



IEHP
 May 11, 2026, IEHP Governing Board Meeting
 May 11, 2026
 9:00 am Pacific Time

Board Report #372

**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 BoardServices@IEHP.org 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 BoardServices@iehp.org.

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

**** LIVE STREAMING FOR THIS MEETING****

<https://youtube.com/live/rvb0BDJm3Mo?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 despite their affiliation with both public entities.

- VII. Adopt and Approve the Meeting Minutes from the April 13, 2026, Regular Meeting of the Governing Board of the Inland Empire Health Plan
IEHP Governing Board - April 13, 2026 Meeting Minutes - Draft

VIII. CONSENT AGENDA

A. ADMINISTRATION (Jarrod McNaughton)

1. Approve the Second Amendment to the Management Services Agreement with IEHP Health Access and Delegation of Authority to Approve Future Management Fee Adjustments
2. Approve the Additional Calendar Year 2026 Spending Authority with Kennaday Leavitt PC, DSR Health Law, and Larson LLP
3. Approve Revisions to the Authority of the Chief Executive Officer to Handle and Resolve Claims

B. HEALTH SERVICES DEPARTMENT (Edward Juhn, M.D.)

1. Approve the Award of Request for Proposal #25-Medical Rebate_2025 and Delegation of Authority to Approve the Rebate Services Agreement with Anton Rx, LLC for Medical Rebate Services
2. Delegation of Authority to Approve the Fifth Amendment to the Professional Services Agreement with Clearlink, LLC for Staffing Support Services

C. INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

1. Delegation of Authority to Approve the Master Services Agreement with Flexential Corp. for Data Center Services and Authorize Funding for Renewal Order
2. Approve the Sixth Amendment to the Professional Services Agreement with Office Ally, Inc. for Electronic Claims Processing Services
3. Delegation of Authority to Approve the Third Amendment to the Professional Services Agreement with Zelis Healthcare, LLC. for Continued Print Fulfillment Services

D. QUALITY DEPARTMENT (Genia Fick)

1. Approve the Third Amendment to the Professional Services Agreement with Riverside County Foundation for Medical Care for Provider Support Services

IX. POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS

A. **ADMINISTRATION (Jarrod McNaughton)**

1. Chief Executive Officer Update

B. **FINANCE DEPARTMENT (Patrick Brosnan)**

1. Monthly Financial Report
 - i. Monthly Financials Presentation (PE033126)

C. **OPERATIONS DEPARTMENT (Susie White)**

1. Covered California Annual Delegation Oversight Audit Results for 2025
2. Medi-Cal and Medicare Annual Delegation Oversight Audit Results for 2025
 - i. 2025 Annual DOA Board Presentation

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 June 8, 2026, at the Dr. Bradley P. Gilbert Center for Learning and Innovation in Rancho Cucamonga.

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

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

DRAFT - MINUTES OF THE APRIL 13, 2026, REGULAR MEETING

Governing Board Members Present:

Supervisor Curt Hagman
Supervisor Karen Spiegel
Supervisor Jesse Armendarez

Dr. Dan Anderson
Drew Williams
Eileen Zorn

Governing Board Members Absent: Supervisor Yxstian Gutierrez

Governing Board Member Vacancy: None

Inland Empire Health Plan Employees and Legal Counsel Present:

Jarrold McNaughton, Chief Executive Officer
Vinil Devabhaktuni, Chief Digital and
Information Officer
Genia Fick, Chief Quality Officer
Edward Juhn, Chief Medical Officer
Sylvia Lozano, Chief Transformation Officer
Michelle Rai, Chief Communications &
Marketing Officer
Tim Rielly, Consultant CFO
Supriya Sood, Chief People Officer
Susie White, Chief Operations Officer

Anna Wang, Esq., Vice President, General Counsel
Raymond Mistica, Esq. Deputy County Counsel
Victoria Ostermann, Vice President, Government
Affairs
Annette Taylor, Secretary to the Governing Board
Jana Russell, Legal Program Manager

IEHP Staff Absent:

Guest(s):

- I. Call to Order:
Chair Hagman called the April 13, 2026, regular meeting of the Inland Empire Health Plan Governing Board to order at 9:04 a.m.
- II. Pledge of Allegiance:
- III. Roll Call: Supervisor Yxstian Gutierrez absent
- IV. Agenda Changes: None.

MEETING MINUTES - DRAFT

- V. Public Comments on Matters on the Agenda: *None.*
- VI. Conflict of Interest Disclosure: *None*
- VII. Adopt and Approve the Meeting Minutes from March 9, 2026, Meeting of the Governing Board of the Inland Empire Health Plan.

Action: On motion of Member Zorn and seconded by Member Anderson, the Meeting Minutes from the March 9, 2026, Regular Meetings of the Governing Board of the Inland Empire Health Plan were approved as presented. (Zorn/Anderson; Spiegel not present; Gutierrez absent)

VIII. **Consent Agenda:**

Action: On motion of Member Zorn and seconded by Member Anderson, the Consent Agenda was approved as presented. (Zorn/Anderson; Spiegel not present; Gutierrez absent)

IX. **Policy Agenda and Status Report on Agency Operations (Board Report #371)**

A. **ADMINISTRATION (Jarrod McNaughton):**

Mr. McNaughton presented the following Administration section of the Status Report:

Item A.1. Chief Executive Officer Update:

Mr. McNaughton presented the CEO update for April 2026.

**Member Hagman commented on the presentation*

Item A.2. Board Education - Marketing and Communications Department Overview:

Bokanika Kan, Senior Director, Marketing, presented an overview of the Marketing and Communications Department activities.

**Members Hagman, Spiegel, and Zorn commented on the presentation.*

All Status Report items for the Administration Department were reviewed and accepted by the Governing Board

B. **FINANCE DEPARTMENT (Jarrod McNaughton):**

Tim Reilly, Consultant CFO, and Leona Liu, Vice President, Finance, presented the following Finance section of the Status Report:

Item B.1. Monthly Financial Review:

Mr. Reilly and Ms. Liu presented the financials for PE022826.

**Members Hagman, Anderson and Spiegel commented on the presentation.*

All Status Report items for the Finance Department were reviewed and accepted by the Governing Board

MEETING MINUTES - DRAFT

C. OPERATIONS DEPARTMENT (Susie White):

Susie White, Chief Operating Officer, presented the following Operations section of the Status Report:

Item C.1. 2025 Grievance and Appeals Overview:

Ms. White introduced Jennifer Wellmaker, Director, Grievance and Appeals, who presented the 2025 results.

Item C.2. 2025 Provider Experience Annual Survey Results:

Ms. White introduced Dan Gomez, Vice President, Provider Experience, who presented the 2025 Survey results.

**Members Hagman, Spiegel, Zorn, and Anderson commented on the presentation.*

All Status Report items for the Operations Department were reviewed and accepted by the Governing Board

X. Comments from the Public on Matters Not on The Agenda:

Two attendees provided comments:

A. Fernando Avarca

a. Mr. Avarca deferred his time to Ms. Pettengill to speak on his behalf

B. Rose Pettengill

XI. Board Comments: *None*

XII. Closed Session: *No Business*

XIII. Adjournment

Chair Hagman adjourned the April 13, 2026, IEHP Governing Board meeting at 10:20 a.m.

The Approved Governing Board Minutes for April 13, 2026, will have a copy of the IEHP Board Report #371 attached

These Meeting Minutes were duly adopted and approved on May 11, 2026.

Annette Taylor
Secretary to the IEHP Governing Board

ADMINISTRATION

A.1. APPROVE THE SECOND AMENDMENT TO THE MANAGEMENT SERVICES AGREEMENT WITH IEHP HEALTH ACCESS AND DELEGATION OF AUTHORITY TO APPROVE FUTURE MANAGEMENT FEE ADJUSTMENTS

Chief: Jarrod McNaughton Chief Executive Officer

Background & Discussion:

Inland Empire Health Plan (“IEHP”) provides certain management and administrative services for IEHP Health Access (“IEHP HA”) under an existing Master Services Agreement (“MSA”) to ensure that IEHP Members can continue to seek out optimal care and vibrant health in the Inland Empire. These services include personnel reasonably necessary to support IEHP Health Access’ operations, including the Chief Executive Officer.

In January 2025 under Minute Order 25-001, the Governing Board of IEHP approved the First Amendment to the MSA that more accurately defined the management fee allowed the parties to adjust the fee upon mutual agreement and provided a provision for the acting Chief Executive Officer to receive a stipend for administrative executive support.

Procurement Solicitation Type: N/A

Recommendation(s):

That the Governing Board of IEHP approve the Second Amendment to the MSA with the IEHP HA effective May 11, 2026.

The Second Amendment updates the Recitals to clarify IEHP HA’s delegated role in delivering health care services to eligible persons in Riverside and San Bernadino counties and revises the Scope of Services to allow IEHP to employ or contract with personnel reasonably necessary to provide services under the Agreement and support IEHP HA’s operations, including assignment of a Chief Executive Officer and personnel to facilitate communications with the IEHP HA Governing Board.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	NA	NA	S. Oh 04/29/26	S. Oh 04/29/26	J. McNaughton 04/27/26

Department: ADMINISTRATION**A.2. APPROVE THE ADDITIONAL CALENDAR YEAR 2026 SPENDING AUTHORITY WITH KENNADAY LEAVITT PC, DSR HEALTH LAW, AND LARSON LLP**

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Inland Empire Health Plan (IEHP) Legal Department engages outside counsel to safeguard IEHP's interests on specialized and high-stakes matters as needs arise. The Governing Board previously approved Calendar Year 2026 (CY2026) spending authority for two of its frequently used firms, Gibson Dunn & Crutcher LLP and Kennaday Leavitt PC for the provision of specialized legal services. Due to an increase in legal activity and matter complexity, the Legal Department is now seeking mid-year approval of additional funds for Kennaday Leavitt PC, DSR Health Law and Larson LLP.

IEHP's Legal Department maintains a conservative, needs-based approach to outside counsel budgeting and engagement and calibrates annual allocations to current risk profiles, enforcement activity, litigation exposure, and anticipated workload, with disciplined fiscal stewardship. The additional spending authority requested herein reflects unanticipated increases in the volume and complexity of matters handled by these firms and is necessary to ensure continued, uninterrupted access to critical legal services through the remainder of CY2026.

- **Kennaday Leavitt PC (KL).** KL has advised IEHP since February 2018, providing critical support in provider dispute litigation (including claims payment issues) and in regulatory and compliance matters related to IEHP's Knox-Keene Act license and applicable health-care regulations. KL employs health care litigation partners and regulatory specialists with experience at the DMHC and with local health plans. The Governing Board approved an original CY2026 not-to-exceed amount of \$500,000 for KL on December 8, 2025. Due to increased matter activity, the Legal Department requests an additional \$250,000, bringing the total not-to-exceed amount to \$750,000 for KL through December 31, 2026.
- **DSR Health Law (DSR).** Since May 2016, DSR advises IEHP on regulatory and compliance matters affecting public health plans, including issues arising under the Knox-Keene Act and applicable Federal and State health-care regulations. DSR services many public entities and brings specialized knowledge in navigating the regulatory landscape applicable to managed care organizations. Due to an unanticipated increase in regulatory advisory needs, the Legal Department requests a total not-to-exceed amount of \$400,000 for DSR through December 31, 2026.
- **Larson LLP (Larson).** Larson began assisting IEHP on complex and sensitive matters, including health-care regulatory and compliance issues, related litigation, and governmental investigations involving public health plans in November 2025. Larson's specialized expertise enables IEHP to navigate these matters efficiently and prudently. Due to a significant increase in the volume and complexity of matters requiring Larson's involvement, the Legal Department requests a total not-to-exceed amount of \$750,000 for Larson through December 31, 2026.

The total combined spending authority requested across all three firms is \$1,900,000 through December 31, 2026. This mid-year request reflects the Legal Department’s continued discipline in managing outside counsel expenditures, while ensuring IEHP maintains sufficient capacity to protect the organization’s interests across regulatory, enforcement, and litigation matters.

Procurement Solicitation Type: N/A

Procurement of IEHP’s outside counsel firms falls under a sole source exemption, per IEHP’s Purchasing Manual Policy.

Recommendation(s)

That the Governing Board of IEHP approve the additional CY2026 spending authority with Kennaday Leavitt PC, DSR Health Law, and Larson LLP for the provision of specialized legal services, for a total amount not to exceed \$1,900,000 (\$750,000 KL + \$400,000 DSR + \$750,000 Larson), through December 31, 2026.

Approval of this additional spending authority will ensure uninterrupted access to specialized legal services necessary to address ongoing and anticipated legal needs through the remainder of CY2026.

Financial Impact: N/A	Not to Exceed Amount: \$1,900,000	Term: 12/31/26
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	NA	NA	NA	A. Wang 4/27/26	J. McNaughton 4/27/26

Department: ADMINISTRATION

A.3. APPROVE REVISIONS TO THE AUTHORITY OF THE CHIEF EXECUTIVE OFFICER TO HANDLE AND RESOLVE CLAIMS

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Inland Empire Health Plan (“IEHP”) is occasionally confronted with the prospect of litigation. In some cases, it may be in IEHP’s best interest to explore settlement to avoid such litigation or the prospect thereof. As a result, on June 22, 2017, the Governing Board authorized the Chief Executive Officer (“CEO”) to negotiate and settle disputes and execute settlement agreements in an amount not to exceed \$200,000 per occurrence and authorized the CEO to allow or reject in whole or in part claims filed against public entities that did not exceed \$200,000 per occurrence. (Minute Order 17-73.)

Procurement Solicitation Type: N/A

Recommendation(s):

That the Governing Board of IEHP authorized the CEO, or his delegee, to, upon legal review and approval:

- 1) Negotiate and settle disputes and execute Settlement Agreements (in the event of settlement) in an amount not to exceed \$500,000 per occurrence; and
- 2) Allow or reject, in whole or in part, claims filed against public entities pursuant to California Government Code Section 900 et seq. in an amount not to exceed \$500,000; and
- 3) Make the related changes to applicable IEHP policies and procedures.

IEHP continues to grow its operations and invariably, potential risks and exposures will arise. In addition, since the last request for an increase in authority to settle and resolve claims, the legal landscape and resultant resolution expectations have changed such that the present authority may be increasingly insufficient to adequately resolve claims. To avoid losing IEHP staff time, resources, and the significant costs and risks associated with trial, it is important for IEHP to efficiently resolve real and potential disputes.

In the event of settlement, the Governing Board will be subsequently apprised of such action in a separate attached report. Should IEHP contemplate settlement in an amount exceeding \$500,000, such action will be addressed in a closed session meeting of the Board pursuant to Government Code Sections 54950 et seq.

Financial Impact: \$500,00 per occurrence	Not to Exceed Amount: \$500,000 per occurrence	Term: NA
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	NA	NA	L. Vanga 4/27/26	L. Vanga 4/27/26	J. McNaughton 4/28/26

Department: HEALTH SERVICES**B. 1. APPROVE THE AWARD OF REQUEST FOR PROPOSAL #25-MEDICAL REBATE_2025 AND DELEGATION OF AUTHORITY TO APPROVE THE REBATE SERVICES AGREEMENT WITH ANTON RX, LLC FOR MEDICAL REBATE SERVICES****Chief:** Edward Juhn, M.D., Chief Medical Officer**Background & Discussion:**

On August 11, 2025, Inland Empire Health Plan (IEHP) partnered with Gallagher Benefit Services, Inc. to assist in conducting Request for Proposal (RFP) #25-Medical Rebate_2025 for a Medical Rebates Vendor. The goal is to establish a new rebate channel beginning in 2026 to reduce medical drug costs based on current utilization. The contract term will be three years and will cover all lines of business: Medicaid (Medi-Cal), Medicare DualChoice (HMO D-SNP), and Exchange (Covered California).

