalina Becerra- Behavioral Health Participating Provider Agreement – Victorville
- 15) Sheree Lynn Earle dba Sheree Earle LCSW- Behavioral Health Participating Provider Agreement – Alta Loma

- 16) Laura A Norton dba Norton Delgado Family Medicine- Behavioral Health Participating Provider Agreement – Rancho Cucamonga
- 17) Sushil Anand MD FAAP Inc dba Sunshine Pediatrics - Fee-For-Service Primary Care Provider Agreement – Upland
- 18) Carewell Medical Group Inc dba Carewell Arthritis Center- Participating Provider Agreement - Specialist – Apple Valley
- 19) Lori L Vanyo MD FACS INC - Participating Provider Agreement – Specialist - Adelanto
- 20) Matthew R Zapf MD- Participating Provider Agreement - Specialist- Palm Springs
- 21) Mohammad Kaleem Uddin- Participating Provider Agreement – Specialist – Murrieta
- 22) Stephen Boykins DPM dba SoCal Podiatry - Participating Provider Agreement – Specialist – Moreno Valley
- 23) University Pain Consultants Inc - Participating Provider Agreement – Specialist – San Bernardino
- 24) Direct Dermatology Professionals PC- Participating Provider Agreement – Specialist – Manteca dba La Verne Medical Urgent Care - Fee-For-Service Primary Care Provider Agreement – La Verne

**Fiscal Impact:**

Included in CY2023 Budget

**Financial Review:**

N/A

**Reviewed by Counsel:**

N/A

## **ADMINISTRATION**

### **43. CHIEF EXECUTIVE OFFICER UPDATE**

**Recommended Action:**

Review and File

**Contact:**

Jarrod McNaughton, Chief Executive Officer

**Discussion:**

Chief Executive Officer update for the November 13, 2023, Governing Board Meeting.

# Governing Board Meeting



**CEO BOARD REPORT**

*Nov. 13, 2023*

# IEHP MONTHLY MEMBERSHIP REPORT

MONTH	FORECAST MEMBERSHIP	ACTUAL MEMBERSHIP	+ OR – FORECAST	+ OR – LAST MONTH
September 2023	1,643,581	1,676,391	32,810	(13,008)
October 2023	1,652,813	1,647,872	(4,941)	(28,519)
November 2023	1,643,160	1,636,477	(6,683)	(11,395)



# MISSION MOMENT – MORE THAN PINK WALK

- COO Susie White and a team of more than 200 walkers participated in the Susan G. Komen More than Pink walk for breast cancer on Oct. 8 in Murrieta.
- The team raised more than \$10,000 and were even crowned Top Fundraising Team. Funds raised will help support breast cancer research.



# COVERED CALIFORNIA ENROLLMENT EVENT

- Community members attended event celebrating IEHP joining Covered California at the Community Resource Center in San Bernardino on Nov. 2.
- Attendees included Riverside County Supervisor & IEHP Governing Board Chair Karen Spiegel, IEHP Governing Board Member Daniel Anderson, and Doug McKeever, chief deputy executive director of Covered California.



# FIRST COVERED CALIFORNIA OPEN ENROLLMENT

- Open Enrollment for the general public for Covered California kicked off Nov. 1.
- Enrollment Specialist Gricelda Sanchez completed the first Internal Sales Silver plan enrollment and helped a member save over \$100 a month by joining IEHP Covered.



# REIGNITING REDETERMINATION EFFORTS

- IEHP is reigniting our redetermination efforts.
- Our outreach has allowed us to connect with only 24% of our members. Although we've noticed greater success with connecting when a member calls directly into IEHP.
- Everyone can help spread awareness by letting your family and friends know they should turn in any forms received from the Medi-Cal office to ensure they keep their coverage.

Call IEHP's Eligibility team at  
**888-860-1296**  
Monday-Friday, 8am-5pm

**REMEMBER:**

It's important that Medi-Cal enrollees keep their information current with their county. This includes:

 Name  Address  Phone  E-mail

**IE**  **HP**



# NCQA ACCREDITATION

- IEHP officially pursuing NCQA's Health Equity Accreditation.
- Health Equity Accreditation is required by Covered California as part of its quality program requirements.
- NCQA's Health Equity Accreditation program focuses on the reduction of health disparities by:
  - Building an internal culture and infrastructure that supports health equity work.
  - Collecting data, which will be used to create language services and provider networks that are sensitive to a member's cultural and linguistic needs.
  - Identifying opportunities to improve care.
- IEHP will receive official results from NCQA on Dec. 11, 2023.



# QUALITY INNOVATION CHALLENGE SHOWCASE

- You are invited to share your expertise and insights to help select the most promising health care solutions from our Quality Innovation Challenge finalists.
- Showcase categories include how might we best solve for:
  - Child & adolescent well-care visits
  - Quality management best practices
  - Member redetermination & retention and family unit care
- The showcase will take place at 1 – 4 p.m. on Dec. 12 at IEHP.



**YOU ARE INVITED!**

*Quality*  
**INNOVATION CHALLENGE**

**WHEN**  
December 12, 2023  
1 - 4 p.m.

**WHERE**  
Inland Empire Health Plan  
10801 Sixth St.,  
Rancho Cucamonga, CA 91730



# Manifest MedEx Designation

- Designated as a Qualified Health Information Organization (QHIO) to help meet CalAIM and public health goals of advancing health equity and whole-person care.
- Manifest MedEx has met the requirement of the California Health and Human Services Data Exchange Framework (DxF).
- IEHP has selected Manifest MedEx to serve as its QHIO to meet new DxF requirements that start Jan. 1, 2024.



