



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

Tuesday, June 3, 2025 - 9:00 AM

Board Report #361

**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. 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 or by contacting the Secretary to the Governing Board by phone at (909) 736-6891 or by email at Annett.Taylor@iehp.org.

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

<https://youtube.com/live/yeu6FiGLUyU?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

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 May 12, 2025 Regular Meeting of the Governing Board of the Inland Empire Health Plan

VIII. CONSENT AGENDA

ADMINISTRATION (Jarrod McNaughton)

1. Approve the Updated Inland Empire Health Plan Code of Business Conduct and Ethics
2. Approve the 2025 Annual Compliance Program, Health Insurance Portability and Accountability Act Program, and Fraud, Waste, and Abuse Program Descriptions
3. Approve the Fifth Amendment to the Professional Services Agreement with Integrity Advantage Solutions, LLC.

FINANCE DEPARTMENT (Keenan Freeman)

4. Approve the Third Amendment to the Professional Service Agreement with IMEG Corp.
5. Approve the Third Amendment to the Professional Service Agreement with Kardent
6. Approve the Professional Services Agreement with Health Management Associates

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

7. Approve the Seventh Amendment to the Professional Service Agreement with Inland Southern California 211+
8. Ratify and Approve the Professional Services Agreement with West Monroe Partners, LLC.

INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

9. Delegation of Authority to Approve the Second Amendment to the Software Support Services Agreement with Conduent Business Services LLC.
10. Approve Additional Funding to the Master License and Services Agreement with Edifecs Inc.
11. Delegation of Authority to Approve Amendment 2 to Statement of Work #105 to the Master Subscription Agreement with MedHok, Inc.

12. Approve the Fifth Amendment to the Professional Services Agreement with Office Ally, Inc.
13. Delegation of Authority to Approve the First Amendment to Product Attachment A-2 with OptumInsight, Inc.
14. Delegation of Authority to Approve a Service Order to the Customer Relationship Agreement with SecureWorks, Inc.

QUALITY DEPARTMENT (Edward Juhn, M.D.)

15. 2026 Dual Eligible Special Needs Plan Model of Care Program Description Update
16. Ratify and Approve the First Amendment to the Professional Service Agreement with Gallagher Benefit Services, Inc.
17. Delegation of Authority to Approve the Second Amendment to the Professional Services Agreement with Riverside County Foundation for Medical Care dba Inland Empire Foundation for Medical Care.

PROVIDER CONTRACTING DEPARTMENT (Susie White)

18. Ratify and Approve the Tenth Amendment to the Capitated IPA Agreement with AlphaCare Medical Group Inc– Pasadena
19. Ratify and Approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Community Hospital of San Bernardino – San Bernardino
20. Ratify and Approve the Twenty-Seventh Amendment to the Hospital Per Diem Agreement with Community Hospital of San Bernardino – San Bernardino
21. Ratify and Approve the Second Amendment to the Hospital Per Diem Agreement with Doctors Hospital of Riverside LLC dba Parkview Community Hospital Medical Center – Riverside
22. Ratify and Approve the Twenty-Second Amendment to the Hospital Per Diem Agreement with Eisenhower Medical Center – Rancho Mirage
23. Ratify and Approve The Eleventh Amendment to the Capitated IPA Agreement with Lasalle Medical Associates Inc– Redlands
24. Ratify and Approve the Third Amendment to the Hospital Per Diem Agreement with Palo Verde Health Care District dba Palo Verde Hospital - Blythe
25. Ratify and Approve the Thirtieth Amendment to the Hospital Per Diem Agreement with St. Bernardine Medical Center – San Bernardino

26. Ratify and Approve the Thirty-First Amendment to the Hospital Per Diem Agreement with St. Bernardine Medical Center – San Bernardino
27. Ratify and Approve the Eleventh Amendment to the Hospital Per Diem Agreement with San Gorgonio Memorial Hospital –Banning
28. Ratify and Approve the Twelfth Amendment to the Hospital Per Diem Agreement with San Gorgonio Memorial Hospital –Banning
29. Approval of the Standard Templates
30. Approval of the Evergreen Contracts
 - 1) Little Star Pediatric Urgent Care Urgent Care Provider Agreement-Rancho Cucamonga
 - 2) Starlight Therapy Center Inc -Participating Provider Agreement – Specialist- Redlands
 - 3) Healthcare in Action Medical Group– Enhancement Care Management Provider Agreement - Long Beach
 - 4) IEHP Health Access- Enhancement Care Management Provider Agreement – Rancho Cucamonga
 - 5) - Institute on Aging Southern California LLC Enhancement Care Management Provider Agreement – San Bernardino
 - 6) - Childrens Hospital of Orange County dba CHOC Childrens Specialists-Participating Provider Agreement – Specialist-Cerritos
 - 7) Manikanda Raja MD Inc - Admitter Agreement - Admitter - Hemet
 - 8) Infomedia Group Inc. dba Carenet Healthcare Services- Master Services Agreement - San Antonio
 - 9) North Coast Medical Supply dba Advanced Diabetes Supply - Ancillary Agreement - Carlsbad
 - 10) Amy Alvarez– Participating Provider Agreement - Behavioral Health - Murrieta
 - 11) Jacqueline Smith–Participating Provider Agreement - Behavioral Health – San Bernardir
 - 12) Jonathan Beauregard dba Jonathan G Beauregard LMFT- Colton
 - 13) Leshea S Nock dba Leshea S Nock Licensed Marriage Child Family Therapist Inc - Participating Provider Agreement - Behavioral Health - Temecula
 - 14) Matthew Hicks - Participating Provider Agreement - Behavioral Health - Idyllwild
 - 15) Psych Partners- Participating Provider Agreement - Behavioral Health - Temecula
 - 16) Rebecca Neeley- dba Rebecca Neeley LMFT- Participating Provider Agreement - Behavioral Health - Murrieta
 - 17) Theresa Sandoval dba Theresa Sandoval LMFT - Participating Provider Agreement - Behavioral Health – Murrieta
 - 18) Desert Physicians Medical Group Health- Hospitalist Agreement - Palm Springs
 - 19) Iglal M El Henawi dba I Henawi MD Inc-Open Access Agreement – Hemet
 - 20) Tri State Community Healthcare Center– Open Access Agreement (Excluding Medicare) -Adelanto
 - 21) Iglal El Henawi dba I Henawi MD Inc- Capitated Primary Care Provider Agreement (Medicare Only) – Hemet
 - 22) Planned Parenthood Orange and San Bernardino Counties Inc dba Melody Health - Capitated Primary Care Provider Agreement (Excluding Medicare) - San Bernardino
 - 23) Chornq Lii Hwang MD- Fee-For-Service Primary Care Provider Agreement (No Medicare) - Indio

AGENDA

- 24) Martin Lewis Rocha- Fee-For-Service Primary Care Provider Agreement (No Medicare) - Lake Arrowhead
- 25) Beaumont Radiology Services LLC dba Highland Springs Imaging Center – Specialist -Victorville
- 26) Francisco J Cuellar, A Professional Medical Corporation– Participating Provider Agreement - Pomona
- 27) Mommy and Me Medical Group Inc, A California Professional Medical Corporation dba Mommy and Me Medical Group Inc – Participating Provider Agreement - Specialist – Perris
- 28) Sarsam Cardiology, A Professional Corporation - Participating Provider Agreement – Specialist -Sun City
- 29) Inland Urgent Care, A Medical Corporation - Urgent Care Provider Agreement - Temecula
- 30) Hieu Doan Optometry Inc - Participating Provider Agreement – Vision - Highland
- 31) ISEEU Optometry - Participating Provider Agreement - Vision (Exam Only) – Vision - Indio

IX. POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS

ADMINISTRATION (Jarrod McNaughton)

- 31. Chief Executive Officer Update
- 32. Board Education - IEHP Mission Integration

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

XI. Board Member Comments

XII. Closed Session – No Business

XIII. Adjournment

The next meeting of the IEHP Governing Board will be held on July 7, 2025 at the at the Dr. Bradley P. Gilbert Center for Learning and Innovation in Rancho Cucamonga.