This initiative aligns with IEHP's mission to deliver high-quality, accessible, and cost-effective care. Through this RFP, IEHP sought a strategic partner to:

- Maximize rebate value and transparency
- Improve affordability of high-cost and specialty medical drugs
- Align rebate management with clinical best practices
- Provide actionable reporting for performance monitoring
- Demonstrate adaptability to regulatory and market change

Procurement Solicitation Type: RFP

The RFP was distributed to five vendors. After initial review, two were excluded, and three finalists were advanced: Express Scripts Inc., Expion Health (HRGi), and Anton Rx, LLC. Scoring outcomes were as follows:

Technical Proposal Scores Without Cost (out of 65 points):

Bidder	Score
Anton Rx, LLC	51.72
Expion Health (HRGi)	35.47
Express Scripts Inc.	34.12

Price Scores (out of 30 points):

Bidder	Score
Anton Rx, LLC	30.00
Expion Health (HRGi)	10.09
Express Scripts Inc.	29.23

Local Preference Scores (out of 5 points):

Bidder	Score
Anton Rx, LLC	0
Expion Health (HRGi)	0
Express Scripts Inc.	0

Final Total Scores (out of 100 points):

Bidder	Score
Anton Rx, LLC	81.72
Expion Health (HRGi)	45.56
Express Scripts Inc	63.35

Anton Rx ranked #1 overall, leading both technical and financial evaluations and offering the highest projected rebate value across all lines of business and formulary scenarios. Following a comprehensive review, the Evaluation Committee determined Anton Rx represents the best overall value to IEHP.

Recommendation(s):

That the Governing Board of IEHP approve the award of RFP #25-Medical Rebate_2025 to Anton Rx and authorize the Chief Executive Officer, or his designee to, after legal review and approval, execute a Professional Services Agreement with Anton Rx for Medical Rebate Management for three (3) years. Anton Rx will work directly with drug manufacturers to secure rebates on behalf of IEHP, retaining 3% of collected rebate amounts as an administrative fee and remitting the remaining rebate funds to IEHP.

There is no direct financial impact associated with this agreement, as Anton Rx will collect their percentage for administrative fee of rebate revenue prior to disbursement to IEHP.

Financial Impact: \$0	Not to Exceed Amount: \$0	Term: 3 years
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	Haines, J. 02/05/26	R. Hsieh 04/15/26	NA	H. Lee 04/10/26	E. Juhn 04/16/26

Department: HEALTH SERVICES DEPARTMENT**B.2. DELEGATION OF AUTHORITY TO APPROVE THE FIFTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH CLEARLINK PARTNERS, LLC FOR STAFFING SUPPORT SERVICES**

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

Background & Discussion:

Utilization Management (UM) department has experienced increased demand for existing staff, placing added pressure on operational capacity.

Inland Empire Health Plan (IEHP) expects temporary gaps in essential UM functions that cannot be fully supported with current resources. To maintain operational stability, meet regulatory turnaround requirements, and prevent delays in member care, UM leadership has identified an opportunity to expand its current support from Clearlink Partners, LLC (Clearlink) by engaging additional experienced UM professionals.

Strengthening this partnership will ensure sufficient coverage to manage ongoing workloads, maintain timely and consistent service levels, and support workflow consistency and process standardization throughout this period.

Procurement process: Single Source

Clearlink is being engaged as a single source vendor due to their existing knowledge of IEHP's UM systems, workflows, and operational requirements. Their prior work has provided them with deep institutional understanding, which allows them to integrate quickly and deliver support without the onboarding and ramp-up time required for a new vendor.

For the additional UM functions included in this new scope of work, Clearlink is uniquely positioned to provide immediate value due to their combined expertise in clinical operations, regulatory requirements, and process optimization. Their familiarity with IEHP's current staffing model, documentation standards, and system configuration enables them to seamlessly assume the expanded responsibilities and maintain continuity across UM operations.

This single source approach minimizes operational disruption, ensures rapid deployment of needed resources, and supports IEHP's ability to meet regulatory turnaround times and service level expectations during this period of increased workload and staffing transition.

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 fifth amendment to the professional services agreement with Clearlink for an additional amount of \$613,200.00 through December 2026. The total compensation for this agreement is now \$1,894,200.00.

CONSENT AGENDA

The fifth amendment authorizes Clearlink to expand its support for IEHP’s UM Department by enhancing the prior authorization review process through the deployment of additional clinical resources, as outlined in Scope of Work (SOW) #4. Under this amendment, Clearlink will provide a dedicated team consisting of one Nurse Lead and four Registered Nurses who will work in close coordination with IEHP’s existing UM reviewers to manage the current case volume.

This added capacity will strengthen operational continuity and ensure timely responsiveness to member referrals and cases, particularly during periods of heightened operational and regulatory demand.

Financial Impact: \$613,200.00	Not to Exceed Amount: \$1,894,200.00	Term: June 1, 2026 – December 31, 2026
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	L. Collins 4/30/26	R. Hsieh & H. Clear 4/30/26	NA	B. Spargo 4/30/26	E. Juhn 4/30/26

Department: INFORMATION TECHNOLOGY**C.1. DELEGATION OF AUTHORITY TO APPROVE THE MASTER SERVICES AGREEMENT WITH FLEXENTIAL CORP. FOR DATA CENTER SERVICES AND AUTHORIZE FUNDING FOR RENEWAL ORDER.**

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Flexential Corp. (Flexential) provides space, cabinets, racks, power, internet connectivity and bandwidth, and security provisions for colocation housing of Inland Empire Health Plan (IEHP)'s Disaster Recovery servers located in Las Vegas, Nevada and is considered a critical service provider. The Master Services Agreement (MSA) with Flexential is a legacy data center agreement that was initially executed in August of 2016 under former corporate name of ViaWest Inc. with auto renewable terms, assigned through acquisition to Flexential in 2021. Flexential has been a long-term trusted partner to IEHP and has customized the space that houses its servers and other fixed assets for this purpose.

Procurement process: Single Source

IEHP Information Technology Infrastructure has received procurement approval for this single source for a term of three years. This partner has been in place for over 10 years and as is common in this industry, once a data center of this nature is in place, customers (like IEHP) are highly unlikely to leave due to extreme complexity, cost and risk associated with migration. IEHP must mitigate risk and avoid the catastrophic business disruption of a failed migration.

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 Master Services Agreement and authorize funding of the renewal order with Flexential for continued data center services for an amount not to exceed \$1,187,105 for an extended term through May 31, 2029. This request seeks approval of a new MSA to bring the document up to date with best practice updates to the agreement language in addition continue provisions of disaster recovery center interconnection and colocation services.

IEHP has negotiated a one-time 2% price adjustment, with a guarantee of no further rate increases for the duration of the three-year agreement. This fixed-cost structure mitigates financial risk and facilitates precise multi-year budget forecasting; however, it excludes pass-through energy costs, which will continue to fluctuate based on prevailing market conditions. Funding for this project is for the following:

Interconnection – Provision of internet connectivity and bandwidth including carrier cross connectivity (connectivity between carrier demarcation point and customer cabinet or cage); and **Colocation** – secured cage space, cabinets and data racks, associated power, and security service features including biometrics, video surveillance and badge readers.

CONSENT AGENDA

Financial Impact: \$1,187,105	Not to Exceed Amount: \$3,403,745	Term: 36 Months
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2026 Budget	K. Tsui 4/1/26	S. Cox 4/8/26		J. Gupta 4/7/26	V. Devabhaktuni 4/17/26

Department: INFORMATION TECHNOLOGY**C.2. APPROVE THE SIXTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH OFFICE ALLY, INC. FOR ELECTRONIC CLAIMS PROCESSING SERVICES**

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. Amendment #5 was approved by Minute Order (M.O.) # 25-120 on June 3, 2025 to increase the compensation and extend the term for one 1 year from July 1, 2025 through June 30, 2026. Over 4 million Institutional claims, and 40 million Professional claims have been processed through Office Ally since January 2022.

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.

Procurement process: Enterprise Service Agreement

Although initially procured as a Single Source in 2005, this Sixth Amendment is supported by an approved Enterprise Services Agreement (ESA), pursuant to Section 3.8.B of IEHP's Procurement Policies and Procedures Manual. The ESA designation is appropriate given the broad, strategically integrated scope of services Office Ally provides — including clearinghouse processing, real-time eligibility verification, ERA, and disaster recovery support — which are deeply embedded in IEHP's IT infrastructure and operations. The long-term, high-value nature of this relationship renders repeated competitive bidding impractical.

Office Ally has been a valued IEHP partner for over 20 years, so sourcing a new vendor would entail significant Request for Proposal (RFP), evaluation, and transition costs that outweigh any potential savings from switching suppliers. Additionally, Office Ally has agreed to hold pricing under this Sixth Amendment.

Recommendation(s):

That the Governing Board of IEHP Approve the Sixth Amendment to the Professional Services Agreement with Office Ally, Inc. for electronic claims processing services for an additional three years for an amount not to exceed \$6,000,000. This price includes a contingency of \$105,339 per year for a total contingency amount of \$316,017 for 3 years.

IEHP was able to negotiate a significant reduction in the rate schedule. For this three-year term extension, the vendor will hold the pricing with no increase. The total amount payable under this Agreement shall not exceed \$13,535,145.

CONSENT AGENDA

IEHP requires clearinghouse services to provide submission options for electronic delivery of claims and acceptance of attachments from Providers, and submission of misdirected claims to delegated Providers. Office Ally converts claims into 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: \$6,000,000	Not to Exceed Amount: \$13,535,145	Term: 3 Years
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2026 Budget	K. Tsui 3/27/26	S. Cox 4/17/26	NA	J. Lopez 3/18/26	V. Devabhaktuni 4/17/26

Department: INFORMATION TECHNOLOGY

C.3. DELEGATION OF AUTHORITY TO APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH ZELIS HEALTHCARE, LLC. FOR CONTINUED PRINT FULFILLMENT SERVICES

Chief: Vinil Devabhaktuni, Chief Digital and Information Officer

Background & Discussion:

Zelis Healthcare, LLC (“Zelis”) is responsible for the printing and distribution of member ID Cards and management of print fulfillment services, enrollment packets, and standard plan documents ensuring they meet internal design standards and regulatory requirements and has provided these services since 2023.

IEHP engaged Zelis to provide ID Card printing and fulfillment services for Health Risk Assessment (HRA) Survey Communications under revised regulatory protocol which required the surveys to be sent no later than September 6, 2024. Amendment 2 was a no cost amendment and considered an emergency procurement due to timelines required to meet Department of Health Care Services (DHCS) and Centers for Medicare & Medicaid Services (CMS) regulatory deadlines.

Procurement process: RFP

On May 5, 2023, IEHP issued RFP #23-04796 Covered California Print Fulfillment Services and subsequently released RFP #23-04999 Medi-Cal and Dual Choice ID Card Print and Fulfillment Services on August 2, 2023. After thorough evaluations of each RFP, both were awarded to Zelis, and approved by the Governing Board under the Minute Orders 23-207 and 23-139.

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 third amendment to the Professional Services Agreement that extends the term for one additional year for an amount not to exceed \$4,500,000.

The additional funding and extension are necessary to accommodate increased print volumes driven by updated CMS member statement requirements. Specifically, new regulations require plans to provide concurrent and ongoing care notifications to both enrollees and providers in addition to expanded prior authorization requirements. The requested amount is based on historical spend analysis and forecasted volume for the extension. The requested increase and extension will ensure continuity of service while IEHP develops a long-term strategic contracting plan for these services. The total cost including this request shall not exceed \$8,400,000.

Financial Impact: \$4,500,000	Not to Exceed Amount: \$8,400,000	Term: 12 Months
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2026 Budget	K. Tsui 4/1/26	S. Cox 4/16/26	M. DeNobrega	V. Moola 4/7/26	V. Devabhaktuni 4/17/26

Department: QUALITY**D.1. APPROVE THE THIRD AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH RIVERSIDE COUNTY FOUNDATION FOR MEDICAL CARE FOR PROVIDER SUPPORT SERVICES**

Chief: Genia Fick, MA, 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 (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 in which participating Programs engage as part of the Dual Eligible and Medi-Cal Quality Improvement Programs (QIP):

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.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a national survey program that captures Members' experiences with their health care and offers IEHP with valuable insights for assessing and improving service quality. CAHPS results also influence IEHP's ratings and overall standing, as regulators such as the Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), Centers for Medicare & Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA) place significant emphasis on this performance. Strengthening Provider performance in this domain will help IEHP meet regulatory expectations while advancing a more positive and consistent experience for Members

Procurement Solicitation Type: Single Source

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.

CONSENT AGENDA

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 approve the Third Amendment to the Professional Services Agreement with RCFMC for an additional amount not to exceed \$295,000 through November 2027. The total cost (including this request) of this Agreement shall not exceed \$8,142,500.

This Third Amendment adds a new project to the existing scope, with an 18-month period of performance running through November 2027 for which RCFMC will work with Dual Eligible and Medi-Cal Providers participating in the QIP to implement targeted strategies that improve Member experience and performance on the CAHPS measures including Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Care Coordination, and Customer Service. Throughout th 18-month engagement, RCFMC will orient clinic staff to CAHPS measures and scoring, review workflows that influence patient experience, and assess available data to identify priorities. RCFMC will also train teams to recognize barriers to positive Member interactions and use IEHP-provided tools and best practices to implement effective workflow and communication strategies. This support will help clinics strengthen their approach to Member experience and achieve measurable improvements across the CAHPS measures in scope.

Through this engagement, IEHP will also gain critical insights and materials from RCFMC based on the CAHPS improvement work conducted with QIP-participating Providers. These learnings will help IEHP better understand how to support Providers in improving Member experience and CAHPS performance. RCFMC will help identify which activities most effectively strengthen CAHPS results and will provide recommendations for how IEHP can expand and enhance these supports across its broader Provider network.

Financial Impact: \$295,000	Not to Exceed Amount: \$8,142,500	Term: November 2027
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Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2026 Budget	K. Moussa 04.14.2026	H. Clear 04.13.2026	M. DeNobrega 04/20/26	J. Diekmann 04.14.2026	G. Fick 04.15.2026

Department: ADMINISTRATION

A.1. CHIEF EXECUTIVE OFFICER UPDATE

Chief: Jarrod McNaughton, Chief Executive Officer

Background & Discussion:

Chief Executive Officer update for May 11, 2026, Governing Board Meeting.

Recommendation(s):

Review and File



Governing Board Meeting

CEO BOARD REPORT | *May 11, 2026*

MISSION MOMENT: 'FROM THE HEART' PODCAST

- IEHP's new "From the Heart" podcast launched on April 30.
- It explores the real stories behind the "why" that fuels our team members' work at IEHP.
- Hosted by Mission Coach Tad Worku, the first episode features Jasmine Morgan, a tribal liaison in the Strategic Provider Partnerships department. She shares how her inspiring full-circle journey from IEHP member to IEHP team member led to heartfelt lessons in compassion, empathy and service.
- From the Heart is currently only available internally, but there are plans to stream it on an external podcast platform soon.