**Manifest**  
MEDEX



# HOSPITAL BEST PRACTICE COLLABORATIVE

- Second Inland Empire Hospital Best Practice Collaborative held at IEHP on Oct. 18.
- Sessions featured lectures on the foundations of the CMS Star Rating Methodology, process and performance improvement, IEHP quality initiatives and how to leverage ongoing partnerships with industry leaders to improve quality care in the region.



# PROVIDER DINNER SERIES

- Twenty providers attended the Oct. 11 dinner at Fleming's Prime Steakhouse in Rancho Cucamonga.
- Topics discussed included an overview of the Enhanced Care Management program, transportation benefits for members, the Global Quality Pay for Performance program budget, the Network Expansion fund, MCO provider tax and IEHP Covered.
- November and December will be on hiatus. Dinner series will resume in Jan. 2024.



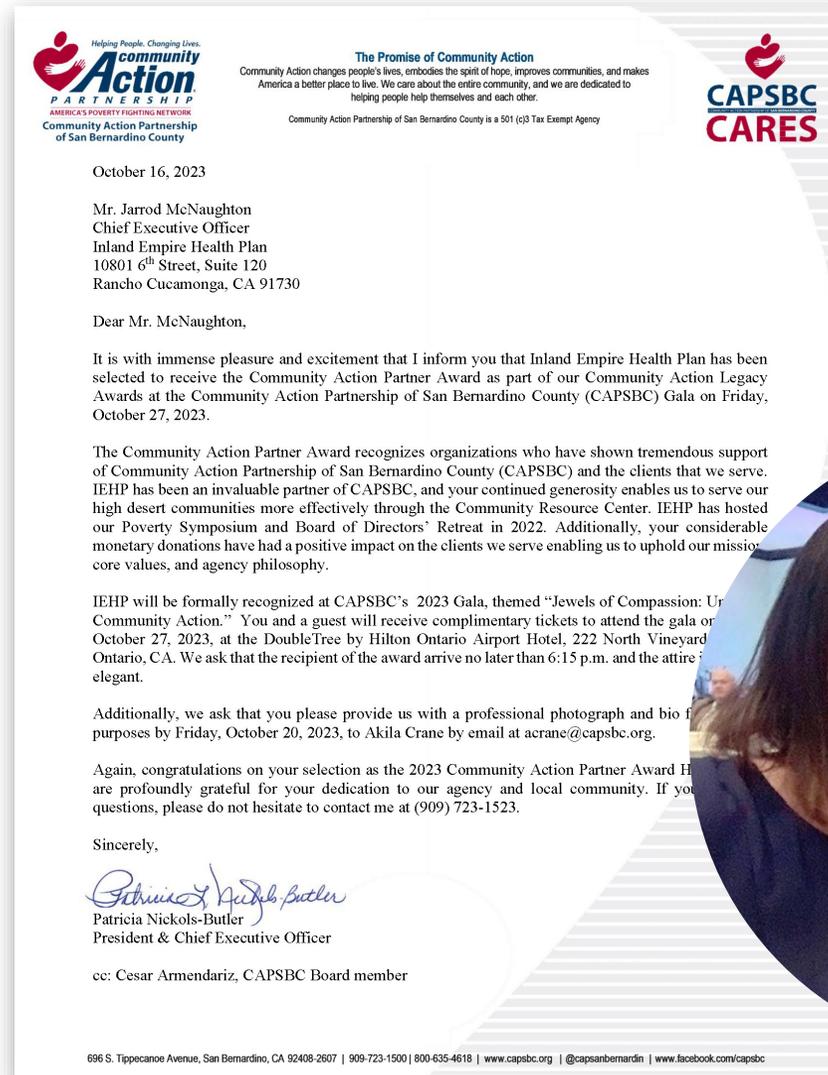
# HEALTHCARE SCHOLARSHIP FUND DINNER

- Healthcare Scholarship Fund recipients attended a Nov. 1 dinner at IEHP.
- The future nurse practitioners and physicians represented Loma Linda University, University of California Riverside and California University of Science and Medicine.



# IEHP RECEIVES COMMUNITY ACTION PARTNER AWARD

- Named this year's recipient of the Community Action Partner Award by the Community Action Partnership of San Bernardino County (CAPSBC).
- Award recognizes organizations who have shown tremendous support of CAPSBC and the clients they serve.
- IEHP was honored for its donations and service to high desert communities during the 2023 gala on Oct. 27.



# IEHP EXECS PRESENT AT CONFERENCES

- **Jarrold McNaughton, MBA, FACHE**
  - Oct. 11-13: California Economic Summit  
*Topic: “Using a Co-Investment Model to Address Regional Workforce Demand Issues”*
  - Oct. 18: DHCS Quality & Health Equity Summit  
*Topic: Medi-Cal Managed Care Plan Systemic Quality Transformation*
  - Oct. 23-25: California Association of Health Plans (CAHP) Annual Conference  
*Topic: Medi-Cal Redetermination*
- **Chief Quality Officer Ed Juhn, MD, MBA, MPH**
  - Oct. 11: Covered California – CalPERS Clinical Leaders Forum  
*Topic: Health Related Social Needs*
  - Oct. 18: DHCS Quality & Health Equity Summit  
*Topic: Medi-Cal Managed Care Plan Systemic Quality Transformation*
  - Oct. 26: USC Executive Master of Health Administration  
*Topic: Enterprise Approach to Quality*



# IEHP EXECS PRESENT AT CONFERENCES

- **Chief Medical Officer Takashi Wada, MD, MPH**
  - Oct. 18: DHCS Quality & Health Equity Summit  
*Topic: Maternal, Infant and Adolescent Health*
- **VP of Health Equity Lorena Chandler, MPH**
  - Oct. 10: Inland Empire Economic Partnership's Latino Summit  
*Topic: Latino Communities and Health Care*
- **VP of Hospital Relations Sylvia Lozano, MHA, FACHE, CPHQ, CPHRM, HACCP, LSSGB**
  - Oct. 16: 2023 HQI and Hospital Council Annual Conference  
*Topic: Leveraging Relationships to Drive Quality (Workforce Support).*



# GOV. NEWSOM APPOINTMENT

- Team member Jose Solorzano, a physical accessibility review specialist, was recently re-appointed to the State Independent Living Council by Gov. Newsom.
- He has served on the Council since 2019.