Department: ADMINISTRATION

1. Title: APPROVE THE UPDATED INLAND EMPIRE HEALTH PLAN CODE OF BUSINESS CONDUCT AND ETHICS

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) is required to implement an effective compliance program that meets the regulatory requirements set forth in 42 Code of Federal Regulations (C.F.R.) § 422.503 (b)(4)(vi) and 423.504(b)(4)(vi). The principles outlined in the regulatory guidelines are applicable to all IEHP relevant decisions, situations, communications, and developments. The Governing Board must exercise reasonable oversight with respect to the implementation and effectiveness of this program.

IEHP’s Code of Business Conduct and Ethics (Code of Conduct) states the principles and values by which IEHP operates and communicates that compliance is everyone’s responsibility. The Code of Conduct is the most fundamental statement of IEHP’s governing principles; and for that the Code of Conduct should be reviewed and approved by the IEHP Governing Board.

Procurement process: N/A

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Approve the updated IEHP Code of Business Conduct and Ethics.

The 2025 IEHP Code of Business Conduct and Ethics communicates that the IEHP Governing Board, Executives, Leaders, Team Members, temporary staff and IEHP’s business associates are expected to work in an ethical and professional manner that promotes public trust and confidence in the integrity of IEHP. The Code of Conduct includes topics and information intended to assist Team Members and business associates in making the most ethical decisions to preserve IEHP’s workplace culture, IEHP’s culture of compliance and core values. The Code of Conduct also provides information on how potential issues and/or violations may be reported. The Code of Conduct was revised to streamline content to remove duplicative information and details that can be found in internal policies.

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|------------------------------|----------------------------------|------------------|
| Financial Impact: N/A | Not to Exceed Amount: N/A | Term: N/A |
|------------------------------|----------------------------------|------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------|------------------|--------------------|----------------------|---------------------|----------------------|
| None | N/A | N/A | A. Mejia 3/5/2025 | L. Nery 4/7/2025 | S. White 4/9/2025 |

Department: ADMINISTRATION

2. Title: APPROVE THE 2025 ANNUAL COMPLIANCE PROGRAM, HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT PROGRAM, AND FRAUD, WASTE, AND ABUSE PROGRAM DESCRIPTIONS

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) is required to implement an effective compliance program that meets the regulatory requirements set forth in 42 C.F.R. § 422.503(b)(4)(vi), 423.504(b)(4)(vi) and 438.608(a)(1)(iii) and 41 C.F.R. 60. The principles outlined in the regulatory guidelines are applicable to all the Plan's relevant decisions, situations, communications, and developments. The Governing Board must exercise reasonable oversight with respect to the implementation and effectiveness of this program. The Compliance Department submits the Compliance, HIPAA, and FWA Program Descriptions for the Governing Board's review and approval annually to ensure and demonstrate the Board is exercising reasonable oversight over the Compliance Program.

Compliance Program Description:

The purpose of the Compliance Program Description is to communicate to the Plan the way in which the Compliance Program ensures compliance with Federal, State, and contractual healthcare laws, regulations, and requirements. The goal of the Compliance Program Description is to establish a culture of compliance within the organization and to communicate the importance of this goal to the Plan's workforce, Providers, and external affiliates.

HIPAA Program Description:

The HIPAA Program Description is intended to accept and comply with the set of general provisions related to the HIPAA and the American Recovery and Reinvestment Act (ARRA) guidelines and standards. The purpose of the HIPAA Program is to identify and apply: (a) any HIPAA pre-emption requirements to State law, and (b) any State law that is more stringent than the requirements of HIPAA. The HIPAA Program Description communicates and defines the way the Plan has established and enforces the requirement outlined by HIPAA & ARRA standards.

FWA Program Description:

The FWA Program Description communicates how the Plan organizes and implements a strategy to identify suspected case of fraud, waste, and/or abuse to reduce costs caused by fraudulent and abusive activity to the State/Federal, Government, the Plan, its Providers, Members, and others. The FWA Program supports the Plan's commitment to comply with all applicable State and Federal standards. The FWA Program protects the organization and its partners in the delivery of healthcare services through the timely detection, investigation, and reporting of suspected fraud.

Procurement Solicitation Type: N/A

Recommendation(s):

That the Governing Board of IEHP Approve the 2025 Annual Compliance Program, Health Insurance Portability and Accountability Act Program, and Fraud, Waste, and Abuse Program Descriptions.

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| Financial Impact: \$ N/A | Not to Exceed Amount: \$ N/A | Term: N/A |
|---------------------------------|-------------------------------------|------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------|------------------|--------------------|---------------------|----------------------|-----------------------|
| None | N/A | N/A | N/A | L. Nery 1/30/2025 | S. White 2/14/2025 |

Department: ADMINISTRATION

3. Title: APPROVE THE FIFTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH INTEGRITY ADVANTAGE SOLUTIONS, LLC.

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

In March 2023, Inland Empire Health Plan (IEHP) entered into an agreement with Integrity Advantage Solutions, LLC (Integrity Advantage) to perform a comprehensive assessment of the Compliance Special Investigations Unit (SIU) program, training & mentorship, and ad-hoc support. The Governing Board approved the initial agreement under Minute Order 23-044. In November 2024 under Minute Order 24-245, the Governing Board approved a contract extension through 2025 with additional funding. In May 2025 through Minute Order 25-085, the Governing Board approved the Fourth Amendment for additional funding to continue to support the further development of the FWA program, including investigative case work.

Procurement Solicitation Type: Single Source

Integrity Advantage has become familiar with the Compliance SIU Program and will continue to support the SIU through conducting and supporting investigations, including high risk investigations.

Recommendation(s):

That the Governing Board of IEHP Approve the Fifth Amendment to the Professional Services Agreement (Agreement) with Integrity Advantage for the provision of continued Fraud, Waste and Abuse (FWA) program investigative support for an additional amount not to exceed \$965,119.92, through June 30, 2027. The total amount payable under this Agreement shall not exceed \$1,736,003.92 through June 30, 2027.

The additional funds are needed to provide support to the Compliance SIU to conduct investigative work related to high-risk referrals and cases. There are currently 288 cases open for investigation by the SIU. Integrity Advantage's investigators will support the full spectrum of SIU functions, including:

- Reviewing and analyzing claims flagged for potential FWA
- Conducting in-depth investigations into suspicious billing practices, including provider and member outreach, interviews, and records review
- Performing medical record audits and coding/billing reviews to assess the appropriateness of submitted claims
- Gathering and synthesizing information from internal and external sources to develop comprehensive investigative reports
- Supporting prepayment and post-payment claim reviews, provider self-audits, and regulatory reporting
- Preparing findings and recommendations for SIU leadership and supporting recovery efforts where overpayments or fraudulent activity are identified

CONSENT AGENDA

- Providing educational support to Plan staff and providers on fraud prevention and detection best practices

By leveraging Integrity Advantage as a resource, IEHP will strengthen its fraud prevention efforts, safeguard public funds, and reinforce its reputation as a responsible steward of Medi-Cal, Medicare, and Covered California program resources.

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| Financial Impact: \$ 965,119.92 | Not to Exceed Amount: \$1,736,003.92 | Term: June 30, 2027 |
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| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|------------------------|----------------------|--------------------------------|----------------------|-----------------------|
| New Expenditure | K. Robbins 5/8/2025 | C. Goff 5/13/2025 | Make Selection [enter date] | L. Nery 5/13/2025 | S. White 5/19/2025 |

Department: FINANCE

4. Title: APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH IMEG CORP.

Chief: Keenan Freeman, Chief Financial Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has contracted with IMEG Corp (IMEG) since June 21, 2023, for mechanical, electrical, plumbing, structural (MEPS) tenant improvement design services. IMEG provides as-needed and on-call MEPS tenant improvement design services to prepare engineered designs, specifications, drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects for all IEHP properties.

Procurement Solicitation Type: Request For Proposal

IEHP has contracted with IMEG since June 21, 2023, for MEPS tenant improvement design services. IMEG was selected as a result of Request for Proposal (RFP) #22-04162.

Recommendation(s):

That the Governing Board of IEHP Approve the Third Amendment to the Professional Service Agreement with IMEG Corp to extend the term for one year through June 22, 2026. Funding for this Third Amendment comes from the previously approved budget of \$1,000,000, of which IEHP intends to allocate \$250,000 for this extended contract term.

IMEG is assisting IEHP as the MEPS planner for the Dr. Bradley P. Gilbert Center for Learning & Innovation (Center) 3rd Floor project and the 2050 Massachusetts Avenue San Bernardino Community Wellness Center project. IEHP will continue to work with IMEG to provide construction administration for these projects until completion. Funding will be used to accommodate any change orders that occur due to unforeseen conditions during construction that may increase services required.