IEHP MONTHLY MEMBERSHIP REPORT

MONTH	FORECAST MEMBERSHIP	ACTUAL MEMBERSHIP	+ OR - FORECAST	+ OR - LAST MONTH
March 2026	1,460,000	1,446,127	(13,873)	(9,014)
April 2026	1,430,063	1,429,771	(292)	(16,356)
May 2026	1,418,475	1,417,243	(1,232)	(12,528)



Ads currently featured in our 2026 CAHPS campaign.

Content contributor: Jarrod McNaughton

2026 MISSION CONFERENCE

- More than 170 people attended the 2026 Mission Conference on May 1.
- The program included an inspiring and immersive experience by The Music Paradigm led by Scott O’Neil, conductor of the Denver Philharmonic Orchestra; and two panel discussions on shared long-term regional health goals led by the IEHP Foundation and featuring local public health leaders.
- **Living the Mission Award** winners were:
 - Inspire Award: **Michelle’s Place Cancer Resource Center**
 - Vibrant Health Award: **El Sol Neighborhood Educational Center**
 - Creativity & Innovation Award: **Dr. Iheanacho Emeruwa**
 - Optimal Care Award (Hospital): **San Gorgonio Memorial Hospital**
 - Optimal Care Award (Provider): **Dr. Hua Bai**



PROVIDER DINNER SERIES

- The April 29 dinner was held in Yucaipa and the May 6 dinner was held in Temecula.
- Both dinners were attended by several local providers, their guests and IEHP leaders and community partners.
- Discussion topics included continued impacts of H.R. 1, Covered California, IEHP's Healthcare Scholarship Fund scholars and the Network Expansion Fund.



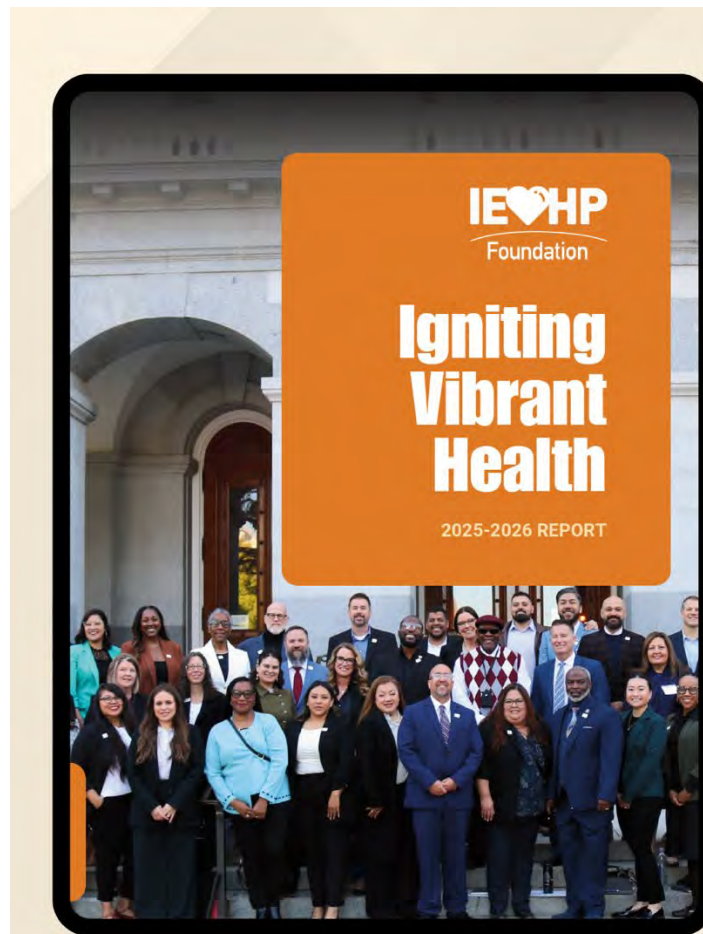
IEHP LEADERS IN THE COMMUNITY

- **Senior Director of Care Continuum Transformation Nikole DeVries** was a presenter at the CalHQ statewide collaborative meeting on April 14. She shared a case study on IEHP's development of the Inland Empire Quality Alliance, highlighting how IEHP has successfully built a regional hospital collaborative resulting in measurable improvement in hospital outcomes.
- **Director of Quality Improvement Tara Tokijkla** was part of a panel on "Local Plan Approaches for Improving Performance" for a Local Health Plans of California (LHPC) event on April 23.
- **Director of Strategic Provider Partnerships Marci Coffey** received the Ramos Family Spirit of Compassion Award from the Time for Change Foundation. This award recognizes individuals who are actively changing communities through meaningful acts of service.
- **IEHP and the IEHP Foundation** were recognized by the Inland SoCal United Way during its United for Impact event on April 16. **IEHP Governing Board Member Karen Spiegel, IEHP Foundation CEO Greg Bradbard and IEHP VP General Counsel Anna Wang** accepted the award.



IEHP FOUNDATION ANNUAL REPORT

- IEHP Foundation’s 2025-2026 Igniting Vibrant Health Report is now available.
- The report highlights the Foundation’s accomplishments over the past year - including the impact, actions and ways it has helped make the Inland Empire a healthier, more vibrant region.



Investing in Healthy Communities & Organizations



Impact

- 80% of organizations improved or expanded their services
- 68% of Champions strengthened policy and advocacy efforts
- Participants reported gaining **self-awareness, confidence, leadership capabilities and communication skills**

\$10.6M **157** **630** **852**

Total community investment, including all grantmaking, sponsorships and Blue Zones investment.

Grants & sponsorships awarded

Partners actively engaged

Hours of no-cost training to nonprofits

EXCELLENCE IN WORKPLACE AND PROVIDER EXPERIENCE

- IEHP has been certified as a Great Place To Work® for a **SIXTH** year in a row!
- Great Place To Work® certification recognizes employers who create an outstanding employee experience based on various criteria.
- This designation was made possible thanks to the positive response rate to our recent team member engagement survey.
- IEHP achieved a 100th percentile national ranking in overall satisfaction on Press Ganey's Provider Experience Survey!
- Of the providers surveyed, 98% said they would recommend IEHP to other physician-led practices.



DEPARTMENT OF HEALTH CARE SERVICES (DHCS) ALL PLAN CEO QUARTERLY MEETING UPDATES

- Clinical Efficiency Measures
- Hospice
- Federal Waivers
- Managed Care Organization (MCO) Tax
- State Directed Payments
- Eligibility and Enrollment
- Medical Frailty Framework





Thank you

Department: FINANCE

B.1. MONTHLY FINANCIAL REVIEW

Chief: Patrick Bronsan, Chief Financial Officer

Background & Discussion:

Monthly Financials for Period Ending March 31, 2026

Recommendation(s):

Review and File

FINANCE DIVISION

March 2026

MONTHLY FINANCIALS

Presented
May 11, 2026



Financial Position Summary

- 2025 was the first step to Return to Profitability. We achieved cost reduction through several initiatives and record revenue increases. Our financial position stabilized to near breakeven from 2024's significant losses.
- 2026 should allow us to build back up our reserves and increase our days of cash-on-hand. This will be driven by continued small decreases in costs, and the rate increase we received from DHCS (via significant rate advocacy).
- We have a consolidated net surplus of ~\$22.7M for March 2026 and ~\$139M as of March 2026 year-to-date.
- At this time, DMHC is still requiring that IEHP continue monthly reporting.



Follow-up from March Board Meeting: Community Reinvestment Program

- IEHP accrued ~\$22M YTD through March for the Medi-Cal LOB.
- DHCS requires Plans to reinvest a minimum percentage of annual net Medi-Cal income into the local communities that they serve.
- Plans that do not meet DHCS quality metrics must make an additional community investment.
- For CY 2026 financial reporting, we used the conservative approach to accruing the Community Reinvestment liability.
- Methodology – Actuals vs. Budget: Actuals are accrued based on the monthly surplus/loss, while budget was based on annual net surplus divided by quarter.



March 2026 Actual vs Budget: Consolidated

	March Month-to-Date			March Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 750,824,272	\$ 753,413,187	\$ (2,588,915)	\$ 2,259,538,878	\$ 2,271,372,890	\$ (11,834,012)
Total Medical Costs	680,256,637	670,740,699	(9,515,938)	1,982,940,805	1,991,793,621	8,852,816
Total Operating Expenses	44,752,538	46,114,343	1,361,805	128,997,437	131,888,886	2,891,449
Total Non Operating Income (Expense)	1,960,306	3,695,675	(1,735,369)	15,517,996	11,065,504	4,452,492
Non-Medical Expenses	5,115,363	7,604,866	2,489,503	24,243,036	8,909,267	(15,333,769)
Net Surplus (Deficit)**	\$ 22,660,040	\$ 32,648,954	\$ (9,988,914)	\$ 138,875,595	\$ 149,846,620	\$ (10,971,025)
Medical Cost Ratio**	90.6%	89.0%	1.6%	87.8%	87.7%	0.1%
Administrative Cost Ratio**	6.0%	6.1%	(0.2%)	5.7%	5.8%	(0.1%)

Highlights for the Month:

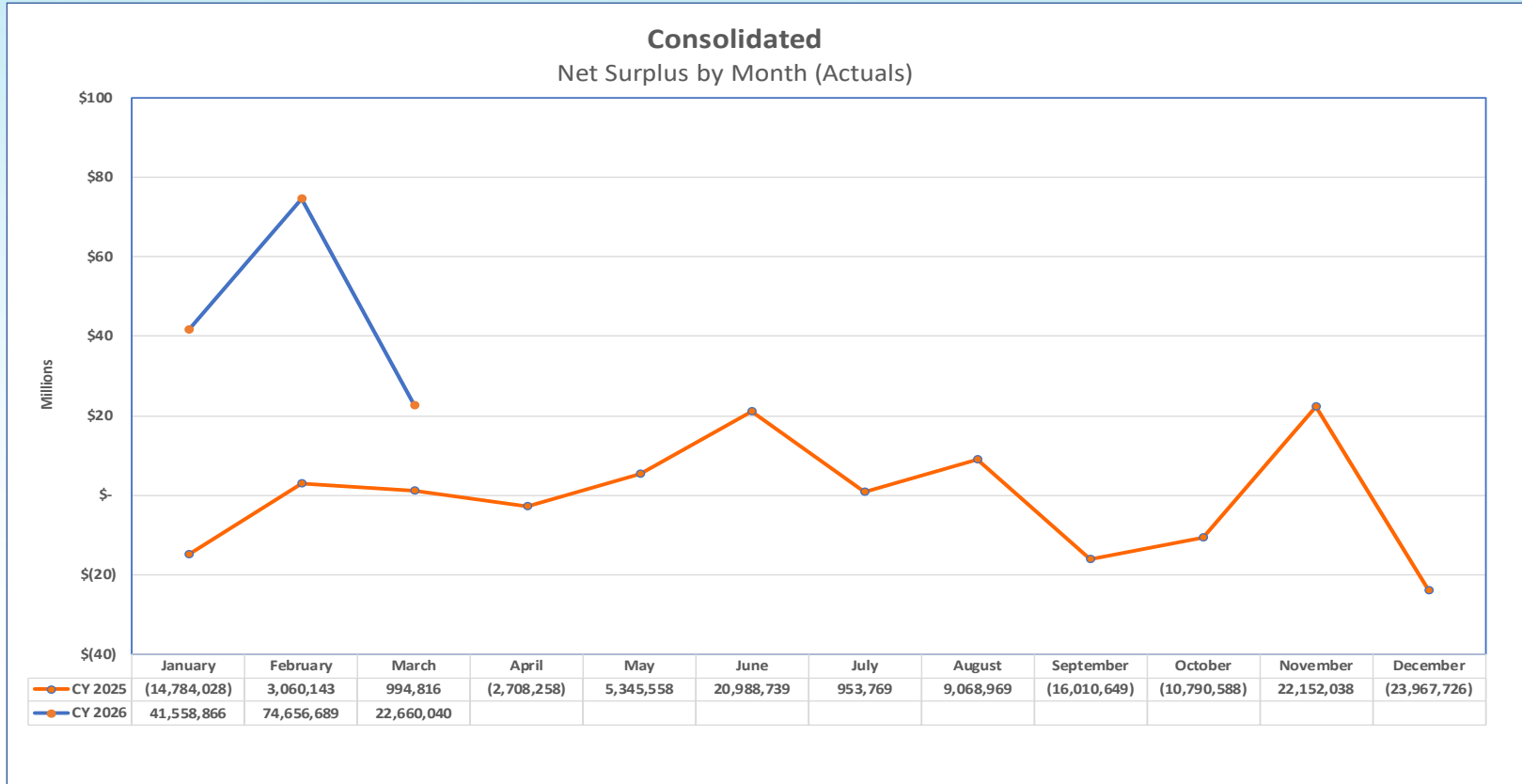
- The unfavorable revenue variance compared to budget is primarily due to unfavorable Prop 56 MLR quarterly reserve adjustment and lower-than-expected maternity revenue, partially offset by higher-than-expected D-SNP and Child member months.
- The unfavorable medical costs variance compared to budget is primarily due to higher-than-expected FFS claims trend and unfavorable pharmacy expense, partially offset by favorable Prop 56 quarterly expense adjustment.
- The favorable operating expenses variance compared to budget is primarily due to under utilization in Admin, Finance, and IT.
- The unfavorable non operating income (expense) variance compared to budget is primarily due to unrealized loss on California Employers' Pension Prefunding Trust fund, partially offset by interest income.
- The favorable non-medical expenses variance compared to budget is primarily due to the Community Reinvestment Program accrual for the month of March, while the budget reflects three months of expenses (quarterly).

*There is Other Income/Expenses that are not attributed to a specific line of business, but included on a consolidated basis (i.e.: Interest Income, Investment Income (Expense), Leased Asset Revenue, Non-Medical Expenses, etc.)