# HALLOWEEN SPOOKTACULAR EVENT

- In-person event held Oct. 31.
- Prizes awarded for best costumes and best performances.



October 2023  
IEHP Halloween Spooktacular



# *Governing Board Meeting*

**THANK YOU!**

## **FINANCE DEPARTMENT**

### **44. REVIEW OF THE MONTHLY FINANCIALS**

**Recommended Action:**

Review and File

**Contact:**

Keenan Freeman, Chief Financial Officer

**Discussion:**

Monthly Financials for Period Ending September 30, 2023.

# FINANCE DIVISION

September 2023

## MONTHLY FINANCIALS

Presented  
November 13, 2023



# Actual vs Budget - Consolidated

	September Month-to-Date			September Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Total Revenue</b>	\$ 567,364,319	\$ 573,734,480	\$ (6,370,161)	\$ 5,277,448,308	\$ 5,255,073,553	\$ 22,374,755
<b>Total Medical Costs</b>	\$ 523,538,578	\$ 535,881,655	\$ 12,343,077	\$ 4,703,484,370	\$ 4,841,608,518	\$ 138,124,148
<b>Total Operating Expenses</b>	\$ 33,004,153	\$ 40,408,064	\$ 7,403,911	\$ 301,211,876	\$ 354,257,055	\$ 53,045,179
<b>Total Non Operating Income (Expense)</b>	\$ 9,354,027	\$ 3,272,728	\$ 6,081,299	\$ 53,249,150	\$ 30,036,246	\$ 23,212,904
<b>Non-Medi-Cal/Medicare Expenses</b>	\$ 730,303	\$ 666,667	\$ (63,636)	\$ 6,704,806	\$ 6,000,000	\$ (704,806)
<b>Net Surplus (Deficit)</b>	\$ 19,445,311	\$ 50,822	\$ 19,394,490	\$ 319,296,406	\$ 83,244,226	\$ 236,052,180

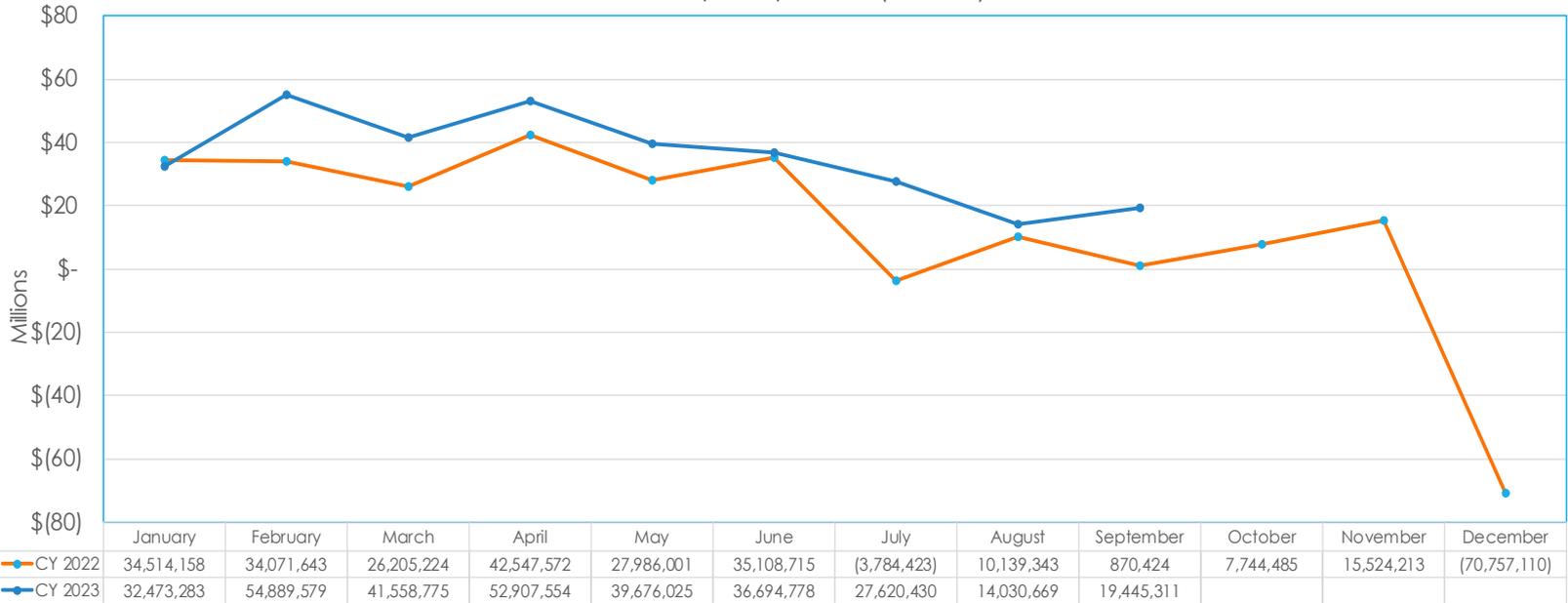
## Highlights for the Month:

- The unfavorable revenue variance compared to budget is primarily due to the unfavorable Prop 56 MLR reserve quarterly adjustment and lower-than-expected Adult member months partially offset by higher-than-expected MCE Non-Dual and SPD Full Dual member months, Part A/B member months and risk scores, and favorable SBHIP revenue.
- The favorable medical cost variance compared to budget is primarily due to the favorable Prop 56 quarterly expense and GEMT adjustments, lower-than-expected program start up funding, and favorable inpatient claims partially offset by unfavorable claims expenses due to higher utilization of BHT, Transportation, and HCBS Other services, SBHIP expense adjustment set equal to revenue, professional and outpatient claims expenses, and capitation expense.
- The favorable operating expense variance compared to budget is primarily due to IT project delays and underutilization.
- The favorable non-operating income (expense) variance compared to budget is primarily due to higher-than-expected interest income.



# Net Surplus Year-Over-Year - Consolidated

Consolidated  
Net Surplus by Month (Actuals)



# Actual vs Budget: Medi-Cal

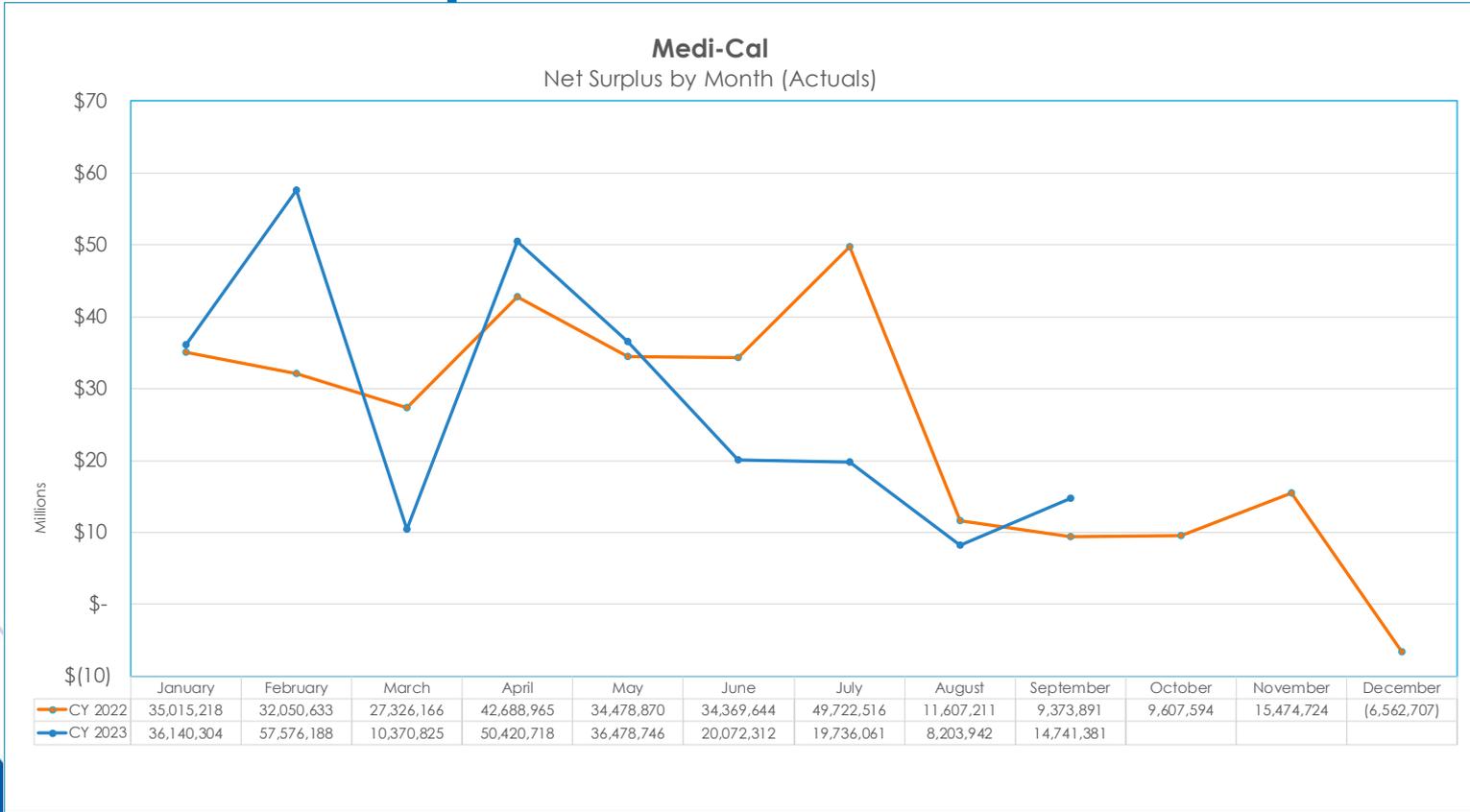
	September Month-to-Date			September Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Total Revenue</b>	\$ 507,189,651	\$ 516,341,086	\$ (9,151,435)	\$ 4,728,916,391	\$ 4,735,429,600	\$ (6,513,209)
<b>Total Medical Costs</b>	\$ 466,709,934	\$ 483,270,223	\$ 16,560,289	\$ 4,223,625,442	\$ 4,376,912,787	\$ 153,287,345
<b>Total Operating Expenses</b>	\$ 28,623,624	\$ 35,419,216	\$ 6,795,592	\$ 262,561,268	\$ 310,115,198	\$ 47,553,930
<b>Total Non Operating Income (Expense)</b>	\$ 2,885,289	\$ 2,833,728	\$ 51,561	\$ 11,010,795	\$ 25,732,957	\$ (14,722,162)
<b>Net Surplus (Deficit)</b>	\$ 14,741,381	\$ 485,375	\$ 14,256,006	\$ 253,740,476	\$ 74,134,571	\$ 179,605,905