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| Financial Impact: NA | Not to Exceed Amount: \$1,000,000 | Term: 1-year, through June 22, 2026 |
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| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|---------------------------|---------------------|---------------------|----------------------|------------------------|
| Included in CY2025 Budget | S. McCalley 05/12/2025 | C. Goss 05/12/25 | N/A | R. Fleig 05/09/25 | K. Freeman 05/15/25 |

Department: FINANCE

5. Title: APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH KARDENT

Chief: Keenan Freeman, Chief Financial Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has contracted with Kardent since June 22, 2023, for tenant improvement services. Kardent provides 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 for all IEHP properties.

Procurement Solicitation Type: Request For Proposal

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.

Recommendation(s):

That the Governing Board of IEHP Approve the Third Amendment to the Professional Service Agreement with Kardent Design to extend the term for one year through June 22, 2026. Funding for this Third Amendment comes from the previously approved budget of \$2,000,000, of which IEHP intends to allocate \$250,000 for this extended contract term. .

Kardent is assisting IEHP as the architect for the Dr. Bradley P. Gilbert Center for Learning & Innovation (Center) 3rd Floor tenant improvement project and the 2050 Massachusetts Avenue San Bernardino Community Wellness Center tenant improvement project. IEHP will continue to work with Kardent to provide construction administration for these projects until completion. Funding will be used to accommodate any change orders that occur due to unforeseen conditions during construction that may increase services required.

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| Financial Impact: NA | Not to Exceed Amount: \$2,000,000 | Term: 1 year, through June 22, 2026 |
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| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|---------------------------|---------------------|---------------------|----------------------|------------------------|
| Included in CY2025 Budget | S. McCalley 05/12/2025 | C. Goss 05/09/25 | N/A | R. Fleig 05/09/25 | K. Freeman 05/15/25 |

Department: FINANCE

6. Title: APPROVE THE PROFESSIONAL SERVICES AGREEMENT WITH HEALTH MANAGEMENT ASSOCIATES

Chief: Keenan Freeman, Chief Financial Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) is seeking to strengthen its risk adjustment processes by identifying potential gaps, optimizing financial and operational performance, and ensuring compliance with regulatory requirements. The plan requires expert guidance in evaluating current processes, improving data integrity, and enhancing provider engagement strategies.

Health Management Associates, Inc. (HMA), through its Cirdan Health Systems and Consulting division, provides specialized expertise in risk adjustment methodologies, data validation, and financial impact analysis. Cirdan understands the importance of accurate encounter data submission and offers solutions that ensure risk score accuracy and reduce audit risk by keeping submission data in sync with claims, enrollment, and provider systems.

Partnering closely with IEHP's incumbent Medi-Cal actuarial consulting partner, Edrington Health Consulting (EHC), also an HMA company, Cirdan, will bridge the knowledge between Medicare and Medi-Cal, specifically for California, to maximize the risk adjustment opportunities for D-SNP members. HMA has a long-standing partnership with IEHP and the onboarding process with Cirdan will be seamless and much more efficient than other suppliers in this space.

Procurement Solicitation Type: Single Source

HMA was selected through a single source procurement based on the following justifications:

- The vendor has deep familiarity with IEHP's existing processes and systems such that the benefit of contracting with Cirdan represents a significant cost and time savings compared to onboarding a new vendor.
- Cirdan has demonstrated their capabilities in this space via multiple demonstration sessions on their tool and various public webinars in risk adjustment subjects.
- Cirdan will be able to bring additional insights because of their experience in Medicaid space on risk adjustment to support our D-SNP business.
- The vendor offers reasonable pricing and flexibility to work with our business units.
- Partnering with Cirdan, an HMA company, allows IEHP to leverage its existing relationship with Edrington Health Consulting (EHC), also an HMA company and our incumbent Medi-Cal actuarial consulting partner.

Recommendation(s):

That the Governing Board of the IEHP Approve the Professional Services Agreement with Health Management Associates, Inc. for Risk Adjustment Assessment for D-SNP for an amount not to exceed \$199,999 through December 31, 2025.

HMA will deliver a scope of work that includes:

- Conducting an initial assessment to evaluate IEHP's current risk adjustment processes
- Identifying inefficiencies, gaps, and opportunities for improvement in risk score accuracy
- Providing detailed recommendations to optimize revenue capture and compliance adherence
- Offering strategic advisory support to refine data collection, coding accuracy, and provider engagement
- Engaging with IEHP on a regular basis (weekly or biweekly) to review progress and adapt strategies as needed

The revenue opportunities identified via this risk adjustment assessment should yield return more than at least \$1 million.

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| Financial Impact: \$199,999 | Not to Exceed Amount: \$199,999 | Term: December 31, 2025 |
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| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|------------------|-----------------------|---------------------|--------------------|-----------------------|
| New Expenditure | T. Lu 5/16/25 | C. Andrade 5/15/25 | E. Hernandez | C. Chio 5/15/25 | K. Freeman 5/xx/25 |

Department: HEALTH SERVICES

7. Title: APPROVE THE SEVENTH AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH INLAND SOUTHERN CALIFORNIA 211+

Chief: Takashi Wada, M.D., Chief Medical Officer

Background & Discussion:

Inland Southern California 211+ has played a significant role in the current success of ConnectIE. Activities thus far have included supplying data on hundreds of nonprofit agencies and thousands of their programs, continual data updates by direct Application Programming Interface (API) connection to the 211 data, using 211's connections to local providers to engage platform utilization, and supplying weekly expertise to steer the project from the unique 211 perspective.

Procurement process: Single Source

IEHP researched and confirmed that Inland Southern California 211+ is the sole provider of 211 services in the two counties the Inland Empire Health Plan services.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Approve the Seventh Amendment to the Professional Services Agreement (Agreement) with Inland Southern California 211+ through June 30, 2026. The additional cost for this Seventh Amendment is \$404,352.

Inland Southern California 211+ will promote and encourage service providers to use ConnectIE, which is a crowd-sourced database of human services. This database organizes and provides easy access to program information throughout all Riverside and San Bernardino Counties. Approving this Seventh Amendment will allow for Inland Southern California 211+'s continued support in the following areas:

1. Lead the process, with the Inland Empire Health Information Organization (IEHIO), to expand the Community Information Network (CIN) by engaging, and supporting community members.
2. Utilize 211 as the 'front door' for performing Social Determinant of Health assessments, and enrolling residents into the Connect IE CIN to shift away from a reactive approach to providing person-centered care.
3. Connect IE and the Community Information Network will support IEHP in meeting Department of Health Care Services (DHCS) Population Health Management and All Plan Letter 21-009 Collecting Social Determinants of Health (SDOH) Data, requirements around Closed Loop Referrals and SDOH. The Community Information Network assists in the collection of accurate contact and demographic information, tracks referrals to social services, provides closed loop bi-directional referrals, and provides data on Social Determinants of Health. The collection of this data will assist the DHCS in evaluating population health statewide through the analysis of member characteristics, health, social and risk needs, with an emphasis on driving improvements in health equity and identifying health disparities and their root causes.

CONSENT AGENDA

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| Financial Impact: \$404,352.00 | Not to Exceed Amount: \$2,490,420.50 | Term: June 30, 2026 |
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| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|---------------------------|------------------------|--------------------------------|------------------------|-----------------------|
| Included in CY2025 Budget | T. McGinnis 05/01/2025 | H. Clear 05/01/2025 | Make Selection [enter date] | G. Uribe 05/02/2025 | T. Wada 05/16/2025 |

Department: HEALTH SERVICES

8. Title: RATIFY AND APPROVE THE PROFESSIONAL SERVICES AGREEMENT WITH WEST MONROE PARTNERS, LLC.

Chief: Takashi Wada, M.D., Chief Medical Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) is required to adhere to the January 2024 released Centers for Medicare and Medicaid Services (CMS) Interoperability and Prior Authorization Final Rule (CMS-0057-F). The final rule focuses on efforts to improve prior authorization processes through policies, technology and improved data exchange processes. Payers have until January 1, 2027, to meet application programming interface (API) requirements. Starting January 1, 2026, payers must publicly report prior authorization data for the year 2025 and ensure that this data is accessible by posting it on their websites. Moreover, affected payers are required to implement specific provisions by January 1, 2026. These regulatory requirements necessitate a quick turnaround time to execute complex operational tasks across multiple IEHP stakeholders. IEHP Health Services team performed a thorough review of the CMS Final Rule and assembled various work groups to socialize and develop a work plan to meet the regulatory implementation deadline.