**Differences are due to rounding



Net Surplus Year-Over-Year – Consolidated



Actual vs Budget: Medi-Cal

	March Month-to-Date			March Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 643,769,469	\$ 653,140,331	\$ (9,370,862)	\$ 1,950,362,129	\$ 1,969,435,744	\$ (19,073,615)
Total Medical Costs	572,493,591	581,987,853	9,494,262	1,682,059,493	1,729,394,110	47,334,617
Total Operating Expenses	34,408,473	39,105,673	4,697,200	95,372,180	110,829,757	15,457,577
Total Non Operating Income (Expense)	42,851	-	42,851	291,589	-	291,589
Non-Medical Expenses	22,326,378	6,727,548	(15,598,830)	22,326,378	6,727,548	(15,598,830)
Net Surplus (Deficit)**	\$ 14,583,877	\$ 25,319,257	\$ (10,735,380)	\$ 150,895,667	\$ 122,484,329	\$ 28,411,338
Medical Cost Ratio**	88.9%	89.1%	(0.2%)	86.2%	87.8%	(1.6%)
Administrative Cost Ratio**	5.3%	6.0%	(0.6%)	4.9%	5.6%	(0.7%)

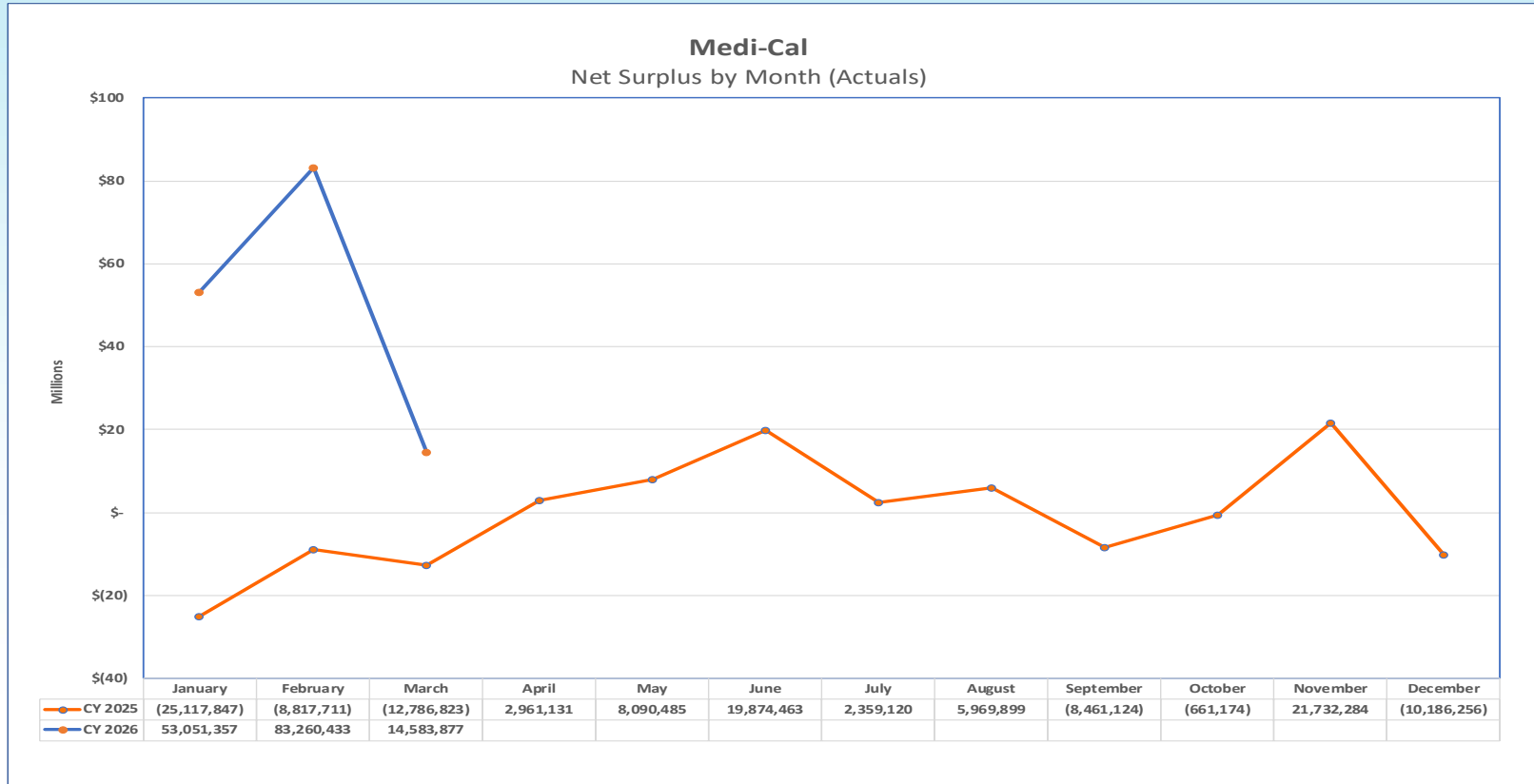
Highlights for the Month:

- The unfavorable revenue variance compared to budget is primarily due to unfavorable Prop 56 MLR quarterly reserve adjustment and lower-than-expected maternity revenue, partially offset by higher-than-expected Child member months.
- The favorable medical costs variance compared to budget is primarily due to favorable Prop 56 quarterly expense adjustment, partially offset by higher-than-expected FFS claims trends.
- The favorable operating expenses variance is primarily driven by lower department costs related to the product line, whereas the budget was developed in line with the admin portion of our Medi-Cal revenue rates.
- The unfavorable non-medical expenses variance compared to budget is primarily due to the Community Reinvestment program accrual. The February accrual was reclassified to the Medi-Cal line-of-business in March.

**Differences are due to rounding



Net Surplus Year-Over-Year: Medi-Cal



Actual vs Budget: D-SNP

	March Month-to-Date			March Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 87,871,885	\$ 81,285,282	\$ 6,586,603	\$ 250,275,716	\$ 244,168,984	\$ 6,106,732
Total Medical Costs	88,114,480	73,211,843	(14,902,637)	246,154,943	215,904,291	(30,250,652)
Total Operating Expenses	6,214,860	3,632,004	(2,582,856)	19,770,833	10,745,838	(9,024,995)
Total Non Operating Income (Expense)	-	-	-	-	-	-
Net Surplus (Deficit)**	\$ (6,457,455)	\$ 4,441,436	\$ (10,898,891)	\$ (15,650,060)	\$ 17,518,856	\$ (33,168,916)
Medical Cost Ratio**	100.3%	90.1%	10.2%	98.4%	88.4%	9.9%
Administrative Cost Ratio**	7.1%	4.5%	2.6%	7.9%	4.4%	3.5%

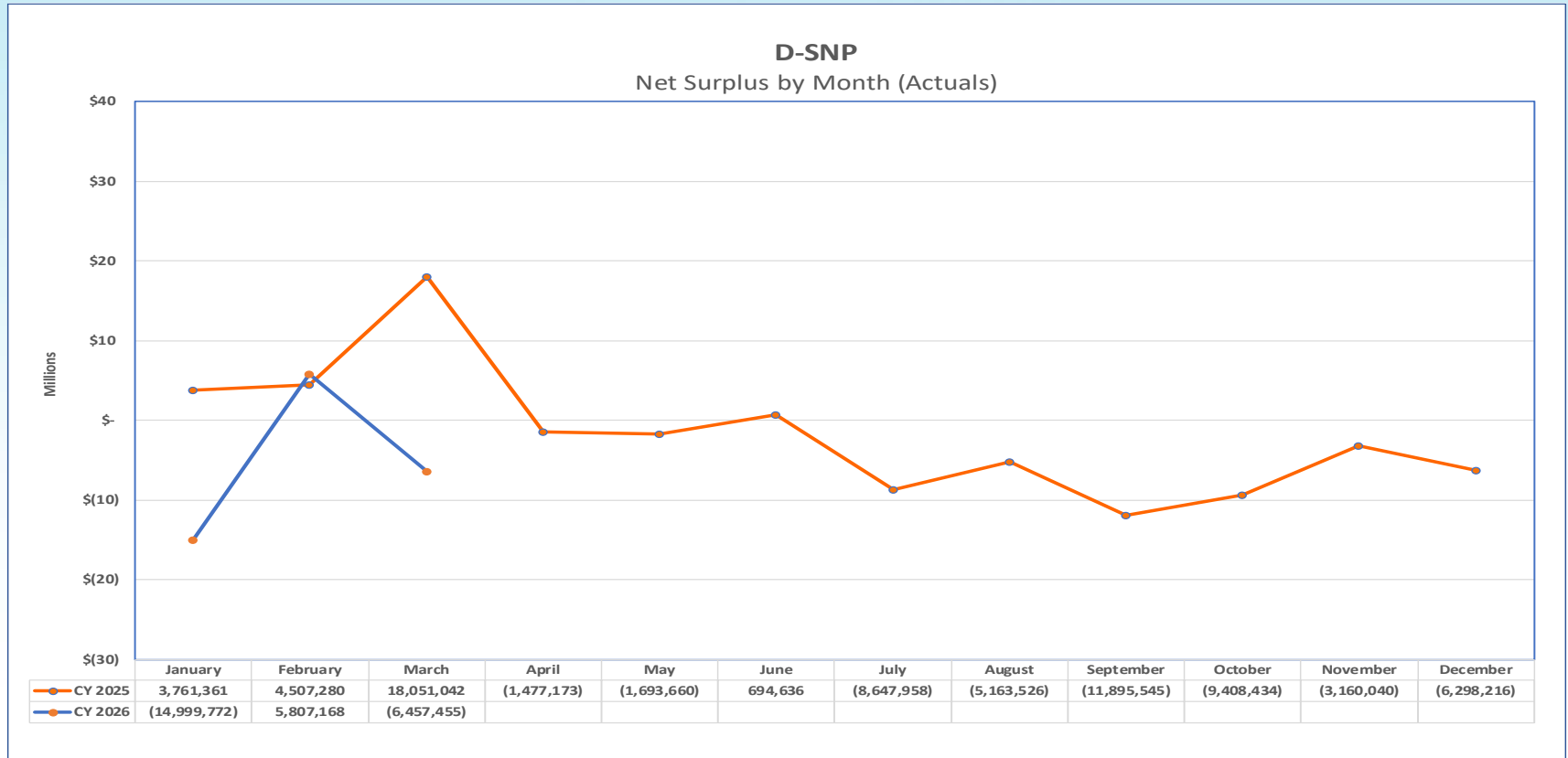
Highlights for the Month:

- The favorable revenue variance compared to budget is primarily due to higher-than-expected membership.
- The unfavorable medical costs variance compared to budget is primarily due to higher-than-expected FFS claims attributed to increased utilization and higher membership and unfavorable pharmacy expense.
- The unfavorable operating expenses variance is primarily driven by higher department costs related to the product line, whereas the budget was developed in line with regulatory reporting projections.

**Differences are due to rounding



Net Surplus Year-Over-Year: D-SNP



Actual vs Budget: IEHP Covered (CCA)

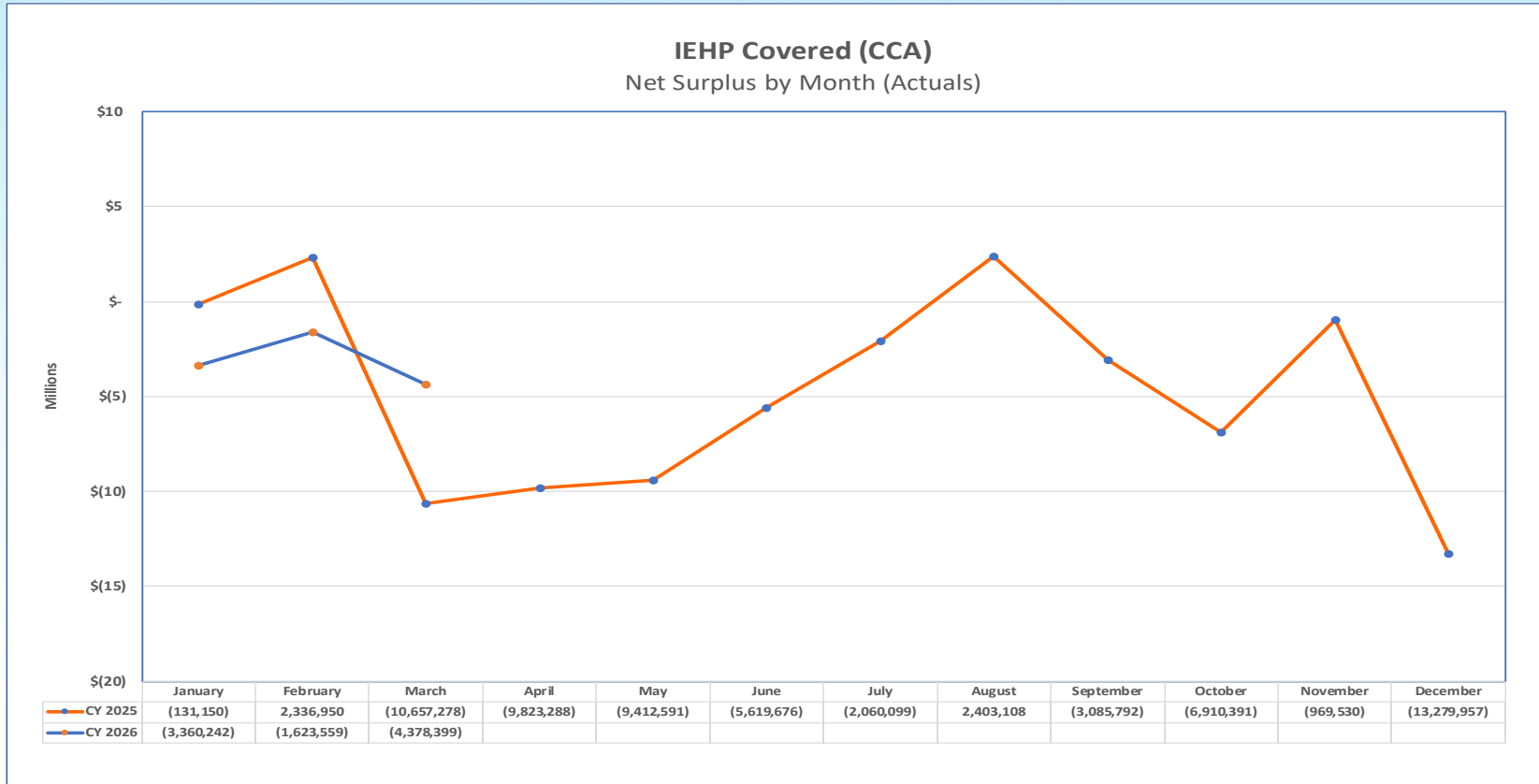
	March Month-to-Date			March Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 19,182,918	\$ 18,987,574	\$ 195,344	\$ 58,901,032	\$ 57,768,161	\$ 1,132,871
Total Medical Costs	19,656,501	15,541,004	(4,115,497)	54,633,195	46,495,220	(8,137,975)
Total Operating Expenses	3,904,816	3,376,666	(528,150)	13,630,035	10,313,291	(3,316,744)
Total Non Operating Income (Expense)	-	-	-	-	-	-
Net Surplus (Deficit)**	\$ (4,378,399)	\$ 69,904	\$ (4,448,303)	\$ (9,362,199)	\$ 959,649	\$ (10,321,848)
Medical Cost Ratio**	102.5%	81.8%	20.6%	92.8%	80.5%	12.3%
Administrative Cost Ratio**	20.4%	17.8%	2.6%	23.1%	17.9%	5.3%

Highlights for the Month:

- The unfavorable medical costs variance compared to budget is primarily due to higher-than-expected FFS claims and unfavorable pharmacy expense.

