



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

November 4, 2024 - 9:00 AM

Board Report #354

**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 at the time of the meeting when the item listed on the agenda is called. Each speaker should begin by identifying themselves for the record and announce 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. In order to keep track of speakers and to be able to notify the Board of any speakers on a particular agenda item, a speaker slip is requested to be completed and provided to the Board Secretary by the commencement of the public meeting and no later than the time the agenda item has been called so that you may be recognized by the Board to speak. 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 6th 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/EofofNto9Uw?feature=share>

AGENDA

- 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:

Please note that Board members who also serve as a member of a legislative body of another public entity, such as San Bernardino County or the County of Riverside, does not by itself constitute a disqualifying conflict of interest that would prevent such members from participating on matters appearing on the agenda for the Inland Empire Health Plan or IEHP Health Access despite their affiliation with both public entities.

VII. Adopt and Approve of the Meeting Minutes from the October 7, 2024 Regular Meeting of the Governing Board of the Inland Empire Health Plan

VIII. CONSENT AGENDA

ADMINISTRATION (Jarrod McNaughton)

1. Ratify and Approve the 2025 Plan Year Amendment to the Covered California Qualified Health Plan Issuer Contract for 2023-2025 for the Individual Market with Covered California
2. Ratify and Approve Amendments A48 and A49 to the Local Initiative Primary Contract (#04-35765) with the California Department of Health Care Services
3. Approve the Expansion of the Healthcare Scholarship Fund and Delegation of Authority to Approve Additional Agreements
4. Approve the 2025 Governing Board Meeting Calendar
5. Approve the Award of Request For Proposal #24-05990 for Quality Organization Validation and Change Enablement Services to, and Delegation of Authority to Approve Contractual Documents with, West Monroe Holdings, LLC.

FINANCE DEPARTMENT (Keenan Freeman)

6. Update on the Healthcare Facilities General and Professional Liability Policy Renewal
7. Approve the Seventh Amendment to the Professional Services Agreement with Shorett Printing, Inc. DBA Crown Connect and Crown Printers
8. Delegation of Authority to Approve the Professional Services Agreement with Health Management Systems, Inc
9. Delegation of Authority to Approve Professional Services Agreement with Varis, LLC
10. Ratify and Approve the Sixth Amendment to the Professional Services Agreement with Conduent Credit Balance Solutions, L.L.C. f/k/a CDR Associates, L.L.C.

11. Approve the Third Amendment to the Professional Service Agreement with Terra Dining Management
12. Approve the Second Amendment to the Professional Services Agreement with ABM Onsite Services – West, Inc.

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

13. Approve the Funding Agreement with Sahaba Initiative
14. Delegation of Authority to Approve the Memorandums of Understanding Related to the Victorville Community Wellness Center On-Site Partnership Program
15. Approve the Fourth Amendment to the Professional Services Agreement with the Inland Empire Health Information Organization
16. 2023 Culturally & Linguistically Appropriate Services Annual Evaluation Review
17. Approve the Second Amendment to the Memorandums of Understanding and Delegation of Authority to Approve Subsequent Amendments for the Equity & Practice Transformation Provider Directed Payment Program
18. Approve the Award of Request for Proposal #24-05725 to, and Delegation of Authority to Approve Contractual Documents with Arine, Inc.

INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

19. Approve the Funding for Quote No. 7771533 to the License and Maintenance Agreement with Optum360, LLC.
20. Delegation of Authority to Approve the First Amendment to the Customer Agreement with Aunt Bertha, a public benefit corporation, dba Find Help
21. Delegation of Authority to Approve the Sixth Amendment to the Professional Services Agreement with Safety Net Connect, Inc
22. Approve 2025 Operational Funding For Continued Use of Professional Services With Hexplora LLC., Mphasis Corporation, Persistent Systems Limited, Blue Spire, Inc., and Interex Group Inc.
23. Delegation of Authority to Approve the Sixth Amendment to the Participation Agreement with Manifest Medex
24. Approve the Award of Request For Proposal #24-05936 to, and Delegation of Authority to Approve Contractual Documents with, Verint Americas Inc.

OPERATIONS DEPARTMENT (Susie White)

25. Approve the Annual Update to the 2025 IEHP Provider Policy and Procedure Manuals and the Encounter Data Interchange Manual
26. Delegation of Authority to Approve the Third Amendment with Integrity Advantage Solutions, LLC.
27. Ratify and Approve the Eighth Amendment to the Professional Service Agreement with Deloitte Consulting LLP, Rescind Minute Order 24-194, and Rescind the Eighth Amendment Under Minute Order 24-175
28. Approve the Third Amendment to the Professional Services Agreement with Simpler North America, LLC
29. 2023 Assessment of Network of Adequacy Update

QUALITY DEPARTMENT (Edward Juhn, M.D.)