In March 2025 under Minute Order 25-055, the Governing Board approved a Delegation of Authority for a First Amendment to the Professional Services Agreement with West Monroe Partners, LLC (West Monroe) for these services for a cost of \$119,500 through May 5, 2025. Due to complex negotiations, IEHP and West Monroe were unable to finalize terms to meet the project completion date and agreed that creating a new Professional Services Agreement for the required services to be the best approach. There were no changes to the cost or services that were previously approved.

Procurement Solicitation Type: Single Source

West Monroe offers unique, customized expertise and cost-effective solutions related to project management and assisting in receiving standards from our competitors. IEHP and the Utilization Management Department (UM) have already established a strong partnership with West Monroe, through a successful previous engagement. With their extensive expertise in the operations of the UM Department and a proven track record of collaborating with similar payors on implementing the CMS Final Rule, West Monroe is uniquely positioned to deliver invaluable insights. Their knowledge will empower IEHP to adopt best practices that not only ensure compliance with the CMS Final Rule but also pave the way for regulatory excellence and enhanced operational efficiency.

Recommendation(s):

That the Governing Board of IEHP Ratify and Approve The Professional Services Agreement with West Monroe effective May 19, 2025, thru July 31, 2025, for an amount to not exceed \$119,500.

West Monroe is currently engaged with Health Services assessing the division's structure, processes, and IT capabilities. West Monroe is best suited to manage the tasks needed to ensure IEHP complies with the new CMS regulations. Having a single vendor is essential to eliminating

redundant efforts, optimizing efficiency of current and future work, and ensuring clear accountabilities for all deliverables. The streamlined approach enhances coordination, reduces inconsistencies, and drive a more effective project execution.

West Monroe will support the following:

- Assist IEHP in reviewing current determination guidelines,
- Schedule meetings with critical stakeholders in Health Services, Financial Services, Provider Experience, Quality, and Regulatory departments to support Grid Rationalization
- Rationalize prior authorization grid across all lines of business,
- Align on future (near-term) authorization determination, and
- Prepare a framework for ongoing maintenance and regular prior authorization evaluation.

The services are structured to be delivered over approximately six (6) weeks. IEHP will receive a comprehensive set of consulting services from West Monroe, focused on helping IEHP comply with new CMS Prior Authorization and Interoperability requirements.

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| Financial Impact: \$119,500 | Not to Exceed Amount: \$119,500 | Term: July 31, 2025 |
|------------------------------------|--|----------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|----------------------|---------------------|---------------------|----------------------|--------------------|
| New Expenditure | J. Haines 5/16/25 | R. Hsieh 5/16/25 | E. Hernandez | B. Spargo 5/16/25 | T. Wada 5/16/25 |

Department: INFORMATION TECHNOLOGY

9. Title: DELEGATION OF AUTHORITY TO APPROVE THE SECOND AMENDMENT TO THE SOFTWARE SUPPORT SERVICES AGREEMENT WITH CONDUENT BUSINESS SERVICES LLC.

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has utilized Conduent's Meditrac system as the Core Claims Processing, Administration, and Eligibility system since 2015. Maintaining current agreements for standard licensing, maintenance, service support, and professional hours for enhancement services is crucial to maintaining the Conduent System infrastructure that supports a myriad of IEHP Business unit operations and electronic workflows.

Procurement Solicitation Type: Enterprise Services Agreement

Initially procured via competitive solicitation, released in 2014, Conduent was chosen as the provider for IEHP's Core Replacement System Solution known as Meditrac. As the name suggests, as a Core system, Meditrac is a foundational solution supporting many of IEHP Business Unit Operations. The system has been highly customized and ingrained in many processes/procedures here at IEHP.

Recommendation(s):

That the Governing Board of IEHP authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the second amendment to Software Support Service (SOW 2022) to extend the current agreement through December 31, 2027, for an additional cost of \$3,135,000.

Consistent and reliable operation is paramount to our organizational efficiency and the quality of services we provide. Meditrac software is an integral component of our daily claims workflows which are essential to prompt revenue collection.

For maximum fiscal responsibility, IEHP has separated support hours into two categories; Standard support hours and on-demand hours. Standard support is based on actual usage and expense, and on-demand hours are estimated future needs that require specialized skill sets and will only be invoiced and paid if utilized. All the expenses are within the budgeted operating funds for 2025 and will be added to future year budget forecast.

The table below provides a breakdown of expense by calendar year:

| Year | Standard Support Cost | On-Demand Support Cost | Total |
|--------------|-----------------------|-----------------------------|--------------------|
| 2025 | \$ 323,000 | Included in Lump Sum | \$ 323,000 |
| 2026 | \$ 646,000 | Included in Lump Sum | \$ 646,000 |
| 2027 | \$ 646,000 | Included in Lump Sum | \$ 646,000 |
| Total | \$1,615,000 | \$1,520,000 Lump Sum | \$1,520,000 |
| | | Additional Cost | \$3,135,000 |
| | | Current SOW Value | \$2,476,916 |
| | | New NTE Total | \$5,611,916 |

The On-Demand Support Cost is represented as a single lump sum of \$1,520,000 to allow for flexible usage across the three (3) year term.

| | | |
|--------------------------------------|--|--------------------------------|
| Financial Impact: \$3,135,000 | Not to Exceed Amount: \$5,611,916 | Term: December 31, 2027 |
|--------------------------------------|--|--------------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|--------------------|----------------------|---------------------|----------------------|-----------------------------|
| Included in CY2025 Budget | K. Tsui 5/15/25 | W. Yanes 05/16/25 | NA | V. Moola 05/16/25 | V. Devabhaktuni 05/16/25 |

Department: INFORMATION TECHNOLOGY

10. Title: APPROVE ADDITIONAL FUNDING TO THE MASTER LICENSE AND SERVICES AGREEMENT WITH EDIFECS INC.

Background & Discussion:

Inland Empire Health Plan (IEHP) has been utilizing Edifecs to provide an electronic data interchange (EDI) and Encounter solution to intake, manage, process, and submit data to IEHP's regulatory entities (DHCS and CMS) in the form of medical, laboratory, pharmaceutical, and other encounters as legislatively mandated since 2018.

The implementation of the Edifecs Encounter Management Cloud Service has significantly enhanced IEHP's ability to manage the full encounter data lifecycle. The solution enables comprehensive data validation, error resolution, and timely submission of encounters. It also ensures compliance with state and federal guidelines. As such, IEHP has improved operational efficiency, enhanced data accuracy, and strengthened its ability to comply with state and federal guidelines required for the CCA line of business.

Procurement Solicitation Type: Single Source

IEHP approved the award of Request for Proposal (RFP) 18-002 to Edifecs for an Encounter and EDI solution and implementation through a competitive process, ensuring value and compliance. Given the proprietary nature of the Edifecs Solution and its deep integration into IEHP's existing systems, continuing with this vendor through December 21, 2028, is essential to maintain operational continuity, avoid costly implementation, and uphold contractual obligations. A single source procurement is therefore justified based on the uniqueness of the solution and the efficiency gained through the existing relationship.

Recommendation(s):

That the Governing Board of IEHP Approve an additional \$2,697,524 to support the Master License Services Agreement (MLSA). The total cost (including this request) under the MLSA shall not exceed \$24,336,111 through December 16, 2028.

Approval of this request ensures adequate capacity to support IEHP's growth, compliance with regulatory requirements, and terms of the Agreement. As of May 2025, IEHP active membership has grown to approximately 50,000 IEHP Members for the Covered California (CCA) line of business. As such, an amendment is necessitated to right size the current agreement for the Encounter Management Cloud System solution.

The cost of the current base subscription is \$740,204 through June 21, 2026. The 2025-2026 true up will add an additional 35,000 Members to the current agreement to account for the increase in CCA Member volume for the annual period 2025 through 2026. Additionally, IEHP will be adjusting the annual base Member volume to 50,000 through June 21, 2028.

IEHP will continue to receive a comprehensive, managed cloud-based solution for encounter management, including software access, support, data connectivity, and compliance reporting requirements, all maintained and operated by Edifecs.