**Differences are due to rounding

Net Surplus Year-Over-Year: IEHP Covered (CCA)



Balance Sheet: Current Month vs Prior Month

	Mar-26	Feb-26	Variance
<u>Assets and Deferred Outflows</u>			
Current Assets	\$ 2,393,229,647	\$ 2,393,690,341	\$ (460,694)
Other Non Current Assets	70,901,682	74,502,896	(3,601,215)
Long Term Receivables	1,042,799	1,070,116	(27,317)
Capital Assets	295,053,882	297,303,920	(2,250,039)
Deferred Outflows of Resources	88,680,255	88,680,255	-
Net Other Assets	-	-	-
Total Assets and Deferred Outflows**	\$ 2,848,908,264	\$ 2,855,247,528	\$ (6,339,264)
<u>Liabilities, Deferred Inflows, and Net Position</u>			
Current Liabilities	\$ 1,581,076,727	\$ 1,609,752,266	\$ (28,675,539)
Long Term Liabilities	23,347,369	23,641,461	(294,092)
Deferred Inflows Of Resources	19,420,239	19,449,912	(29,673)
Net Position	1,225,063,929	1,202,403,889	22,660,040
Total Liabilities, Deferred Inflows, and Net Position**	\$ 2,848,908,264	\$ 2,855,247,528	\$ (6,339,264)

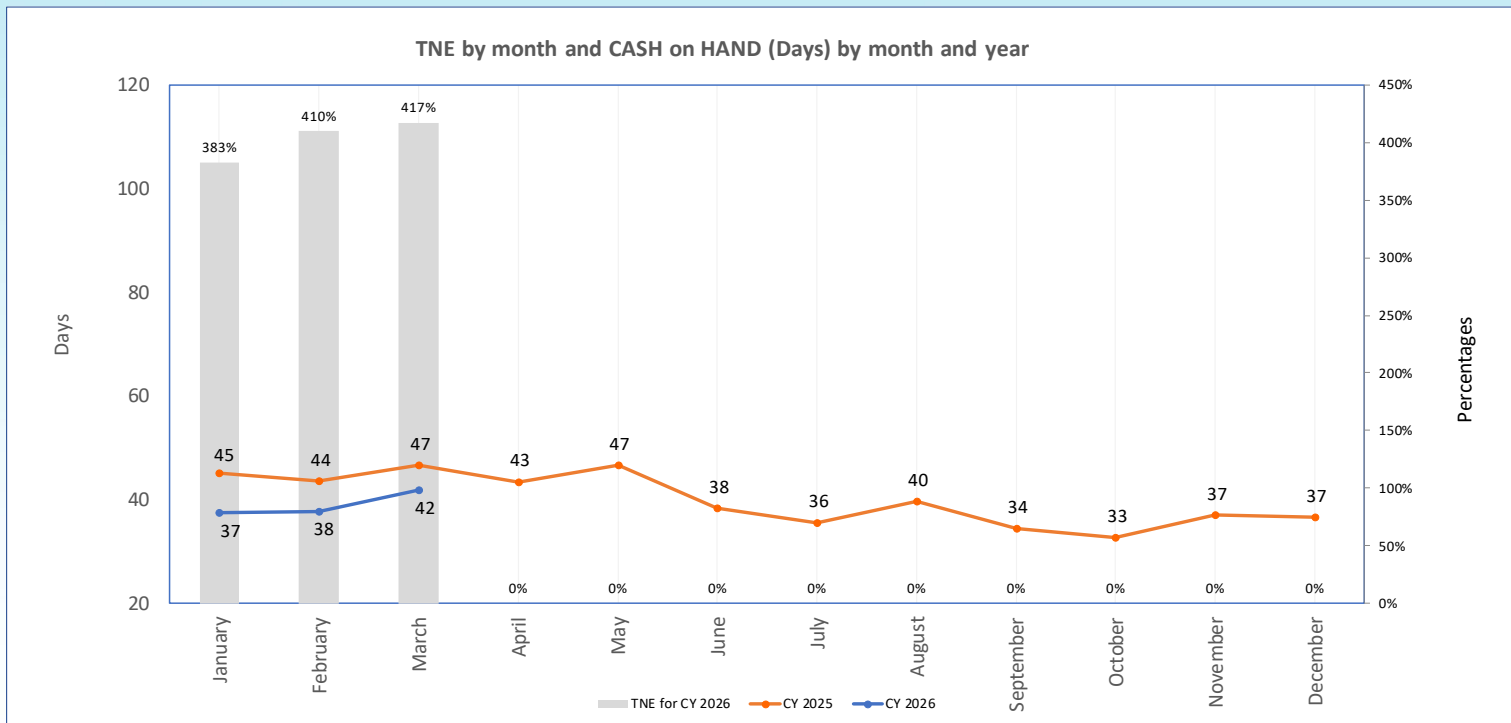
Highlights for the Month:

- Decrease in Current Liabilities is primarily due to recognition of -\$76.3M unearned revenue for D-SNP March payment received in February and -\$25.3M IBNP adjustment, partially offset by \$63.5M CY2026 MCO tax expense accrual.

**Differences are due to rounding



TNE and Cash On Hand



Highlights for the Month:

- Increase in Cash is primarily due to DHCS CY2026 premium rate adjustments.

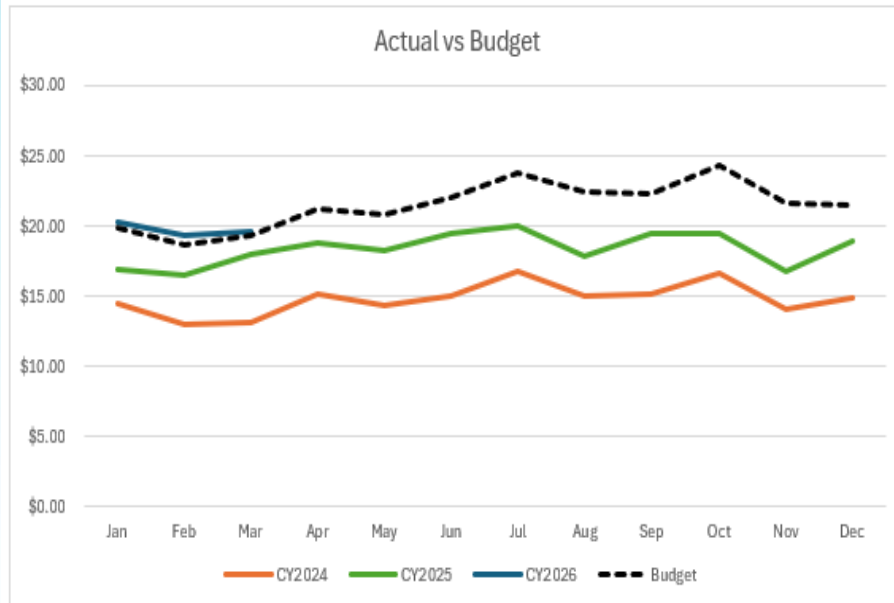
Note: Days Cash on Hand calculation excludes pass-thru receipts and payments and early receipts of D-SNP's premium payments.



Appendix



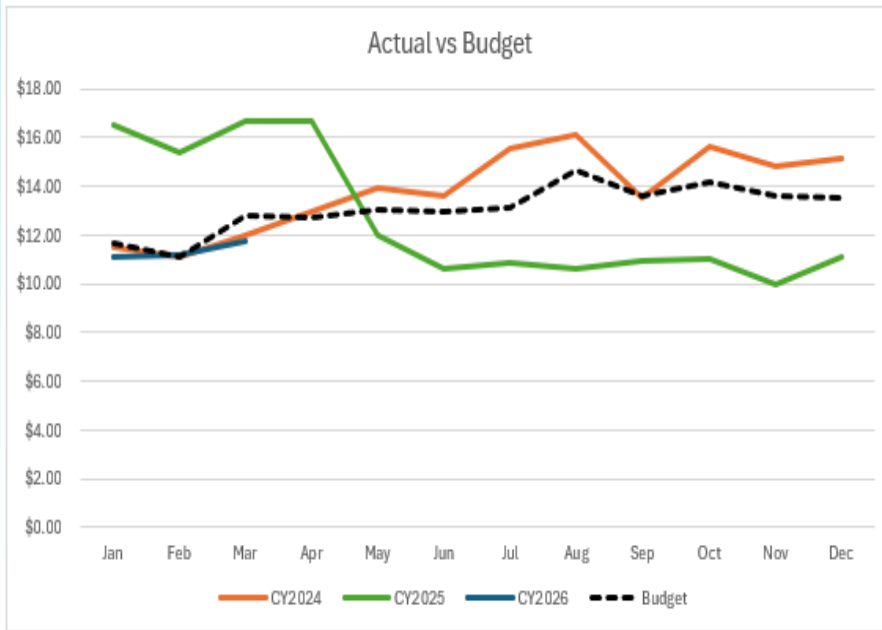
Behavioral Health Therapy – Autism



Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$14.49	\$16.91	\$20.32	\$19.87	16.7%	20.2%	2.3%
Feb	\$12.92	\$16.46	\$19.33	\$18.69	27.5%	17.4%	3.4%
Mar	\$13.17	\$17.97	\$19.58	\$19.36	36.4%	9.0%	1.1%
Apr	\$15.19	\$18.83		\$21.18	24.0%		
May	\$14.28	\$18.28		\$20.78	28.0%		
Jun	\$15.01	\$19.45		\$22.07	29.6%		
Jul	\$16.75	\$20.00		\$23.81	19.4%		
Aug	\$15.01	\$17.83		\$22.46	18.7%		
Sep	\$15.18	\$19.48		\$22.22	28.3%		
Oct	\$16.61	\$19.45		\$24.29	17.1%		
Nov	\$14.11	\$16.82		\$21.54	19.2%		
Dec	\$14.85	\$18.86		\$21.41	27.0%		

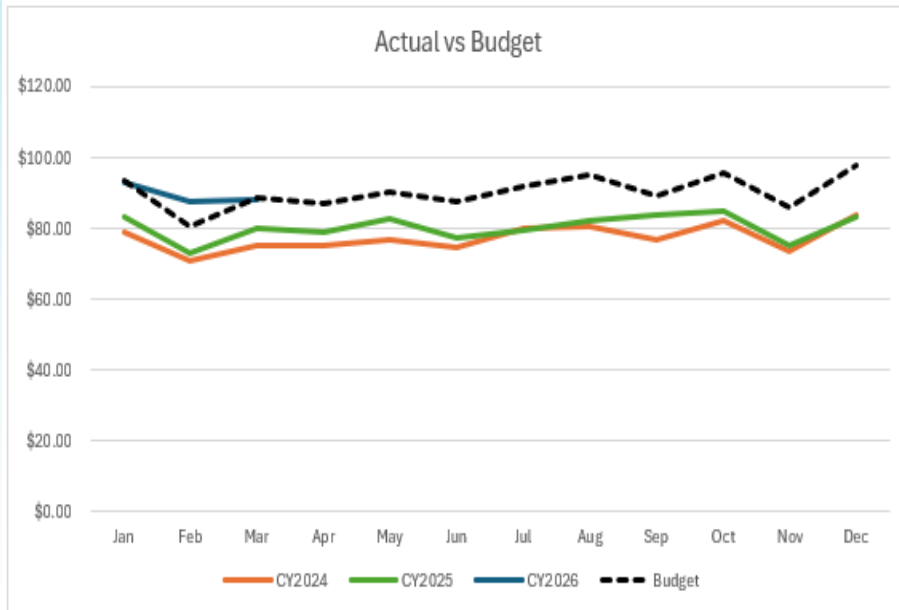


Transportation



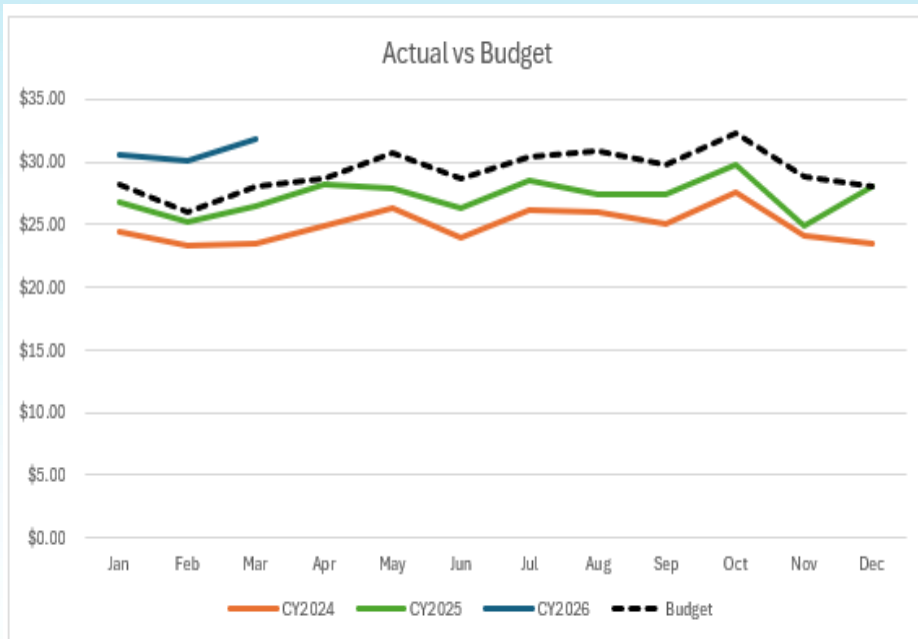
Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$11.54	\$16.48	\$11.13	\$11.63	42.9%	-32.5%	-4.3%
Feb	\$11.09	\$15.41	\$11.18	\$11.12	39.0%	-27.5%	0.6%
Mar	\$11.98	\$16.69	\$11.75	\$12.83	39.3%	-29.6%	-8.4%
Apr	\$12.93	\$16.72		\$12.70	29.3%		
May	\$13.93	\$12.03		\$13.04	-13.6%		
Jun	\$13.64	\$10.58		\$12.95	-22.4%		
Jul	\$15.53	\$10.83		\$13.11	-30.3%		
Aug	\$16.11	\$10.61		\$14.67	-34.2%		
Sep	\$13.56	\$10.94		\$13.62	-19.3%		
Oct	\$15.63	\$11.04		\$14.17	-29.4%		
Nov	\$14.80	\$10.00		\$13.64	-32.4%		
Dec	\$15.17	\$11.09		\$13.55	-26.9%		





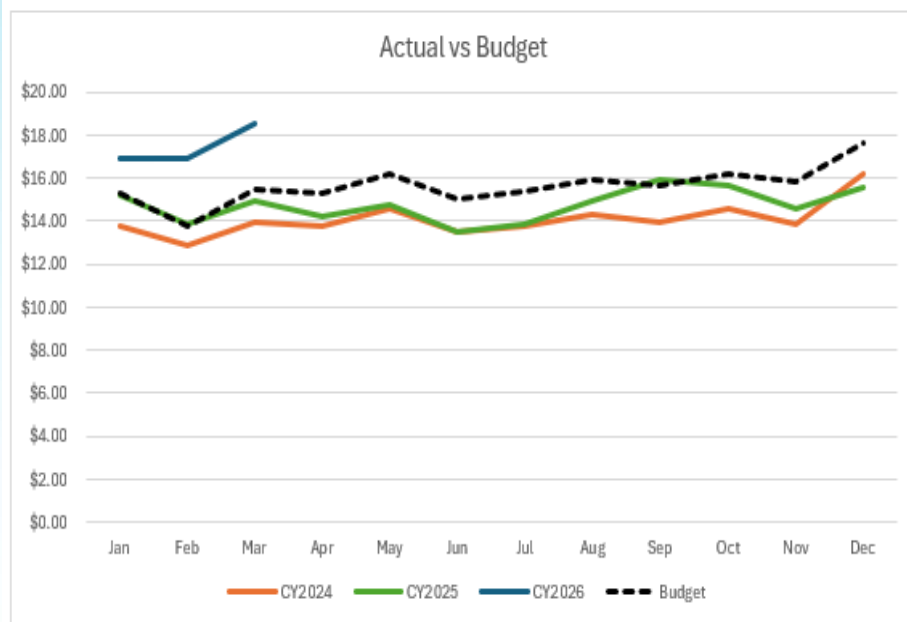
Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$78.69	\$83.43	\$92.63	\$93.59	6.0%	11.0%	-1.0%
Feb	\$71.01	\$72.88	\$87.27	\$80.42	2.6%	19.7%	8.5%
Mar	\$75.08	\$80.13	\$88.27	\$88.38	6.7%	10.2%	-0.1%
Apr	\$75.05	\$79.02		\$86.80	5.3%		
May	\$76.50	\$82.71		\$90.06	8.1%		
Jun	\$74.63	\$77.11		\$87.55	3.3%		
Jul	\$79.83	\$79.64		\$91.71	-0.2%		
Aug	\$80.66	\$81.83		\$94.81	1.5%		
Sep	\$76.83	\$83.96		\$89.02	9.3%		
Oct	\$82.16	\$84.74		\$95.69	3.1%		
Nov	\$73.22	\$75.25		\$86.00	2.8%		
Dec	\$83.57	\$83.42		\$97.63	-0.2%		