## Highlights for the Month:

- The unfavorable revenue variance compared to budget is primarily due to the unfavorable Prop 56 MLR reserve quarterly adjustment and lower-than-expected Adult member months partially offset by higher-than-expected MCE Non-Dual and SPD Full Dual member months, and favorable SBHIP revenue.
- The favorable medical cost variance compared to budget is primarily due to the favorable Prop 56 quarterly expense and GEMT adjustments, inpatient claims, and lower-than-expected medical G&A partially offset by unfavorable claims expenses due to higher utilization of BHT, Transportation, and HCBS Other services, SBHIP expense adjustment set equal to revenue, professional claims expense, and capitation expense.
- The favorable operating expense variance compared to budget is primarily due to IT project delays and underutilization.



# Net Surplus Year-Over-Year: Medi-Cal



# Actual vs Budget: D-SNP

	September Month-to-Date			September Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Total Revenue</b>	\$ 60,203,556	\$ 57,393,394	\$ 2,810,162	\$ 538,839,251	\$ 519,643,954	\$ 19,195,297
<b>Total Medical Costs</b>	\$ 56,393,933	\$ 52,611,432	\$ (3,782,501)	\$ 492,467,727	\$ 464,695,731	\$ (27,771,996)
<b>Total Operating Expenses</b>	\$ 4,380,529	\$ 4,988,848	\$ 608,319	\$ 38,650,608	\$ 44,141,857	\$ 5,491,249
<b>Total Non Operating Income (Expense)</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Net Surplus (Deficit)</b>	\$ (570,906)	\$ (206,885)	\$ (364,021)	\$ 7,720,916	\$ 10,806,366	\$ (3,085,450)

## Highlights for the Month:

- The favorable revenue variance compared to budget is primarily due to higher-than-expected Part A/B member months and risk scores.
- The unfavorable medical cost variance compared to budget is primarily due to unfavorable inpatient, outpatient, and professional claims expenses partially offset by lower-than-expected medical G&A.



# Net Surplus Year-Over-Year: D-SNP

**DSNP**  
Net Surplus by Month (Actuals)



# Actual vs Budget: CMC

	September Month-to-Date			September Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ (28,888)	\$ -	\$ (28,888)	\$ 9,692,666	\$ -	\$ 9,692,666
Total Medical Costs	\$ 184,711	\$ -	\$ (184,711)	\$ (12,858,799)	\$ -	\$ 12,858,799
Total Operating Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Non Operating Income (Expense)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net Surplus (Deficit)	\$ (213,599)	\$ -	\$ (213,599)	\$ 22,551,465	\$ -	\$ 22,551,465

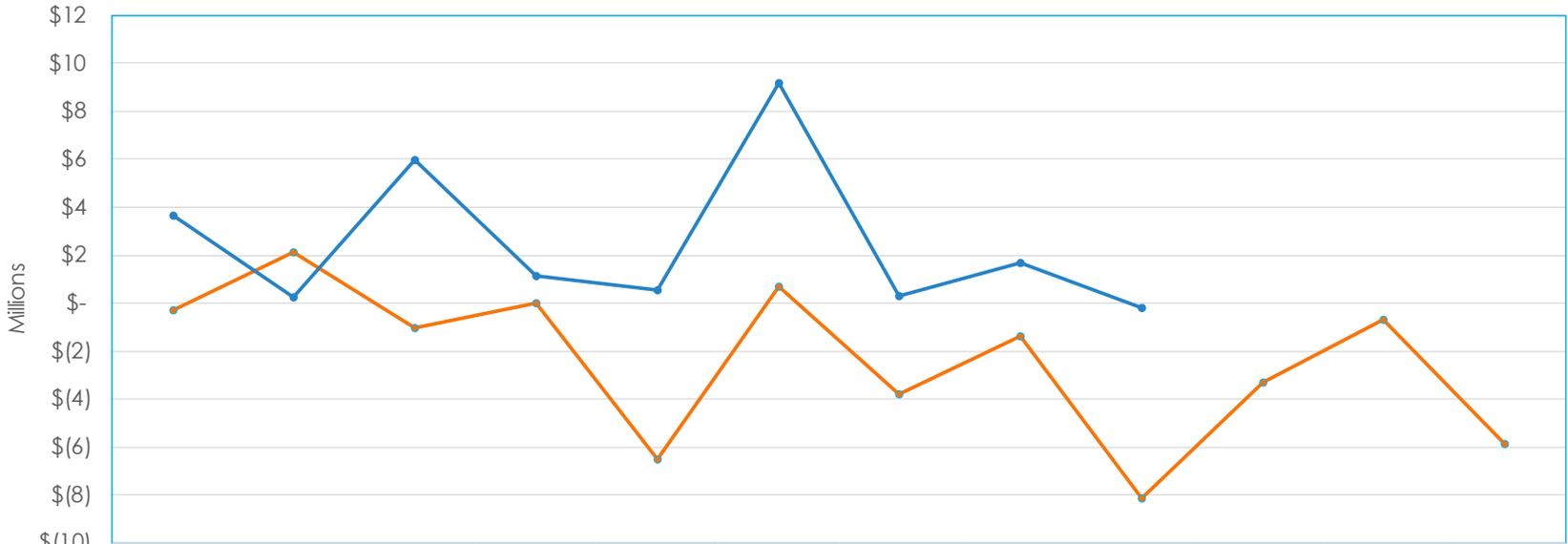
Highlights for the Month:

Note: The CMC line of business ended December 31, 2022, and all subsequent activity pertains to prior period dates of service.