30. Approve the Second Amendment to the Professional Services Agreement with Press Ganey Associates, LLC.
31. Approve the 2025 Program Fees for the Integrated Healthcare Association Measure Year 2024 Align. Measure. Perform. Program
32. Overview of the 2024 Medi-Cal And Medicare Consumer Assessment of Healthcare Providers & Systems Adult Member Satisfaction Survey Results
33. 2023 Quality Management Dual Eligible Special Needs Plans Model of Care Annual Evaluation Review

PROVIDER CONTRACTING DEPARTMENT (Susie White)

34. Ratify and Approve the Second Amendment to the Hospital Per Diem Agreement with Ridgecrest Regional Hospital – Ridgecrest
35. Ratify and Approve the Letter of Agreement with Riverside Community Hospital - Riverside
36. Ratify and Approve the Third Amendment to the Enhanced Care Management Provider Agreement with San Bernardino County on Behalf of Arrowhead Regional Medical Center - Colton
37. Ratify and Approve the Participating Provider Agreement with Western University of Health Sciences dba Westernu Health - Pomona

38. Ratify and Approval of the Standard Template
 - 1) Enhanced Care Provider Agreement (Medicare/Medi-Cal or Medi-Cal Only)

39. Approval of the Evergreen Contracts
 - 1) New Hope Institute a Medical Corporation dba New Hope Institute A Medical Corporation - Participating Provider Agreement – Specialist – Pomona
 - 2) Crystal Care Villa – Residential Care for the Elderly – Joshua Tree
 - 3) Mountain View Centers - Residential Care for the Elderly – Montclair
 - 4) Bio-Medical Applications of California Inc - Ancillary Agreement– Ancillary – Rancho Cucamonga
 - 5) GHC of Tem-SNF LLC dba Temecula Healthcare Center - Skilled Nursing Facility Provider Agreement – SNF – Temecula
 - 6) RAI Care Centers of Colton LLC - Ancillary Agreement – Colton
 - 7) RAI Care Centers of Southern California II LLC - Ancillary Agreement – Fontana
 - 8) Riverside Care Inc dba Valencia Gardens Health Care Center - Skilled Nursing Facility Provider Agreement – Riverside
 - 9) Alexander Orthopedic Surgery and Sports Medical Center Inc - Participating Provider Agreement – Specialist - Murrieta
 - 10) Alexandra Samuel Sturgess dba Spirited by Truth Licensed Clinical Social Worker Corporation – Ontario
 - 11) California Ear Nose & Throat Head & Neck Surgery Medical Corp – Participating Provider Agreement – Specialist – Hemet
 - 12) Compassionate Cancer Care Medical Group Inc dba Compassionate Cancer Care Medical Group Inc – Participating Provider Agreement – Specialist – Fountain Valley
 - 13) Devadas S Moses dba Devadas S Moses MD – Capitated Primary Care Provider Agreement - Beaumont
 - 14) Eduardo Pineda dba Eduardo Pineda MD Inc -Participating Provider Agreement - Behavioral Health – Upland
 - 15) Jones and Jones Medical Associates Inc - Capitated Primary Care Provider Agreement –Apple Valley
 - 16) Karen B Cash - Participating Provider Agreement - Behavioral Health – Rancho Cucamonga
 - 17) Lisa Bouzaglou LCSW - Participating Provider Agreement - Behavioral Health– Apple Valley
 - 18) Marisol Aldaz – Participating Provider Agreement - Behavioral Health – Ontario
 - 19) Nina K Maw Maw MD – Fee-For-Service Primary Care Provider Agreement – Rancho Mirage
 - 20) Paulus Santoso MD APC dba Abella Medical Group - Participating Provider Agreement – Specialist - Riverside
 - 21) Ramy A Awad dba Desert Surgical and Bariatric Specialist – San Bernardino
 - 22) Shima Hadidchi dba Shima Hadidchi MD A Professional Corp – Fee-For-Service Primary Care Provider Agreement - Victorville
 - 23) Southern California Urgent Care Network – Urgent Care Provider Agreement - Murrieta
 - 24) Steve Whiting – Participating Provider Agreement - Behavioral Health - Redlands
 - 25) Theraville Counseling Services a Licensed Clinical Social Worker Corporation – Participating Provider Agreement - Behavioral Health - Riverside

- 26) Unicare Community Health Center Inc – Participating Provider Agreement - Vision (Exam Only) - Colton
- 27) Valentine U Otuechere MD dba Valentine Medical Clinic – Capitated Primary Care Provider Agreement (Medicare Only)- Riverside

IX. . POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS

ADMINISTRATION (Jarrod McNaughton)

- 40. Chief Executive Officer Update

FINANCE DEPARTMENT (Keenan Freeman)

- 41. Review of the Monthly Financials

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

XI. Board Member Comments

XII. Closed Session

- 1. Conference with Legal Counsel – Existing Litigation: (Subdivision (d)(1) of Government Code Section 54956.9)
 - a. Inland Empire Health Plan v. Fanous (San Bernardino County Superior Court Case No. CIVDS1939428).

XIII. Adjournment

The next meeting of the IEHP Governing Board will be held on December 9, 2024 at 9:00 a.m. at the Mission Inn, Riverside, Ca.