Service	Incurred PPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$24.35	\$26.82	\$30.55	\$28.19	10.1%	13.9%	8.4%
Feb	\$23.37	\$25.18	\$30.14	\$25.98	7.8%	19.7%	16.0%
Mar	\$23.49	\$26.46	\$31.79	\$28.05	12.7%	20.2%	13.4%
Apr	\$24.81	\$28.20		\$28.73	13.6%		
May	\$26.32	\$27.94		\$30.66	6.1%		
Jun	\$23.87	\$26.29		\$28.60	10.1%		
Jul	\$26.17	\$28.48		\$30.44	8.8%		
Aug	\$25.94	\$27.48		\$30.91	5.9%		
Sep	\$25.11	\$27.38		\$29.73	9.1%		
Oct	\$27.58	\$29.83		\$32.30	8.2%		
Nov	\$24.13	\$24.90		\$28.74	3.2%		
Dec	\$23.55	\$28.00		\$28.08	18.9%		

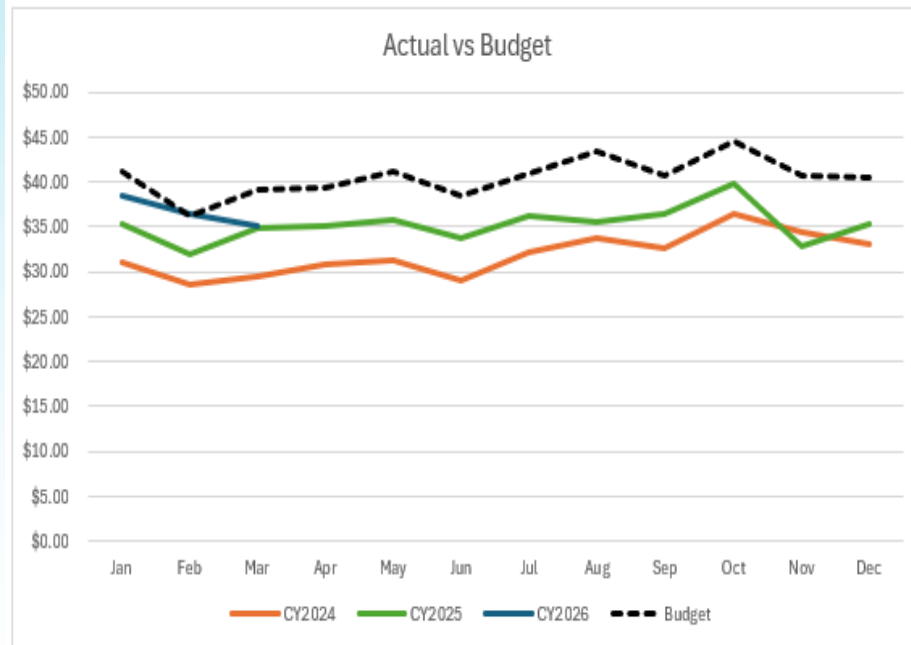
Emergency Room



Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$13.79	\$15.21	\$16.90	\$15.31	10.3%	11.1%	10.4%
Feb	\$12.88	\$13.88	\$16.89	\$13.76	7.8%	21.6%	22.7%
Mar	\$13.96	\$14.97	\$18.54	\$15.49	7.3%	23.9%	19.8%
Apr	\$13.74	\$14.23		\$15.28	3.6%		
May	\$14.62	\$14.78		\$16.24	1.2%		
Jun	\$13.48	\$13.52		\$15.05	0.3%		
Jul	\$13.81	\$13.90		\$15.39	0.7%		
Aug	\$14.29	\$14.97		\$15.97	4.7%		
Sep	\$13.93	\$15.95		\$15.63	14.5%		
Oct	\$14.54	\$15.67		\$16.20	7.7%		
Nov	\$13.85	\$14.61		\$15.80	5.5%		
Dec	\$16.19	\$15.59		\$17.61	-3.7%		



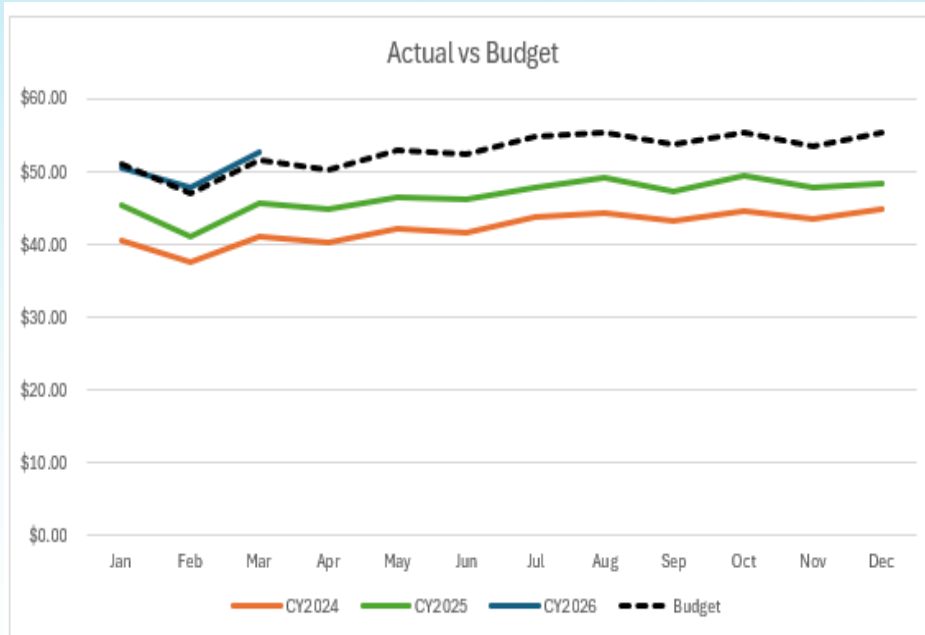
Specialist Claims



Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$31.04	\$35.27	\$38.39	\$41.25	13.6%	8.9%	-6.9%
Feb	\$28.53	\$31.93	\$36.50	\$36.28	11.9%	14.3%	0.6%
Mar	\$29.56	\$34.78	\$35.22	\$39.22	17.7%	1.2%	-10.2%
Apr	\$30.77	\$35.09		\$39.46	14.0%		
May	\$31.38	\$35.78		\$41.10	14.0%		
Jun	\$29.01	\$33.72		\$38.56	16.2%		
Jul	\$32.18	\$36.24		\$40.93	12.6%		
Aug	\$33.82	\$35.53		\$43.41	5.0%		
Sep	\$32.54	\$36.50		\$40.66	12.2%		
Oct	\$36.56	\$39.85		\$44.62	9.0%		
Nov	\$34.49	\$32.86		\$40.77	-4.7%		
Dec	\$33.19	\$35.30		\$40.39	6.3%		

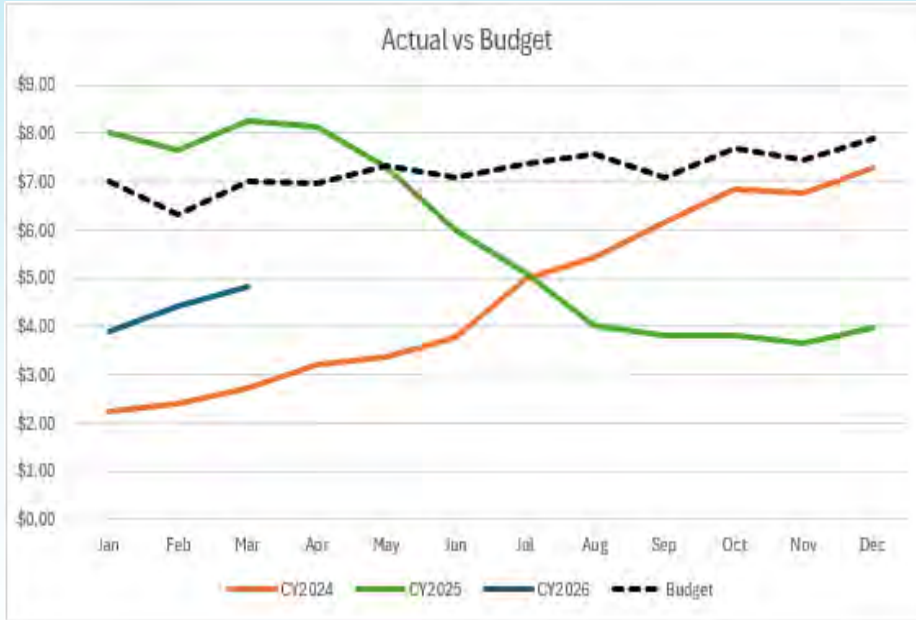


Long Term Care



Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$40.42	\$45.31	\$50.49	\$50.95	12.1%	11.4%	-0.9%
Feb	\$37.50	\$41.05	\$47.80	\$46.92	9.5%	16.4%	1.9%
Mar	\$41.16	\$45.75	\$52.76	\$51.50	11.1%	15.3%	2.5%
Apr	\$40.22	\$44.73		\$50.31	11.2%		
May	\$42.17	\$46.39		\$52.89	10.0%		
Jun	\$41.63	\$46.06		\$52.31	10.6%		
Jul	\$43.75	\$47.80		\$54.81	9.2%		
Aug	\$44.31	\$49.08		\$55.28	10.8%		
Sep	\$43.09	\$47.28		\$53.68	9.7%		
Oct	\$44.45	\$49.33		\$55.24	11.0%		
Nov	\$43.35	\$47.77		\$53.49	10.2%		
Dec	\$44.87	\$48.23		\$55.26	7.5%		





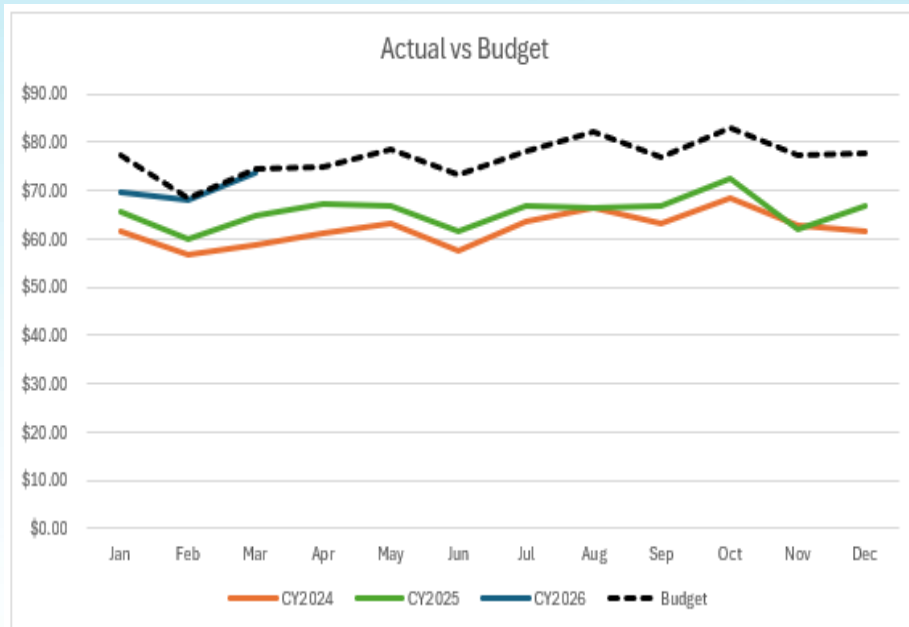
Service	Incurred PPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$2.25	\$8.00	\$3.89	\$6.99	254.8%	-51.4%	-44.4%
Feb	\$2.41	\$7.64	\$4.41	\$6.32	216.6%	-42.3%	-30.1%
Mar	\$2.72	\$8.26	\$4.81	\$6.99	203.5%	-41.8%	-31.3%
Apr	\$3.22	\$8.13		\$6.97	152.3%		
May	\$3.36	\$7.30		\$7.35	117.0%		
Jun	\$3.77	\$6.01		\$7.09	59.4%		
Jul	\$4.99	\$5.12		\$7.38	2.6%		
Aug	\$5.44	\$4.00		\$7.59	-26.5%		
Sep	\$6.15	\$3.81		\$7.08	-38.0%		
Oct	\$6.84	\$3.82		\$7.71	-44.1%		
Nov	\$6.77	\$3.64		\$7.44	-46.3%		
Dec	\$7.31	\$3.96		\$7.92	-45.8%		

Community Supports include services:

Asthma Remediation • Community Transition Services/Nursing Facility Transition to a Home • Day Habilitation Programs • Environmental Accessibility Adaptations • Housing Trio • Medically-Supportive Food/Meals/Medically Tailored Meals • Nursing Facility Transition/Diversion to Assisted Living Facilities • Personal Care and Homemaker Services • Recuperative Care (Medical Respite) • Respite Services • Short-Term Post-Hospitalization Housing • Sobering Centers



Professional (Mental Health - Outpatient Excluded)



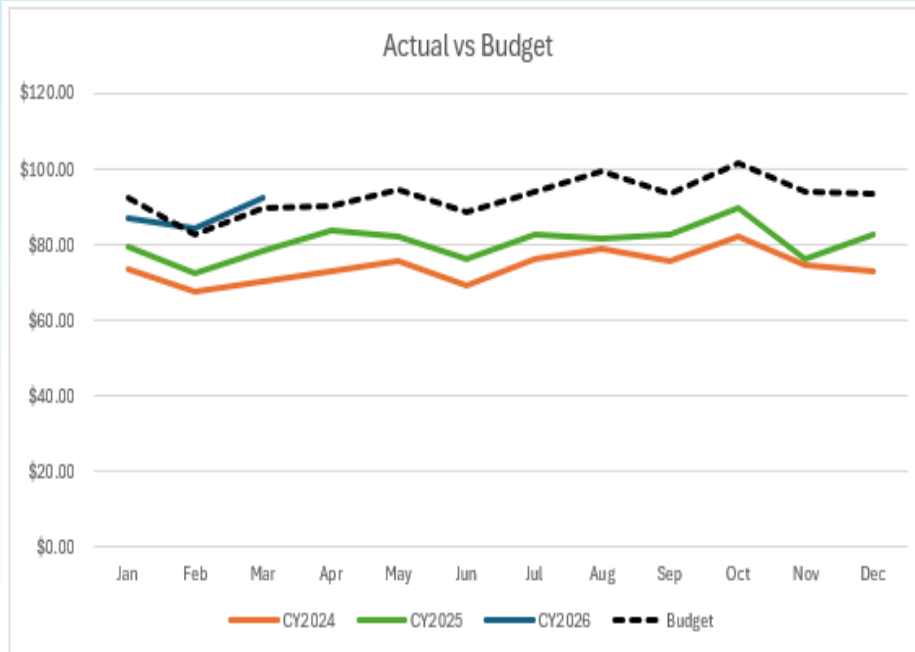
Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$61.45	\$65.51	\$69.77	\$77.47	6.6%	6.5%	-9.9%
Feb	\$56.61	\$59.95	\$67.87	\$68.51	5.9%	13.2%	-0.9%
Mar	\$58.93	\$64.93	\$73.59	\$74.61	10.2%	13.3%	-1.4%
Apr	\$60.99	\$67.41		\$74.81	10.5%		
May	\$63.04	\$66.74		\$78.47	5.9%		
Jun	\$57.41	\$61.66		\$73.13	7.4%		
Jul	\$63.75	\$66.95		\$77.98	5.0%		
Aug	\$66.29	\$66.47		\$82.33	0.3%		
Sep	\$63.36	\$67.01		\$76.84	5.8%		
Oct	\$68.26	\$72.67		\$83.14	6.5%		
Nov	\$62.85	\$61.80		\$77.49	-1.7%		
Dec	\$61.42	\$66.82		\$77.64	8.8%		