# Net Surplus Year-Over-Year: CMC

CMC  
Net Surplus by Month (Actuals)



	January	February	March	April	May	June	July	August	September	October	November	December
CY 2022	(278,881)	2,115,459	(1,028,438)	11,671	(6,527,522)	687,240	(3,783,239)	(1,362,457)	(8,141,666)	(3,293,820)	(709,001)	(5,881,050)
CY 2023	3,672,639	249,736	5,998,282	1,159,759	548,785	9,174,813	288,010	1,673,040	(213,599)			



# Balance Sheet – Current Month vs Prior Month

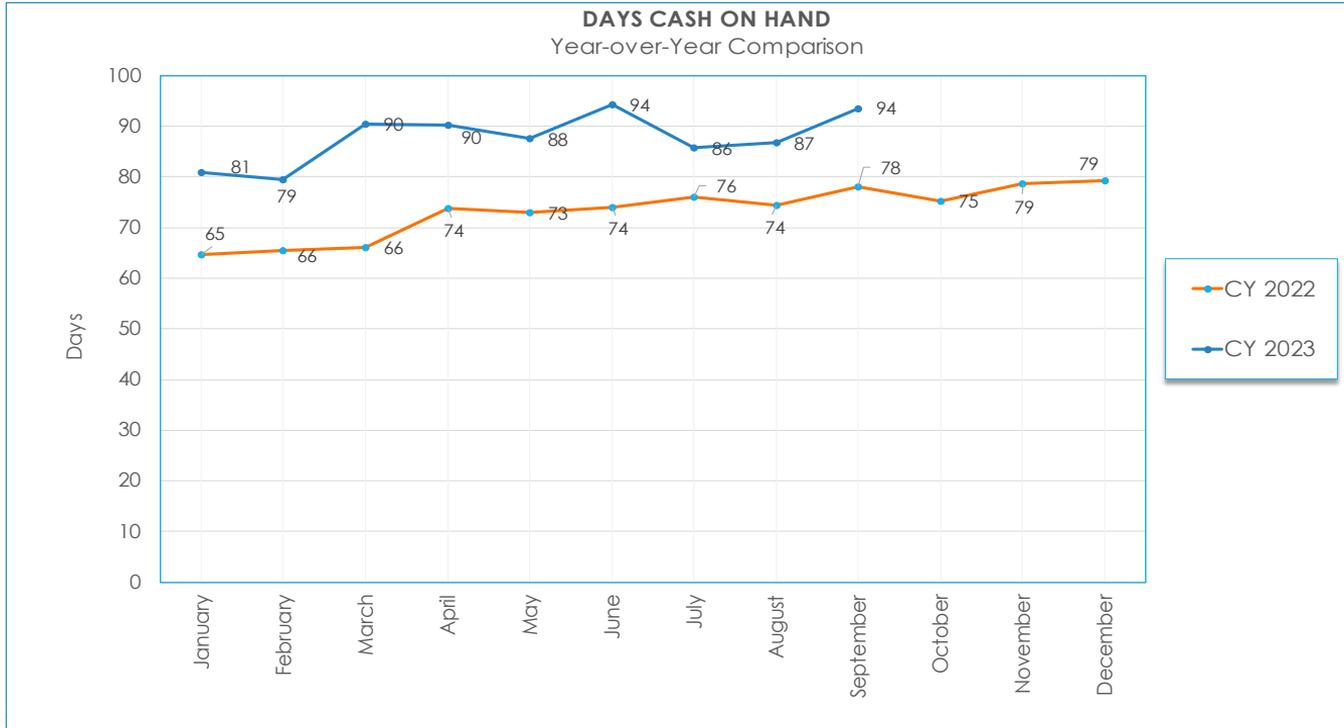
	Sep-23	Aug-23	Variance
<b><u>Assets and Deferred Outflows</u></b>			
Current Assets	\$ 3,005,680,515	\$ 2,396,257,371	\$ 609,423,144
Long Term Receivables	\$ 48,353	\$ 51,286	\$ (2,933)
Capital Assets	\$ 254,512,543	\$ 249,583,255	\$ 4,929,288
Deferred Outflows of Resources	\$ 70,903,506	\$ 70,903,506	\$ -
Net Other Assets	\$ -	\$ -	\$ -
<b>Total Assets and Deferred Outflows</b>	<b>\$ 3,331,144,917</b>	<b>\$ 2,716,795,417</b>	<b>\$ 614,349,500</b>
<b><u>Liabilities, Deferred Inflows, and Net Position</u></b>			
Current Liabilities	\$ 1,648,165,430	\$ 1,052,844,152	\$ 595,321,278
Long-Term Liabilities	\$ 52,862,837	\$ 53,277,004	\$ (414,168)
Deferred Inflows	\$ 571,062	\$ 573,984	\$ (2,922)
Net Position	\$ 1,629,545,589	\$ 1,610,100,277	\$ 19,445,311
<b>Total Liabilities, Deferred Inflows, and Net Position</b>	<b>\$ 3,331,144,917</b>	<b>\$ 2,716,795,417</b>	<b>\$ 614,349,500</b>

## Highlights for the Month:

- Increase in Current Assets and Current Liabilities is primarily due to directed payments for PHDP \$255M and EPP \$64M, HQAF pass-through payment of \$200M, and D-SNP \$73M payment for October received in September.



# Days Cash on Hand



## Highlights for the Month:

- \$73M D-SNP payment for October received in September
- \$46M less claims paid in September

Note: Days Cash on Hand calculation excludes pass-thru receipts and payments effective January 2023.