Edifecs extended several valuable concessions that result in cost savings and cost avoidance for IEHP. Most notably, the vendor agreed to charge for only one month of the true-up period rather than the full six months, resulting in direct savings of \$284,454. In addition, the Vendor Management Office (VMO) successfully negotiated the inclusion of 5,000 additional members at no extra cost, delivering further savings of \$184,326 for years 2 and 3 combined, as the vendor maintained pricing based on 45,000 Members. Lastly, the vendor offered to waive the Amendment 17 for the Hosted Operating Rules overutilization fees, and additional \$398,521 in cost avoidance. Collectively, the vendor’s concessions and additional negotiated savings yield a total discount of \$867,300 and reflect a financial benefit to IEHP.

| Description | Discount |
|---|--------------------------------------|
| True-up Discount | \$468,780 (\$284,454 + \$184,326) |
| Waived AMD 17 - Hosted OR Overutilization Fee | \$398,521 |
| Total Discount | \$867,300 |

| | | |
|--------------------------------------|---|----------------------|
| Financial Impact: \$2,697,524 | Not to Exceed Amount: \$24,336,111 | Term: 3 Years |
|--------------------------------------|---|----------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|----------------------|--------------------|---------------------|-------------------|-------------------------------|
| New Expenditure | S. Chiu 5/16/2025 | | NA | NA | V. Devabhaktuni 05/22/2025 |

Department: INFORMATION TECHNOLOGY

11. Title: DELEGATION OF AUTHORITY TO APPROVE AMENDMENT 2 TO STATEMENT OF WORK #105 TO THE MASTER SUBSCRIPTION AGREEMENT WITH MEDHOK, INC.

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has contracted with MedHok (MHK) since December 2013. MHK provides a software solution that addresses the functionality and professional service required for the successful implementation and operation of IEHP’s Medicare DSNP line of business. In December 2022 under Minute Order 22-395, the IEHP Governing Board approved Statement of Work (SOW) #105 to the agreement with MHK for an additional amount of \$2,366,700 effective January 1, 2023 through December 31, 2024. Since that time, Amendment 1 to SOW #105 has been issued extending the agreement six (6) months to June 30, 2025.

Procurement Solicitation Type:

In December 2012, MedHOK was presented for approval as the selected vendor as a result of a Request for Proposal (RFP) for a medical management system to expand IEHP’s medical management capabilities.

Recommendation(s):

That the Governing Board of the IEHP Authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign Amendment 2 to SOW #105 to extend the term six (6) months to December 31, 2025, with the option to extend an additional twelve (12) months to December 31, 2026, for the provision of project-specific professional services. There are no costs associated with this six month term extension.

SOW #105 amendment 2 provides Architecture review of existing infrastructure; Configuration and maintenance to establish secure environments; IEHP configuration and consulting with dedicated support; Correspondence and IT Workflow for letters, faxes, etc., submitted by IEHP for configuration in the MHK system; and data loading, integrations and validations.

| | | |
|------------------------------|--|-----------------------------|
| Financial Impact: \$0 | Not to Exceed Amount: \$2,366,700 | Term: Six (6) months |
|------------------------------|--|-----------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------|--------------------|---------------------|---------------------|---------------------|-------------------------------|
| None | K. Tsui 5/13/25 | W. Yanes 5/13/25 | NA | J. Lopez 5/12/25 | V. Devabhaktuni 05/22/2025 |

Department: INFORMATION TECHNOLOGY

12. Title: APPROVE THE FIFTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH OFFICE ALLY, INC.

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Inland Empire Health Plan (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 negotiate a significant reduction in the rate schedule. For this extension, the vendor will hold the pricing with no increase for this year. Over 2.7 million Institutional claims, and 26 million Professional claims have been processed through Office Ally since January 2022.

Procurement process: Single Source

Office Ally continues to be procured with single source designation due to the critical nature of the services provided that are necessary to meet regulatory requirements for claims processes and encounter data submissions. Office Ally services are highly embedded in all facets of claims processing at IEHP and IEHP Providers are familiar with Office Ally as a tool for claims submission and transactions.

Recommendation(s):

That the Governing Board of IEHP Approve the Fifth Amendment to the Professional Services Agreement with Office Ally, Inc. for electronic claims processing services for an additional year through June 30, 2026.

Office Ally's clearinghouse claims processing offers several benefits for health plans, including streamlined claims submission, real-time eligibility verification, and reduced claim denials. It also facilitates easy access to claim status, electronic remittance advice, and detailed reporting, ultimately improving financial performance and cash flow.

IEHP requires clearinghouse services to be able to provide submission options for electronic delivery of claims and acceptance of attachments from Providers, and submission of misdirected claims to delegated Providers. They convert the claims into a HIPAA compliant electronic claim format, ready for submission to IEHP. Electronic Claims processing provides several advantages over paper-based 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.
- Clearinghouses work directly with submitters to resolve billing issues.

- Reduced HIPAA exposure.
- Simplified record retention requirements.

| | | |
|--------------------------------------|--|------------------------|
| Financial Impact: \$1,920,000 | Not to Exceed Amount: \$7,535,145 | Term: 12 Months |
|--------------------------------------|--|------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------|--------------------|--------------------------------|--------------------|-------------------------------|
| Included in CY20245Budget | K. Tsui 5/7/25 | W. Yanes 5/7/25 | Make Selection [enter date] | J. Lopez 5/2/25 | V. Devabhaktuni 05/22/2025 |

Department: INFORMATION TECHNOLOGY

13. Title: DELEGATION OF AUTHORITY TO SIGN THE FIRST AMENDMENT TO PRODUCT ATTACHMENT A-2 WITH OPTUMINSIGHT, INC.

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) received notice from OptumInsight, Inc. (OptumInsight) that it will discontinue its Web.Strat claim pricing platform, which is currently included in IEHP’s existing agreement, and replacing it with the Payment System Interface (PSI) platform as of June 30, 2025. The vendor assured IEHP that PSI offers equivalent and improved capabilities serving as a direct successor to Web.Strat. The following table provides a comparison between Web.Strat and PSI:

| Feature | Web.Strat | PSI |
|------------------------------------|---|---|
| Batch Processing | -5-8K claims at a time | -100K claims at a time |
| Medicare Payment Worksheets | - 6 PPS worksheets only | -PPS worksheets available for every Medicare Payment system IEHP licenses from OptumInsight |
| Medicare Library | -Limited availability | -Offers entire Medicare Library -50% of library offers state specific requirements |
| Reporting Capabilities | -Basic/limited | -Robust reporting |
| Claim History | -Capability to process current claims only; no claim history | -PSI capability to compare claim history for individual members |
| Workstation Access | - Limited number of claims allowed based on covered lives -Additional charges applied for claims exceeding initial access amount | -No additional charge for additional workstation access |

PSI will be provided at no additional cost and under the same contractual terms as Web.Strat through the June 30, 2026, term. Additionally, the vendor has proposed IEHP a no-cost implementation to transition from Web.Strat to PSI.

Procurement Solicitation Type: N/A

This is an amendment to an existing agreement with an incumbent vendor. As the change is at no cost and is required to maintain continuity of service, no competitive procurement is necessary under the current procurement policy; qualifying as a micro-purchase approved under Minute Order 25-067.

IEHP has been using OptumInsight (formerly Ingenix Consulting, Inc.) since 2009. Ingenix Consulting, Inc. (now OptumInsight) was selected after a thorough Request for Proposal (RFP)

process as the most responsive and responsible vendor. Between 2009 and 2022, IEHP executed multiple Amendments to the MSLA with OptumInsight for the provision of myriad claims pricing related consulting and software services, including PPS, Web.Strat, and APC Assistant.

Recommendation(s):

That the Governing Board authorize the Chief Executive Officer (CEO) or his designee to negotiate and, after legal review and approval, sign the First Amendment to Product Attachment A-2 with OptumInsight for the transition from Web.Strat to PSI for no additional cost through June 30, 2026.