Professional include services:

Physician Primary Care • Physician Specialty • FQHC • Laboratory and Radiology • Mental Health - Outpatient • AIHS • Other Medical Professional



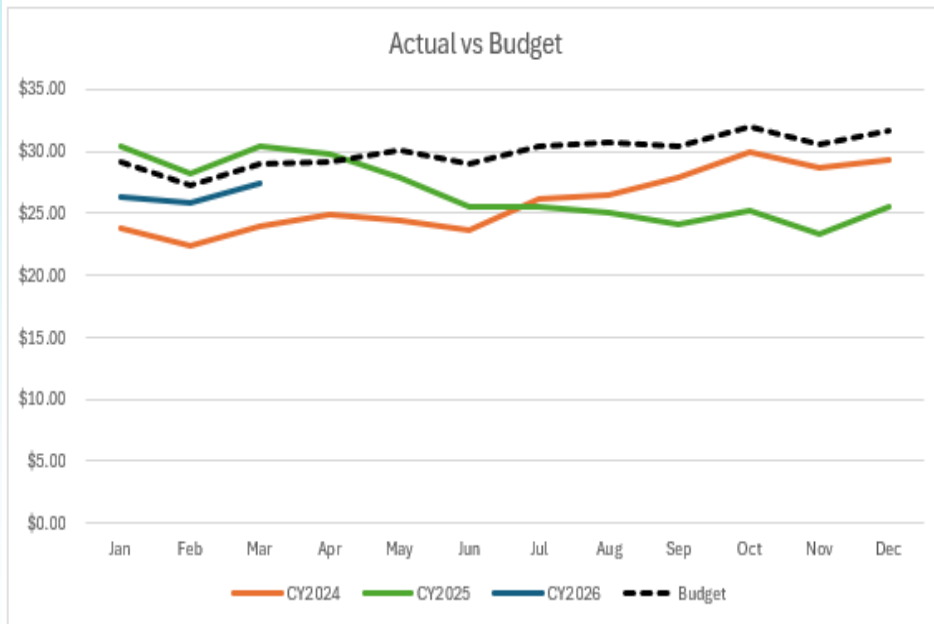
Professional (Mental Health - Outpatient Included)



Service	Incurred PPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$73.39	\$79.34	\$86.73	\$92.58	8.1%	9.3%	-6.3%
Feb	\$67.68	\$72.65	\$84.41	\$82.78	7.3%	16.2%	2.0%
Mar	\$70.25	\$78.43	\$92.28	\$89.42	11.6%	17.7%	3.2%
Apr	\$73.12	\$83.57		\$90.35	14.3%		
May	\$75.56	\$81.91		\$94.75	8.4%		
Jun	\$68.94	\$76.38		\$88.40	10.8%		
Jul	\$76.31	\$82.84		\$94.21	8.6%		
Aug	\$79.04	\$81.76		\$99.45	3.4%		
Sep	\$75.58	\$82.89		\$93.36	9.7%		
Oct	\$82.12	\$89.82		\$101.51	9.4%		
Nov	\$74.68	\$76.21		\$93.80	2.0%		
Dec	\$73.04	\$82.56		\$93.44	13.0%		



Other (Transportation, BHT Excluded)



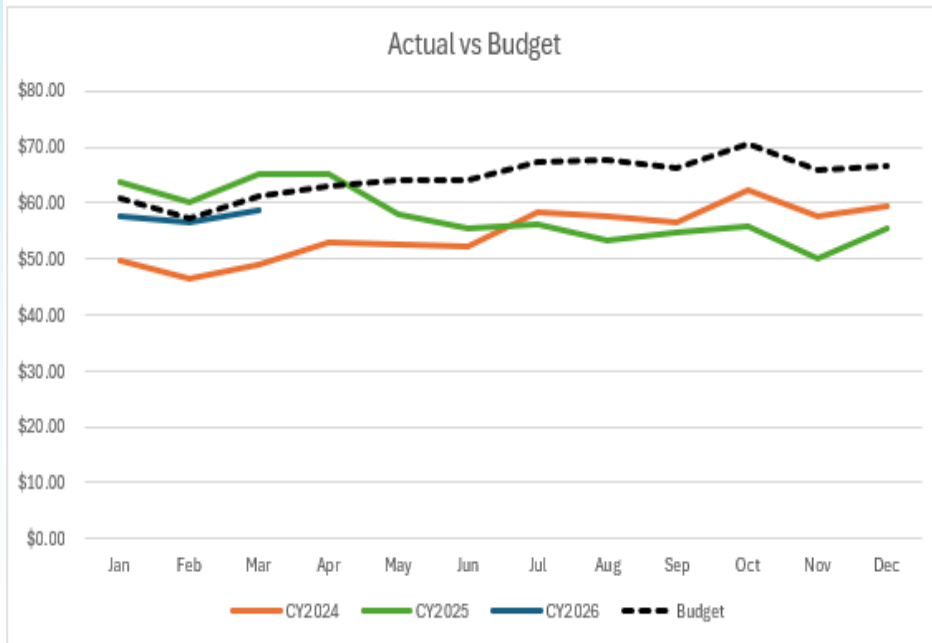
Service	Incurred PPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$23.77	\$30.44	\$26.29	\$29.21	28.1%	-13.6%	-10.0%
Feb	\$22.44	\$28.26	\$25.89	\$27.32	25.9%	-8.4%	-5.2%
Mar	\$23.97	\$30.37	\$27.40	\$29.02	26.7%	-9.8%	-5.6%
Apr	\$24.86	\$29.70		\$29.15	19.4%		
May	\$24.47	\$27.81		\$30.09	13.7%		
Jun	\$23.61	\$25.53		\$28.95	8.1%		
Jul	\$26.16	\$25.48		\$30.42	-2.6%		
Aug	\$26.46	\$25.03		\$30.69	-5.4%		
Sep	\$27.87	\$24.17		\$30.39	-13.3%		
Oct	\$29.98	\$25.19		\$32.03	-16.0%		
Nov	\$28.61	\$23.31		\$30.60	-18.5%		
Dec	\$29.35	\$25.52		\$31.66	-13.1%		

Other include services:

Transportation • BHT Services • HCBS Other • CBAS • Hospice • Palliative Care • MOT • Community Supports • ECM Community - Based Provider • Other Claims



Other (Transportation, BHT Included)



Service	Incurred PMPM				Trends		Variance
	CY2024	CY2025	CY2026	Budget	CY2025	CY2026	Budget
Jan	\$49.79	\$63.83	\$57.74	\$60.71	28.2%	-9.5%	-4.9%
Feb	\$46.45	\$60.14	\$56.40	\$57.12	29.5%	-6.2%	-1.3%
Mar	\$49.12	\$65.02	\$58.73	\$61.21	32.4%	-9.7%	-4.0%
Apr	\$52.98	\$65.25		\$63.03	23.2%		
May	\$52.68	\$58.12		\$63.91	10.3%		
Jun	\$52.26	\$55.57		\$63.97	6.3%		
Jul	\$58.44	\$56.31		\$67.33	-3.7%		
Aug	\$57.59	\$53.47		\$67.82	-7.2%		
Sep	\$56.61	\$54.60		\$66.24	-3.6%		
Oct	\$62.22	\$55.68		\$70.48	-10.5%		
Nov	\$57.51	\$50.13		\$65.78	-12.8%		
Dec	\$59.36	\$55.46		\$66.63	-6.6%		



Acronyms & Definitions

AIHS – American Indian Health Services
CCA – Covered California
CBAS – Community Based Adult Services
CMS – Centers for Medicare & Medicaid Services
CY– Calendar Year
DHCS – Department of Health Care Services
D-SNP – Dual Eligible Special Needs Plan (Medicare and Medi-Cal)
ECM – Enhanced Care Management
FFS – Fee for Service
FQHC – Federally Qualified Health Center
FTE – Full Time Employee
G&A – General & Administrative
HCBS – Home Community Based Services
IBNP – Incurred But Not Paid
IGT – Intergovernmental Transfers
IT – Information Technology
MCO – Managed Care Organization
MDP – Manufacturing Discount Program
MEP – Medical Expenditure Percentages
MLR – Medical Loss Ratio
MOT – Major Organ Transplant
PHDP – Private Hospital Directed Payment
SNF – Skilled Nursing Facility
TNE – Tangible Net Equity
TRI – Targeted Rate Increases
UIS - Unsatisfactory Immigration Status



Department: OPERATIONS**C.1. COVERED CALIFORNIA ANNUAL DELEGATION OVERSIGHT AUDIT RESULTS FOR 2025****Chief:** Susie White, Chief Operating Officer**Background & Discussion:**

The annual Delegation Oversight Audit (DOA) evaluates delegates' performance in the areas of Quality Improvement (QI), Utilization Management (UM), Credentialing, and Compliance.

Inland Empire Health Plan (IEHP) uses audit tools, which are based upon current National Committee on Quality Assurance (NCQA), the Delegates with a score of 90% or greater pass that audit section. However, delegates with a score less than 90% must submit a Corrective Action Plan (CAP) within thirty (30) days following DOA to remedy any deficiencies noted.

IEHP provides ongoing oversight of its delegates in UM, QI, Credentialing and Compliance. Oversight of delegates is conducted by way of monthly, quarterly, semi-annual, and annual reporting, annual delegation oversight audits, quality management referrals, grievances, and focused studies.

In 2025, IEHP performed the annual DOA for 3 Contracted Delegates with the following results:

Covered California Average Scores				
Audit Section	Average Score		% Change in Score	Total Delegates Received CAP
	2023-2024	2024-2025		
Quality Improvement Policies	100%	100%	0%	0 of 3
Utilization Management Policies	100%	99.50%	↓0.50%	0 of 3
Utilization Management Approval File Review	N/A	100%	N/A	0 of 3
Utilization Management Denial File Review	N/A	98%	N/A	0 of 3
Utilization Management Cancellation File Review	N/A	100%	N/A	0 of 3
Credentialing Policy & Procedure	89%	93.67%	↑4.67%	0 of 3
Credentialing File Review	100%	100%	0%	0 of 3
Credentialing Organizational Provider & File Review	100%	N/A	N/A	0 of 3
Total Credentialing Score	94%	96%	↑2%	0 of 3

POLICY AGENDA

Health Insurance Portability and Accountability Act Security	94%	94.67%	↑0.67%	0 of 3
Security Assessment	94%	95.67%	↑1.67%	0 of 3
Health Insurance Portability and Accountability Act Privacy	96%	100%	↑4.50%	0 of 3
Compliance & Fraud, Waste, and Abuse	100%	99.67%	↓0.33%	1 of 3

One (1) of the delegates audited were required to submit a CAP.

- One (1) delegate received a CAP for Compliance & FWA.

In 2025, IEHP performed the Annual Delegation Oversight Audit (DOA) for our Covered California Delegates: American Specialty Health, MD Live and Liberty Dental Plan Corporation.

IEHP performs monthly denial file reviews, approval file reviews and provides ongoing education to the delegates that require assistance. Since all delegates have a low volume of files, providing monthly oversight/monitoring has allowed IEHP to identify any challenges the delegates may have encountered throughout the year, ensuring timely mitigation for a sustainable resolution.

IEHP’s monthly oversight and monitoring activities help identify deficiencies sooner to ensure that remediation efforts are implemented timely. IEHP will continue to stringently monitor each area within the Delegation Oversight Audit tool and provide on-going training as deemed necessary and/or as requested by the delegates.

Procurement Solicitation Type: N/A

Recommendation(s):

Review & File

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	N/A	N/A	N/A	Juan Ortega 04/15/2026	S. White 04/15/2026

Department: OPERATIONS**C.2. MEDI-CAL AND MEDICARE ANNUAL DELEGATION OVERSIGHT AUDIT RESULTS FOR 2025****Chief:** Susie White, Chief Operating Officer**Background & Discussion:**

The Medi-Cal and Medicare annual Delegation Oversight Audit (DOA) evaluates delegates' performance in the areas of Quality Improvement (QI), Utilization Management (UM), Care Management (CM), Credentialing, and Compliance.

Inland Empire Health Plan (IEHP) uses audit tools, which are based upon current National Committee on Quality Assurance (NCQA), the California Department of Health Care Services (DHCS), Centers for Medicare and Medicaid Services (CMS), and IEHP standards.

Delegates with a score of 90% or greater pass that audit section. However, delegates with a score less than 90% must submit a Corrective Action Plan (CAP) within thirty (30) days following DOA to remedy any deficiencies noted.

IEHP provides ongoing oversight of its delegates in CM, UM, QI, Credentialing and Compliance. Oversight of delegates is conducted by way of monthly, quarterly, semi-annual, and annual reporting, annual delegation oversight audits, quality management referrals, grievances, and focused studies.

In 2025, IEHP performed the annual DOA for its 8 Contracted Medi-Cal Independent Physician Association (IPA) with the following results:

Medi-Cal Average Scores				
Audit Section	Average Score		% Change in Score	Total Delegates Received CAP
	2023-2024	2024-2025		
Quality Improvement Policies	100%	100%	0%	0 of 8
Utilization Management Policies	95.86%	99.80%	↑3.94%	0 of 8
Utilization Management Approval File Review	100%	100%	0%	0 of 8
Utilization Management Denial File Review	95.29%	96.40%	↑1.11%	0 of 8
Utilization Management Cancellation File Review	100%	100%	0%	0 of 8
Care Management Policies	87.83%	97.50%	↑9.67%	0 of 8
Care Management Care Coordination File Review	100%	95.75%	↓4.25%	0 of 8

POLICY AGENDA

Senior Persons and Disabilities Care Coordination File Review	100%	99.75%	↓0.25%	0 of 8
California Children's Services Care Coordination File Review	100%	99%	↓1%	0 of 8
Early and Periodic Screening, Diagnostic, and Treatment Care Coordination File Review	N/A	100%	N/A	0 of 8
Credentialing Policy & Procedure	91.20%	96.38%	↑5.18%	0 of 8
Credentialing File Review	91.30%	97.63%	↑6.33%	0 of 8
Credentialing Organizational Provider & File Review	100%	100%	0%	0 of 8
Total Credentialing Score	92.20%	97.13%	↑4.93%	0 of 8
Health Insurance Portability and Accountability Act Security	91.88%	97.50%	↑5.62%	0 of 8
Security Assessment	85.75%	87.83%	↑2.08%	2 of 8
Health Insurance Portability and Accountability Act Privacy	99.50%	98.33%	↓1.17%	2 of 8
Compliance & Fraud, Waste, and Abuse	98.88%	97.17%	↓1.71%	4 of 8

Eight (8) of the delegates audited were required to submit a CAP.