# Acronyms & Definitions

BHT – Behavioral Health Treatment for members under the age of 21

CMC – Cal MediConnect (part of the Duals Demo Pilot)

COA – Category of Aid

CY– Calendar Year

D-SNP – Dual Eligible Special Needs Plan (Medicare and Medi-Cal)

EPP – Enhanced Payment Program

G&A – General & Administrative

GEMT – Ground Emergency Medical Transportation

HCBS – Home and Community-Based Services

HHIP – Housing and Homelessness Incentive Program

HQAF – Hospital Quality Assurance Fee

IBNR – Incurred But Not Reported

IT – Information Technology

LTC – Long Term Care

MCE – Adult Medi-Cal Expansion population

MCO – Managed Care Organization

MLR – Medical Loss Ratio

MOT – Major Organ Transplant

P4P – Pay for Performance

PHDP – Private Hospital Directed Payment

SBHIP – Student Behavioral Health Incentive Program

SIS/UIS – Satisfactory Immigration Status/Unsatisfactory Immigration Status

SPD – Seniors and Persons with Disabilities



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## OPERATIONS DEPARTMENT

### 45. REVIEW OF THE 2022 IPA PERFORMANCE EVALUATION TOOL

**Recommended Action:**

Review and File

**Contact:**

Susie White, Chief Operating Officer

**Background:**

IEHP developed the Performance Evaluation Tool (PET) to assess the Plan's contracted Medi-Cal IPAs in multiple operational areas. IEHP uses the PET to determine the level of compliance by each IPA in meeting:

- 1) Contractual responsibilities,
- 2) IEHP standards including regulatory compliance, and
- 3) Administering delegated duties.

**Discussion:**

On an annual basis, IEHP evaluates each Medi-Cal IPA's performance and compliance with IEHP's policies and procedures and contractual requirements using the IPA Performance Evaluation Tool (PET).

Performance is reviewed and scored in seven (7) functional areas that are monitored by IEHP through audits, monthly reporting requirements, contractual performance compliance, and other activities the IPA participates in throughout the contract year in the following functional areas:

- 1) Claims,
- 2) Communication,
- 3) Encounter Data,
- 4) Finance,
- 5) Grievance & Appeals,
- 6) Delegation Oversight Audit Results, and
- 7) Delegate Reporting & Member Access Audit.

The PET results are used to help determine if IEHP should continue its contractual relationship with the IPA and the term of the contract to be offered.

Based on PET scores, IEHP extends the IPA contract term as follows:

<u>Score</u>	<u>Contract Term</u>
95% or above	3 years
85% to 94.99%	2 years
80% to 84.99%	1 year
Less than 80%	Non-renewal

The following includes a comparison of IPA scores from 2021 to 2022.

IPA	2021	2022
Alpha Care Medical Group	80%	69%
Dignity Health Medical Network	77%	78%
Horizon Valley Medical Group	88%	88%
Optum Care Network Inland Faculty Medical Group	88%	87%
La Salle Medical Associates	78%	75%
Physicians Health Network	80%	88%

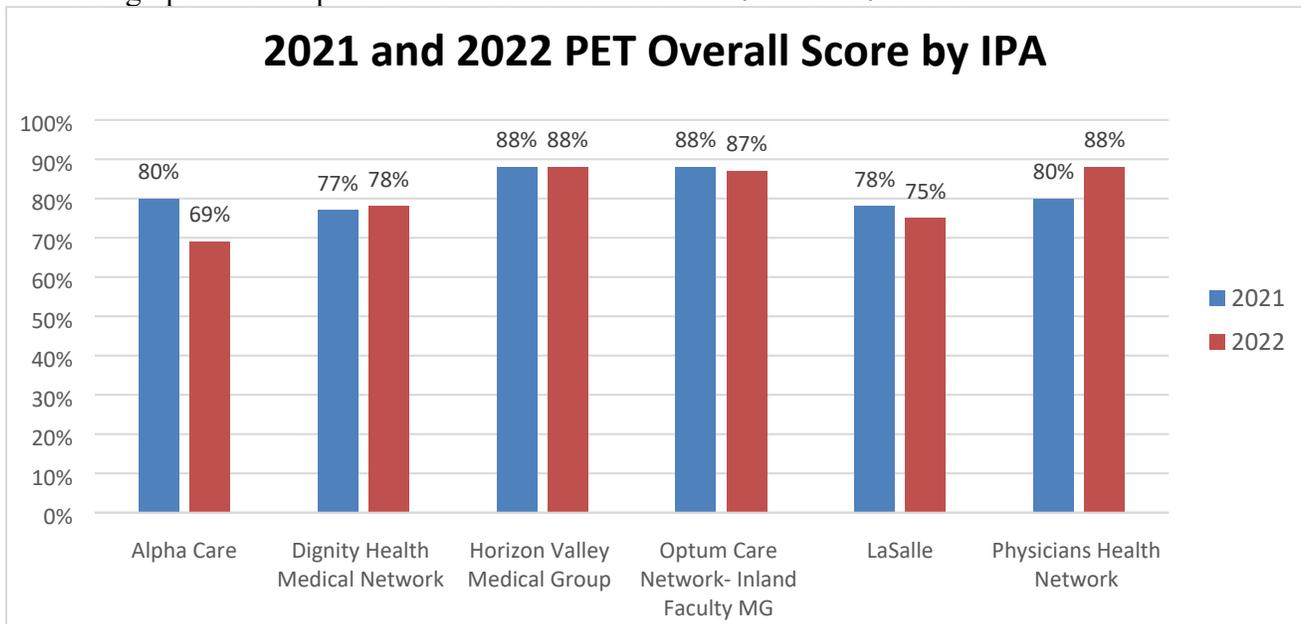
Three (3) IPAs fell below the 80% minimum threshold for 2022.