This transition is essential to maintain service continuity and ensure compatibility with the latest vendor-supported technology. Moving to PSI before Web.Strat sunsets eliminates the risk of operational downtime, data loss, and cyber security threats. Given the short timeframe provided to transition to PSI, IEHP seeks to Ratify and Approve the required amendment to safeguard IEHP operations and reduce IT security risks.

| | | |
|------------------------------|--|----------------------------|
| Financial Impact: \$0 | Not to Exceed Amount: \$7,205,806 | Term: June 30, 2026 |
|------------------------------|--|----------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------|----------------------|-----------------------|---------------------|-----------------------|------------------------------|
| None | S. Chiu 5/16/2025 | W. Yanes 5/19/2025 | NA | J. Lopez 5/14/2025 | V. Devabhaktuni 5/22/2025 |

Department: INFORMATION TECHNOLOGY

14. Title: DELEGATION OF AUTHORITY TO APPROVE A SERVICE ORDER TO THE CUSTOMER RELATIONSHIP AGREEMENT WITH SECUREWORKS, INC.

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has contracted with SecureWorks since August 10, 2020, for the provision of around-the-clock cyber threat detection and response software and monitoring services. IEHP requires cybersecurity managed detection and response services due to operational reliance on a secure information technology infrastructure and use of virtual connections for workforce operations.

Procurement Solicitation Type: Single Source

Maintaining a long-term relationship with SecureWorks, having worked with IEHP over time, develops a deep understanding of IEHP’s specific IT Infrastructure, critical assets, data flows, and security baseline. This context is invaluable for effective threat hunting, as they can more easily identify anomalies that are truly suspicious within IEHP’s unique environment, and tailor their threat hunting activities to IEHP’s known vulnerabilities. In the event of a security incident, SecureWorks’ familiarity with IEHP’s systems and personnel will lead to faster and more efficient incident response. SecureWorks can refine their strategies and adapt to IEHP’s evolving security needs.

Recommendation(s):

That the Governing Board of IEHP authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign service order with SecureWorks, Inc. (SecureWorks) for the extension of Managed Detection and Response (MDR) services for an amount not to exceed \$600,075 through July 30, 2026.

Maintaining a robust and proactive cybersecurity posture is a fundamental requirement for safeguarding IEHP’s operations and sensitive data. Partnership with SecureWorks provides IEHP with critical 24/7 security monitoring, threat detection, and incident response capabilities that are integral to defense against increasingly sophisticated cyber threats. Renewing and extending this agreement ensures the continuous protection of digital assets, minimizes the risk of disruptive security incidents, and allows IEHP to maintain the operational integrity its members rely on.

The proposed pricing reflects a \$33,823 discount from the previous year with no reduction of licenses or service.

| | | |
|---------------------------------------|---|----------------------------|
| Financial Impact: \$600,075 | Not to Exceed Amount: \$2,560,135 | Term: June 30, 2026 |
|---------------------------------------|---|----------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|--------------------|---------------------|---------------------|---------------------|-----------------------------|
| Included in CY2025 Budget | K. Tsui 5/15/25 | W. Yanes 5/16/25 | NA | J. Gupta 5/07/25 | V. Devabhaktuni 05/15/25 |

Department: QUALITY

15. Title: 2026 DUAL ELIGIBLE SPECIAL NEEDS PLAN MODEL OF CARE PROGRAM DESCRIPTION UPDATE

Chief: Edward Juhn, M.D., Chief Quality Officer

Background & Discussion:

Every three years Inland Empire Health Plan (IEHP) must submit a Model of Care Program Description to the Centers for Medicare & Medicaid Services (CMS) and the Department of Health Care Services (DHCS).

Dual Choice Special Needs Plan (D-SNP) Models of Care (MOC) is considered a vital quality improvement tool and integral component for ensuring that the unique needs of each beneficiary enrolled in a D-SNP are identified and addressed. The MOC provides the foundation framework for which the Special Need Plan (SNP) will meet the needs of each of its enrollees. The MOC promotes SNP quality, care management and care coordination processes.

In 2010, the Patient Protection & Affordable Care Act (ACA) reinforced the importance of the MOC as a fundamental component of the D-SNP quality improvement by requiring National Committee Quality Assurance (NCQA) to execute the review and approval of the D-SNP MOC based on standards and scoring criteria established by CMS.

Procurement Solicitation Type: N/A

Recommendation(s):

Review & File

The 2026 D-SNP Model of Care Program Description comprised of the following clinical and non-clinical standards:

- **Description of the D-SNP Population:** The organization must provide information about its local target population in the service areas covered under the contract.
- **Care Coordination:** Care coordination helps ensure that the health care needs, preferences for health services, and information sharing across health care staff and facilities are met over time for each SNP enrollee.
- **D-SNP Provider Network:** The SNP is responsible for a network description that must include relevant facilities and practitioners necessary to address the unique or specialized health care needs of the target population as identified in MOC 1 and provide oversight information for all its network types.
- **MOC Quality Measurement and Performance Measurement:** The goal of performance improvement and quality measurement is to improve the SNP's ability to deliver health care services and benefits to its SNP enrollees in a high-quality manner.

CONSENT AGENDA

IEHP submitted the MOC on February 12, 2025, and IEHP’s D-SNP (H8894) received a score of 98.75% which resulted in a 3-year approval by CMS/DHCS/NCQA. By obtaining a score greater than 85%, IEHP was granted a 3-year approval.

| | | |
|------------------------------|---------------------------------|-----------------|
| Financial Impact: \$0 | Not to Exceed Amount: NA | Term: NA |
|------------------------------|---------------------------------|-----------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------|------------------|--------------------|---------------------|-------------------------|----------------------|
| None | NA | NA | NA | J. Diekmann 5/8/2025 | E. Juhn 5/12/2025 |

Department: QUALITY

16. Title: RATIFY AND APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH GALLAGHER BENEFIT SERVICES, INC.

Chief: Edward Juhn, M.D., Chief Quality Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) has been contracted with Gallagher Benefit Services, Inc. (Gallagher) since December 2019 for pharmacy consultation support. IEHP requires general consultation services to build and maintain the pharmacy processes adherent with Center for Medicare & Medicaid Services (CMS), California Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC), and National Committee for Quality Assurance (NCQA) requirements. In addition to regulatory compliance, Gallagher's service supports IEHP's Pharmacy Department with expert insights on topics including, but not limited to, pharmacy industry pricing, contracting, and pharmacy operation. Gallagher is a pharmacy benefit consultant that helps clients develop strategies to strengthen the pharmacy programs while maximizing efficiency and reducing costs.

In December 2024, IEHP contracted with Gallagher under a new Professional Services Agreement under Minute Order #24-167.

Procurement process: Single Source

Gallagher has a detailed understanding of IEHP's pharmacy business, as they have been supporting IEHP Pharmacy in various aspects such as pharmacy industry pricing, contracting, pharmacy operational elements, and Pharmacy Benefit Management (PBM) Request for Proposal (RFP) procurement consultation services, PBM implementation support, to name a few. Gallagher has supported IEHP throughout the bidding, evaluation, and scoring process for the PBM RFP with their expertise. In addition, Gallagher has been providing contracting support between IEHP Pharmacy department and the PBM vendor awardee, MedImpact.

Recommendation(s):

That the Governing Board of the IEHP Ratify and Approve the First Amendment to the Professional Service Agreement for additional funding with Gallagher, effective May 9, 2025, through December 31, 2025.

Gallagher will continue to support with general pharmacy consultation, defined as Project A, ensuring our current PBM honors contractual expectations, including but not limited to the rates and rebate guarantees, and continue to conduct PBM market check for IEHP's Medicare and Covered California lines of business in 2025 for 2026 rates.

Under this Amendment, the scope of service is being amended to include Project B and the option to opt for Project C, defined below. With the evolving landscape of pharmacy benefits impacting health plans, Gallagher will be dedicated to deliver optimal outcomes for IEHP through their meticulous designed and executed RFP process.