- Alpha Care Medical Group (ACMG) continued to struggle with Claims and declined in the Encounter Data, Financial Viability, Delegate Reporting & Member Access portion of the audit.
- Dignity Health Medical Network (DHMN) continued to struggle with Claims and declined in the Financial Viability and Delegate Reporting & Member Access portion of the audit.
- La Salle Medical Associates (LSMA) continued to struggle with Claims and declined in the Financial Viability and Delegate Reporting & Member Access portion of the audit.

IEHP took the following actions to address the declines noted in the IPA Performance Evaluation Tool (PET) including:

- Issuing of Corrective Action Plans (CAPs)
- Freezing of member auto assignment
- Financial Sanction

The graph below represents the final scores for the 2021 and 2022 PET.



POLICY AGENDA

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<b>Fiscal Impact</b>	<b>Financial Review</b>	<b>Procurement Review</b>	<b>Reviewed by Counsel</b>	<b>Director Approval</b>	<b>Chief Approval</b>
None	N/A	N/A	N/A	J. Ortega 10/13/2023	S. White 10/19/2023



## Performance Evaluation Tool

Juan Ortega, Director of Delegation Oversight

## Background

Performance Evaluation Tool (PET) determines the level of compliance by each Medi-Cal IPA in meeting:

- Contractual Responsibilities,
- IEHP Standards, including Regulatory Compliance, and
- Administering Delegated Duties

# Discussion

Medi-Cal IPAs performance is reviewed and scored in 7 functional areas:

1. Claims,
2. Communication,
3. Encounter Data,
4. Finance,
5. Grievance & Appeals,
6. Delegation Oversight Audit Results, and
7. Delegate Reporting and Member Access Audit Results

PET results are used to determine if IEHP should continue its contractual relationship with the IPA and the term of the contract



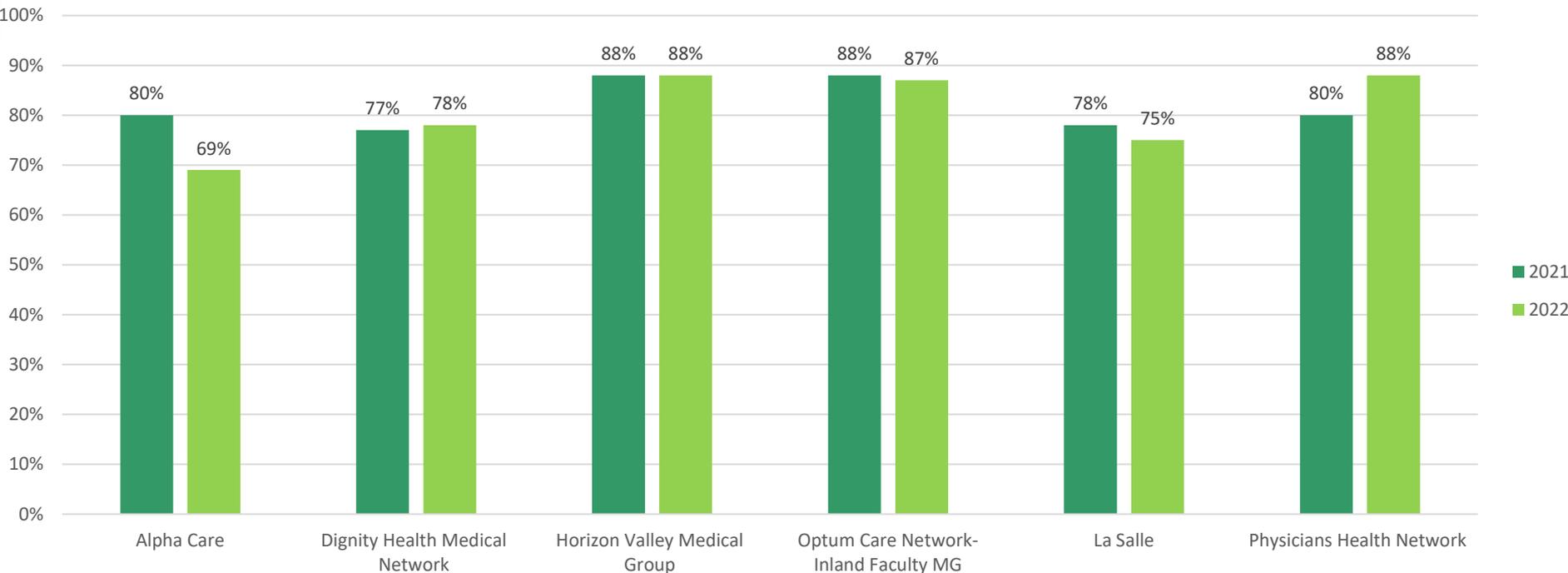
# RESULTS & FINDINGS

IPA	2021	2022
Alpha Care Medical Group	80%	69%
Dignity Health Medical Network	77%	78%
Horizon Valley Medical Group	88%	88%
Optum Care Network – Inland Faculty Medical Group	88%	87%
La Salle Medical Associates	78%	75%
Physicians Health Network	80%	88%

- Three (3) IPAs PET scores declined from 2021 to 2022
- IEHP issued CAPs to the following IPAs due to their scores falling below 80%:
  - Alpha Care Medical Group
  - Dignity Health Medical Network
  - La Salle Medical Associates
- Dignity Health Medical Network was placed on an enrollment freeze effective September 15, 2023



# 2021 and 2022 PET Overall Score by IPA



# QUESTIONS