- Gallagher will deliver a scope of work that includes but limited to:
 - Project B: PBM RFP Procurement: \$100,000
 - Phase 1: Project Planning and Strategy Development
 - Phase 2: RFP Development and Distribution of PBM RFP and Medical Rebate RFP (optional)
 - Phase 3: Proposal Evaluation and Scoring
 - Phase 4: Finalist Selection and Negotiation
 - Phase 5: Award and Contract Finalization
- Optional services are available if IEHP chooses to opt in to the services for an additional cost. Optional services are as follows:
 - Project C: Medical Rebate RFP Procurement
 - Option 1: IEHP does not opt in: \$0
 - Option 2: IEHP does opt in and uses credit for the two additional compliance projects: \$15,000
 - Option 3: IEHP does opt in and does not incorporate the credit for the two additional projects: \$75,000

| | | |
|---------------------------------------|---|--------------------------------|
| Financial Impact: \$175,000 | Not to Exceed Amount: \$343,000 | Term: December 31, 2025 |
|---------------------------------------|---|--------------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|-------------------------|-----------------------|------------------------|--------------------------|----------------------|
| New Expenditure | C. Aguirre 5/15/2025 | H. Clear 5/15/2025 | M. Popka 05/16/2025 | S. Nakahiro 5/14/2025 | E. Juhn 5/16/2025 |

Department: QUALITY

17. Title: DELEGATION OF AUTHORITY TO APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH RIVERSIDE COUNTY FOUNDATION FOR MEDICAL CARE DBA INLAND EMPIRE FOUNDATION FOR MEDICAL CARE

Chief: Edward Juhn, M.D., Chief Quality Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) is committed to ensuring the delivery of high-quality care to its Members by providing robust support to IEHP Providers. As part of this commitment, IEHP and Riverside County Foundation for Medical Care dba Inland Empire Foundation for Medical Care (RCFMC) have partnered to actively support Providers in improving their workflows to enhance quality performance since 2015. This support service includes a diverse range of programs and activities that include:

1. Educating Providers and Staff on IEHP's Pay for Performance (P4P) Programs
2. Supporting and Training Offices to Close Member Care Gaps;
3. Assessing Office Workflows for optimal quality measure performance;
4. Helping to implement Workflow enhancements;
5. Reducing Health Care Inequities;
6. Troubleshooting Quality-Related Claims and Billing Errors; and
7. Electronic Health Record Optimization.

The partnership between IEHP and RCFMC has delivered significant benefits, including year-over-year quality improvements, avoidance of costly sanctions, and supporting the work to earn back as many of the Quality Withhold dollars held by the California Department of Health Care Services (DHCS). While these successes have been noted for the Medi-Cal program, IEHP recognizes the need to enhance its Medicare Stars performance, and RCFMC can support in immediately addressing this need.

Procurement Solicitation Type: Single Source

IEHP seeks to execute a Second Amendment to the Agreement with RCFMC through a Single Source procurement. The selection of RCFMC as a single source by the IEHP Quality Department is grounded in several considerations which include the following:

1. **Recognized Local Leader** – RCFMC partners with the Riverside County Medical Association (RCMA) to support IEHP Providers in improving quality performance and office workflows. This trusted partnership signifies strong endorsement and support from respected local healthcare professionals.
2. **Unique Regional Insight** – RCFMC understands the specific needs of Providers and Members in the Inland Empire. This local knowledge helps tailor services to the Inland Empire, enhancing the effectiveness of quality improvement efforts.

3. **Established Vendor** – RCFMC and IEHP have partnered since 2015 to support IEHP Providers to improve office and clinical workflows with an aim to improve quality measure performance. This established relationship provides a foundation of trust and collaboration, critical elements in ensuring the success of IEHP’s quality initiatives.

Recommendation(s):

That the Governing Board of IEHP authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Second Amendment to the Professional Services Agreement with RCFMC for an additional amount of \$4,182,500 through June 30, 2027. The total amount payable under this Agreement shall not exceed \$7,847,500.

Under this Amendment, IEHP will extend the Dual Eligible Quality Improvement Program (DE QIP) and Medi-Cal and Covered California (CCA) Quality Improvement Program (MC QIP) through June 2027. Participating Primary Care Providers (PCPs) will receive comprehensive practice support to foster sustainable improvements that enhance office efficiency and optimize clinical workflows. Additionally, the Amendment will broaden the scope of quality measures supported under both programs, ensuring a more holistic and impactful approach to Member care.

RCFMC will also implement the following additional programs under this Amendment:

1. **Dual Eligible Rapid Improvement Enhancement** – RCFMC will provide intensive support to Providers participating in the DE QIP, helping them enhance their Medicare Stars performance for 2025. Additionally, RCFMC will build capacity for continued and sustained Stars improvement beginning in 2026.
2. **Dual Eligible Site Expansion Enhancement** – RCFMC will engage additional Providers into the DE QIP to account for 50% of Members enrolled in the IEHP DualChoice (HMO D-SNP) line of business.

An overview of the additional costs of this Amendment is provided below:

| # | Item | Additional Funds |
|------------------------|--|--------------------|
| 1 | Dual Eligible Quality Improvement Program | \$1,485,000 |
| 2 | Medi-Cal and CCA Quality Improvement Program | \$1,485,000 |
| 3 | Dual Eligible Rapid Improvement Enhancement | \$418,300 |
| 4 | Dual Eligible Site Expansion Enhancement | \$794,200 |
| Amendment Total | | \$4,182,500 |

The efforts made under this Amendment will strengthen IEHP’s commitment to Providers and Members while also enhancing its ability to achieve improved quality measure performance and meet regulatory compliance. By fostering better care outcomes and operational effectiveness for Providers, IEHP can drive higher-quality care that leads to seamless care coordination, improved

Member experience, and stronger overall health outcomes. As a result, this initiative remains a key component of IEHP’s Strategic Plan.

| | | |
|--------------------------------------|--|----------------------------|
| Financial Impact: \$4,182,500 | Not to Exceed Amount: \$7,847,500 | Term: June 30, 2027 |
|--------------------------------------|--|----------------------------|

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|-----------------|---------------------------|--------------------------|---------------------|-------------------------|----------------------|
| New Expenditure | Karen Moussa 5/16/2025 | Holle Clear 5/16/2025 | NA | Genia Fick 5/16/2025 | Ed Juhn 5/16/2025 |

Department: PROVIDER CONTRACTING DEPARTMENT

18. Title: RATIFY AND APPROVE THE TENTH AMENDMENT TO THE CAPITATED IPA AGREEMENT WITH ALPHACARE MEDICAL GROUP INC– PASADENA

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Alpha Care Medical Group Inc is currently a contracted IPA in the IEHP Network. The Amendment is to extend the term of the agreement beginning May 1, 2025, through April 30, 2026.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Tenth Amendment to the Capitated IPA Agreement with Alpha Care Medical Group Inc., May 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

19. Title: RATIFY AND APPROVE THE TWENTY-SIXTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH COMMUNITY HOSPITAL OF SAN BERNARDINO – SAN BERNARDINO

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Community Hospital of San Bernardino is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the Covered California Exhibit II Compensation Rates termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Community Hospital of San Bernardino – Effective April 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

20. Title: RATIFY AND APPROVE THE TWENTY-SEVENTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH COMMUNITY HOSPITAL OF SAN BERNARDINO – SAN BERNARDINO

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Community Hospital of San Bernardino is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the Covered California Exhibit II Compensation Rates termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Twenty-Seventh Amendment to the Hospital Per Diem Agreement with Community Hospital of San Bernardino – Effective May 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

21. Title: RATIFY AND APPROVE THE SECOND AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH DOCTORS HOSPITAL OF RIVERSIDE LLC DBA PARKVIEW COMMUNITY HOSPITAL MEDICAL CENTER – RIVERSIDE

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Doctors Hospital of Riverside LLC DBA Parkview Community Hospital is currently a contracted Hospital in the IEHP Network. The Amendment provides clarity regarding the compensation language in the existing Agreement to more accurately align with the reimbursement methodologies being applied by IEHP.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Second Amendment to the Hospital Per Diem Agreement with Doctors Hospital of Riverside LLC DBA Parkview Community Hospital – Effective January 1, 2024.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

22. Title: RATIFY AND APPROVE THE TWENTY-SECOND AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH EISENHOWER MEDICAL CENTER – RANCHO MIRAGE

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Eisenhower Medical Center is currently a contracted Hospital in the IEHP Network. The Amendment provides clarity regarding the compensation language in the existing Agreement to more accurately align with the reimbursement methodologies being applied by IEHP.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Twenty-Second Amendment to the Hospital Per Diem Agreement with Eisenhower Medical Center – Effective January 1, 2024.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

23. Title: RATIFY AND APPROVE THE ELEVENTH AMENDMENT TO THE CAPITATED IPA AGREEMENT WITH LASALLE MEDICAL ASSOCIATES, INC.– REDLANDS

Chief: Susie White, Chief Operating Officer

Background & Discussion:

LaSalle Medical Associates is currently a contracted IPA within the IEHP Network. The Amendment is to extend the term of the agreement beginning May 1, 2025, through April 30, 2026. In addition, the language of Attachment A Medi-Cal Capitation payment rates is hereby deleted in its entirety and replaced as attached hereto

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Eleventh Amendment to the Capitated IPA Agreement with LaSalle Medical Associates, effective May 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

24. Title: RATIFY AND APPROVE THE THIRD AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH PALO VERDE HEALTH CARE DISTRICT DBA PALO VERDE HOSPITAL - BLYTHE

Chief: Susie White, Chief Operating Officer

Background & Discussion:

Palo Verde Health Care District DBA Palo Verde Hospital is currently a contracted Hospital in the IEHP Network. The Amendment provides clarity regarding the compensation language in the existing Agreement to more accurately align with the reimbursement methodologies being applied by IEHP.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Third Amendment to the Hospital Per Diem Agreement with Palo Verde Health Care District DBA Palo Verde – Effective January 1, 2024.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

25. Title: RATIFY AND APPROVE THE THIRTIETH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH ST BERNARDINE MEDICAL CENTER – SAN BERNARDINO

Chief: Susie White, Chief Operating Officer

Background & Discussion:

St Bernardine Medical Center is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the Covered California Exhibit II Compensation Rates termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Thirtieth Amendment to the Hospital Per Diem Agreement with St Bernardine Medical Center – Effective April 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

26. Title: RATIFY AND APPROVE THE THIRTY-FIRST AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH ST BERNARDINE MEDICAL CENTER – SAN BERNARDINO

Chief: Susie White, Chief Operating Officer

Background & Discussion:

St Bernardine Medical Center is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the Covered California Exhibit II Compensation Rates termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Thirty-First Amendment to the Hospital Per Diem Agreement with St Bernardine Medical Center – Effective May 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

27. Title: RATIFY AND APPROVE THE ELEVENTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH SAN GORGONIO MEMORIAL HOSPITAL –BANNING

Chief: Susie White, Chief Operating Officer

Background & Discussion:

San Gorgonio Memorial Hospital is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Eleventh Amendment to the Hospital Per Diem Agreement with San Gorgonio Memorial Hospital – Effective January 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

28. Title: RATIFY AND APPROVE THE TWELFTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH SAN GORGONIO MEMORIAL HOSPITAL –BANNING

Chief: Susie White, Chief Operating Officer

Background & Discussion:

San Gorgonio Memorial Hospital is currently a contracted Hospital in the IEHP Network. The Amendment is to extend the termination date.

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) Ratify and Approve the Twelfth Amendment to the Hospital Per Diem Agreement with San Gorgonio Memorial Hospital – Effective March 1, 2025.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|------------------|--------------------|---------------------|-------------------|----------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING DEPARTMENT

29. Title: APPROVAL OF THE STANDARD TEMPLATES

Chief: Susie White, Chief Operating Officer

Background & Discussion:

IEHP contracts with physicians and other providers using Governing Board-approved Standard Template Agreements. Periodically, 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.

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

- 1) Enhanced Care Management – Closed Loop Referral (CLR) Requirements - Attachment
- 2) Community Supports - Closed Loop Referral (CLR) Requirements - Attachment

Recommendation(s):

That the Governing Board of the Inland Empire Health Plan (IEHP) approves 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 documents remain unchanged except for the identifying information of the individual provider and non-material changes per individual provider requirements.

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|-------------------------|---------------------------|----------------------------|--------------------------|-----------------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: PROVIDER CONTRACTING

30. Title: APPROVAL OF THE EVERGREEN CONTRACTS

Chief: Susie White, Chief Operating Officer

Background & Discussion:

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

Ratify and approve the Renewal under the Evergreen Clause of the following Agreement, effective May 1, 2025

Additional two (2) year term:

- 1) Little Star Pediatric Urgent Care Urgent Care Provider Agreement-Rancho Cucamonga

Ratify and approve the Renewal under the Evergreen Clause of the following Agreement, effective June 1, 2025

Additional five (5) year term:

- 2) Starlight Therapy Center Inc - Participating Provider Agreement – Specialist - Redlands

Additional five (5) year term:

Renewal under the Evergreen Clause of the following Agreements, effective July 1, 2025:

Additional one (1) year term:

- 3) Healthcare in Action Medical Group– Enhancement Care Management Provider Agreement - Long Beach
- 4) IEHP Health Access- Enhancement Care Management Provider Agreement – Rancho Cucamonga
- 5) Institute on Aging Southern California LLC - Enhancement Care Management Provider Agreement – San Bernardino
- 6) Childrens Hospital of Orange County dba CHOC Childrens Specialists - Participating Provider Agreement – Specialist-Cerritos
- 7) Manikanda Raja MD Inc - Admitter Agreement - Admitter - Hemet

Additional two (2) year term:

- 8) Infomedia Group Inc. dba Carenet Healthcare Services - Master Services Agreement - San Antonio

Additional five (5) years term:

- 9) North Coast Medical Supply dba Advanced Diabetes Supply - Ancillary Agreement - Carlsbad
- 10) Amy Alvarez– Participating Provider Agreement - Behavioral Health - Murrieta
- 11) Jacqueline Smith – Participating Provider Agreement - Behavioral Health – San Bernardino
- 12) Jonathan Beauregard dba Jonathan G Beauregard LMFT- Colton
- 13) Leshea S Nock dba Leshea S Nock Licensed Marriage Child Family Therapist Inc - Participating Provider Agreement - Behavioral Health - Temecula
- 14) Matthew Hicks - Participating Provider Agreement - Behavioral Health - Idyllwild
- 15) Psych Partners- Participating Provider Agreement - Behavioral Health - Temecula
- 16) Rebecca Neeley - dba Rebecca Neeley LMFT- Participating Provider Agreement - Behavioral Health - Murrieta
- 17) Theresa Sandoval dba Theresa Sandoval LMFT - Participating Provider Agreement - Behavioral Health – Murrieta
- 18) Desert Physicians Medical Group Health - Hospitalist Agreement - Palm Springs
- 19) Iglal M El Henawi dba I Henawi MD Inc - Open Access Agreement – Hemet
- 20) Tri State Community Healthcare Center – Open Access Agreement (Excluding Medicare) - Adelanto
- 21) Iglal El Henawi dba I Henawi MD Inc - Capitated Primary Care Provider Agreement (Medicare Only) – Hemet
- 22) Planned Parenthood Orange and San Bernardino Counties Inc dba Melody Health - Capitated Primary Care Provider Agreement (Excluding Medicare) - San Bernardino
- 23) Chornng Lii Hwang MD - Fee-For-Service Primary Care Provider Agreement (No Medicare) - Indio
- 24) Martin Lewis Rocha - Fee-For-Service Primary Care Provider Agreement (No Medicare) - Lake Arrowhead
- 25) Beaumont Radiology Services LLC dba Highland Springs Imaging Center – Specialist - Victorville
- 26) Francisco J Cuellar, a Professional Medical Corporation – Participating Provider Agreement - Pomona
- 27) Mommy and Me Medical Group Inc, a California Professional Medical Corporation dba Mommy and Me Medical Group Inc – Participating Provider Agreement - Specialist – Perris
- 28) Sarsam Cardiology, a Professional Corporation - Participating Provider Agreement – Specialist - Sun City
- 29) Inland Urgent Care, a Medical Corporation - Urgent Care Provider Agreement -Temecula
- 30) Hieu Doan Optometry Inc - Participating Provider Agreement – Vision - Highland
- 31) ISEEU Optometry - Participating Provider Agreement - Vision (Exam Only) – Vision - Indio

Recommendation(s):

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

| Fiscal Impact | Financial Review | Procurement Review | Reviewed by Counsel | Director Approval | Chief Approval |
|---------------------------|------------------|--------------------|---------------------|-------------------|----------------|
| Included in CY2025 Budget | NA | NA | Yes | M. Bryant | S. White |

Department: ADMINISTRATION

31. Title: CHIEF EXECUTIVE OFFICER UPDATE

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Chief Executive Officer update for the June 3, 2025, Governing Board Meeting.

Recommendation(s):

Review and File

DEPARTMENT: ADMINISTRATION

32. TITLE: BOARD EDUCATION – IEHP MISSION INTEGRATION

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Sandy Wyman, Vice President, Mission, will provide an update on Mission activities.

Recommendation(s):

Review and File