- Two (2) delegates received a CAP for Security Assessment.
- Two (2) delegates received a CAP for HIPAA Privacy. Of the two (2) delegates to receive the CAP, two (2) delegates had a passing score of 90% or higher.
- Four (4) delegates received a CAP for Compliance & FWA. Of the four (4) delegates to receive the CAP, four (4) delegates had a passing score of 90% or higher.

In 2025, IEHP performed the annual DOA for its 6 Contracted Medicare IPAs with the following results:

Medicare Average Scores				
Audit Section	Average Score			Total Delegates Received CAP
	2023-2024	2024-2025	% Change in Score	
Quality Improvement Policies	100%	99.50%	↓0.50%	0 of 6
Utilization Management Policies	99.29%	98.83%	↓0.46%	0 of 6

POLICY AGENDA

Utilization Management Approval File Review	98.71%	100%	↑1.29%	0 of 6
Utilization Management Denial File Review	93.57%	95.33%	↑1.76%	0 of 6
Utilization Management Cancellation File Review	100%	100%	0%	0 of 6
Care Management Policies	86.86%	93.20%	↑6.34%	0 of 6
Dual Eligible Special Needs Plan Care Management Annual File Review	97.09%	97.20%	↑0.11%	0 of 6
Dual Eligible Special Needs Plan Transition of Care Annual File Review	N/A	93.20%	N/A	0 of 6
Credentialing Policy & Procedure	98.57%	98.50%	↓0.07%	0 of 6
Credentialing File Review	98.29%	98%	↓0.29%	0 of 6
Credentialing Organizational Provider & File Review	94.29%	100%	↑5.71%	0 of 6
Total Credentialing Score	97.71%	98.33%	↑0.62%	0 of 6
Health Insurance Portability and Accountability Act Security	90.80%	91%	↑0.20%	2 of 6
Security Assessment	79%	96.75%	↑17.75%	0 of 6
Health Insurance Portability and Accountability Act Privacy	98.43%	95.67%	↓2.76%	2 of 6
Compliance & Fraud, Waste, and Abuse	99.14%	96.33%	↓2.81%	3 of 6

Six (6) of the delegates audited were required to submit a CAP.

- Two (2) delegates received a CAP for HIPAA Security. Of the two (2) delegates to receive the CAP, two (2) delegates had a passing score of less than 90%.
- Two (2) delegates received a CAP for HIPAA Privacy.
- Three (3) delegates received a CAP for Compliance & FWA. Of the three (3) delegates to receive the CAP, three (3) delegates had a passing score of 90% or higher.

IEHP performs monthly CM file reviews, denial file reviews, approval file reviews, and provides ongoing education to the delegates that require assistance. Providing monthly oversight/monitoring has allowed IEHP to identify any challenges the delegates may have encountered throughout the year, ensuring timely mitigation for a sustainable resolution.

POLICY AGENDA

A year-over-year comparison of the 2023-2024 and 2024-2025 DOA Results demonstrated an overall increase in scores for the areas, including UM Policies, Approval File Review, Denial File Review, Credentialing Policy and Procedure, Total Credentialing Score, HIPAA Security, Compliance & FWA, and HIPAA Privacy.

The CM Care Coordination score initially declined due to the need for IPAs to establish a more consistent and standardized outreach process for Members, leveraging the nurse advice line report to ensure appropriate care coordination. Following feedback and guidance, the IPAs promptly refined and implemented updated workflows. This resulted in measurable performance improvement and sustained compliance with benchmark expectations for the remainder of the year.

The Compliance and FWA Program File Reviews Score decreased due to the IPAs failing to provide sufficient evidence related to monthly exclusion checks, auditing or monitoring activities reported to the appropriate oversight body, senior leadership, and/or the Board of Directors, and corrective actions developed and implemented as applicable for Downstream Entity/Subcontractor Monitoring.

The number of Corrective Action Plans issued this year decreased significantly compared to the previous year, indicating improved compliance and performance trend. During the 2023–2024 DOA, 15 CAPs were issued to MediCal IPAs and 9 to Medicare IPAs. For 2024–2025, CAPs decreased to 8 for MediCal and 7 for Medicare, reflecting overall improved compliance across both lines of business. IEHP will continue to stringently monitor each area within the Delegation Oversight Audit tool and provide ongoing training as deemed necessary and/or as requested by the delegates. IEHP’s monthly oversight and monitoring activities help identify deficiencies early to ensure that remediation efforts are implemented in a timely manner.

Procurement Solicitation Type: N/A

Recommendation(s):
 Review & File

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	N/A	N/A	N/A	Juan Ortega 04/15/2026	S. White 04/15/2026

2025 Annual Delegation Oversight Audit

Presented By: Juan Ortega
Director, Provider Experience & Oversight



Evaluates Delegates' performance in:

- Quality Improvement
- Utilization Management
- Care Management
- Credentialing
- HIPAA Security
- Compliance & Fraud, Waste, and Abuse
- HIPAA Privacy

Monitoring and Oversight is conducted by way of:

- Monthly, quarterly, semi-annual, and annual reporting
- Monthly File Review audits for Utilization Management and Care Management
- Annual Delegation Oversight Audit
- Grievance & Appeals
- Focused Audits

Medi-Cal Results



Medi-Cal Average Scores

Audit Section Plans	Average Score		% Change in Score	Total Delegates Received Correction Action
	2023-2024	2024-2025		
Quality Improvement Policies	100%	100%	0%	0
Utilization Management Policies	95.86%	99.80%	↑3.94%	0
Utilization Management Approval File Review	100%	100%	0%	0
Utilization Management Denial File Review	95.29%	96.40%	↑1.11%	0
Utilization Management Cancellation File Review	100%	100%	0%	0
Care Management Policies	87.83%	97.50%	↑9.67%	0
Care Management Care Coordination	99.67%	95.75%	↓3.92%	0
Seniors and Persons with Disabilities Care Coordination	99.67%	99.75%	↑0.08%	0
California Children's Services Care Coordination	97.63%	99%	↑1.37%	0
Early and Periodic Screening, Diagnostic and Treatment Services Care Coordination	--	100%	N/A	0



Medi-Cal Average Scores

Audit Section	Average Score		% Change in Score	Total Delegates Received Correction Action Plans
	2023-2024	2024-2025		
Credentialing Policy & Procedure	91.20%	96.38%	↑5.18%	0
Credentialing File Review	91.30%	97.63%	↑6.33%	0
Credentialing Organizational Provider & File Review	100%	100%	0%	0
Total Credentialing Score	92.20%	97.13%	↑4.80%	0
HIPAA Security	91.88%	97.50%	↑5.62%	0
Security Assessment	85.75%	87.83%	↑6.83%	2
Compliance & Fraud, Waste, and Abuse	99.50%	97.17%	↓2.33%	4
HIPAA Privacy	98.88%	98.33%	↓0.55%	2



2025 Results Highlight – Medi-Cal

The following areas **maintained or showed improvement** from last year's Delegation Oversight Audit

1. Quality Improvement Policies
2. Utilization Management Policy & File Review
3. Care Management Policy
4. Credentialing Policy and File Reviews
5. HIPAA Security
6. Security Assessment

The following areas **showed slight declines*** from last year's Delegation Oversight Audit

1. Care Management Care Coordination
2. Compliance & Fraud, Waste, and Abuse and HIPAA Privacy



Medicare Results



Medicare Average Scores

Audit Section	Average Score 2023-2024 2024-2025		% Change in Score	Total Delegates Received Correction Action Plans
Quality Improvement Policies	100%	99.50%	↓0.50%	0
Utilization Management Policies	99.29%	98.83%	↓0.46%	0
Utilization Management Approval File Review	98.71%	100%	↑1.29%	0
Utilization Management Denial File Review	93.57%	95.33%	↑1.76%	0
Utilization Management Cancellation File Review	100.00%	100%	0%	0
Care Management Policies	86.86%	93.20%	↑6.34%	0
D-SNP Care Management File Review	97.09%	97.20%	↑0.11%	0
D-SNP Transition of Care File Review	N/A	93.20%	N/A	0



Medicare Average Scores

Audit Section	Average Score		% Change in Score	Total Delegates Received Correction Action Plans
	2023-2024	2024-2025		
Credentialing Policy & Procedure	98.57%	98.50%	↓0.07%	0
Credentialing File Review	98.29%	98%	↓0.29%	0
Credentialing Organizational Provider & File Review	94.29%	100%	↑5.71%	0
Total Credentialing Score	97.71%	98.33%	↑0.62%	0
HIPAA Security	90.80%	91%	↑0.20%	2
Security Assessment	79.00%	96.75%	↑17.75%	0
Compliance & Fraud, Waste, and Abuse Program File Review	98.43%	96.33%	↓2.10%	3
HIPAA Privacy Program File Review	99.14%	95.67%	↓3.47%	2



2025 Results Highlight – Medicare

The following areas **maintained or showed improvement** from last year's Delegation Oversight Audit

1. Utilization Management File Review
2. Care Management Policy and File Review
3. Credentialing Organizational Provider and File Review
4. Total Credentialing Score
5. HIPAA Security
6. Security Assessment

The following areas **showed a slight decline** from last year's Delegation Oversight Audit

1. Quality Policies
2. UM Policies
3. Credentialing Policy & File Review
4. Compliance & Fraud, Waste, and Abuse Program File Reviews
5. HIPPA Privacy Program File Review



Covered California



Covered California Average Scores

Audit Section	Average Score 2023-2024 2024 – 2025		% Change in Score	Total Delegates Received Correction Action Plans
Quality Improvement Policies	100%	100%	0%	0
Utilization Management Policies	100%	99.50%	↓0.50%	0
Utilization Management Approval File Review	N/A	100%	N/A	0
Utilization Management Denial File Review	N/A	98%	N/A	0
Utilization Management Cancellation File Review	N/A	100%	N/A	0
Credentialing Policy & Procedure	89%	93.67%	↑4.67%	0
Credentialing File Review	100%	100%	0%	0
Credentialing Organizational Provider & File Review	100%	N/A	N/A	0
Total Credentialing Score	94%	96%	↑2%	0



Covered California Average Scores

Audit Section	Average Score		% Change in Score	Total Delegates Received Correction Action Plans
	2023 – 2024	2024 – 2025		
HIPAA Security	94%	94.67%	↑0.67%	0
Security Assessment	94%	95.67%	↑1.67%	0
Compliance & Fraud, Waste, and Abuse Program File Review	100%	99.67%	↓0.33%	1
HIPAA Privacy Program File Review	95.50%	100%	↑4.50%	0



2025 Results Highlight – Covered CA

The following areas **maintained or showed improvement** from last year's Delegation Oversight Audit

1. Quality Improvement Policies
2. Credentialing Policy and File Review
3. HIPAA Security
4. Security Assessment
5. HIPAA Privacy Program File Review

The following areas **showed a slight decline*** from last year's Delegation Oversight Audit

1. Utilization Management Policies
2. Compliance & Fraud, Waste, and Abuse Program File Review

*All elements with slight declines, maintained performance levels of 90% threshold

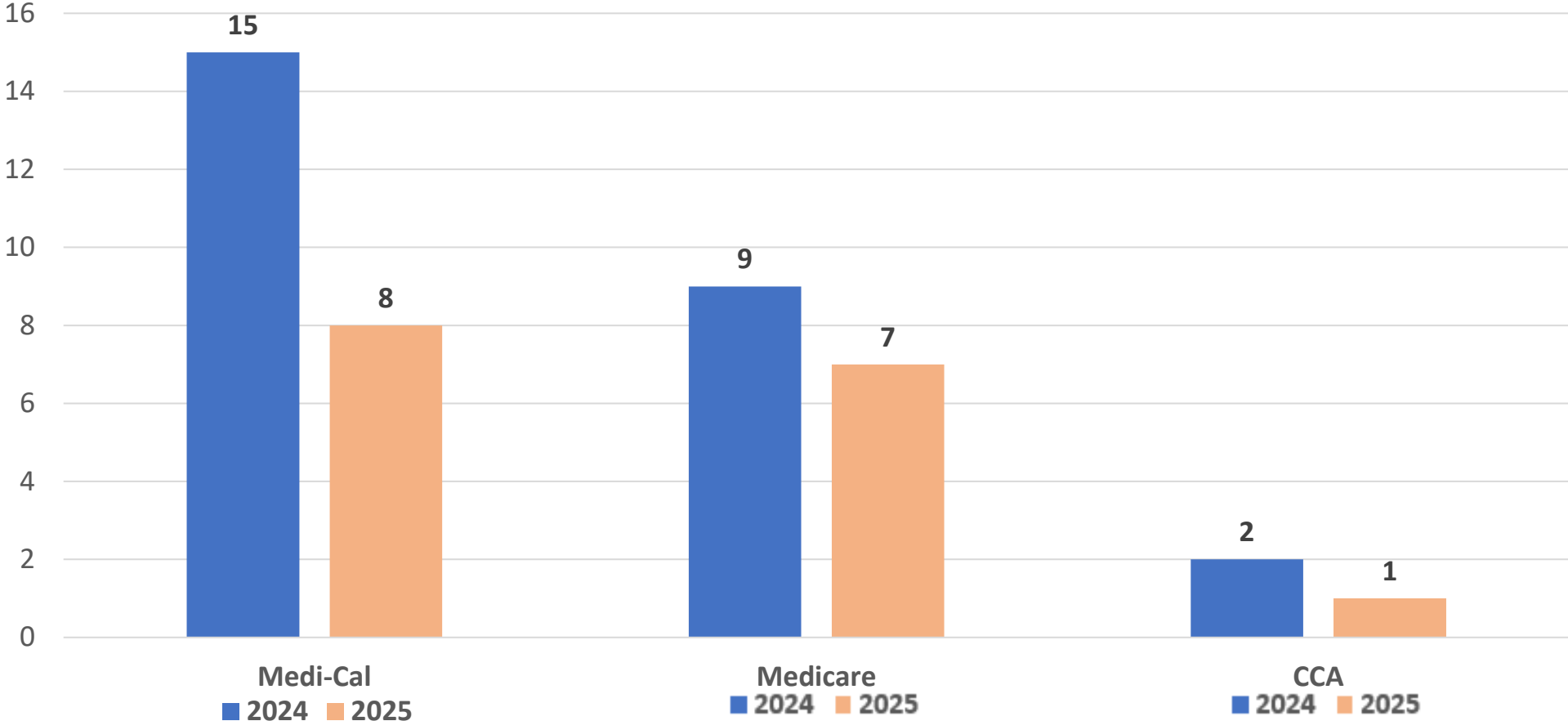


IPA Performance Overview



Correction Action Plans Comparison Charts

- Total Correction Action Plans decreased significantly year over year.
- Improved compliance and performance.



Barriers & Opportunities for Improvement

Barriers

- Following the addition of the D-SNP line of business to the American Specialty Health* (ASH) contract, significant challenges were encountered in scheduling audits across three lines of business: Medi-Cal, Medicare, and Covered California.
- Regal Medical Group (RMG) did not upload evidence to the correct Secure File Transfer Protocol (SFTP) folders, resulting in delays.
- MD Live** struggled to provide accurate evidence, requiring multiple requests for missing documents.

Opportunities for Improvement

- Conduct American Specialty Health's (ASH) audits for all three lines of business concurrently.
- Request Delegates to submit Credentialing files earlier for review.

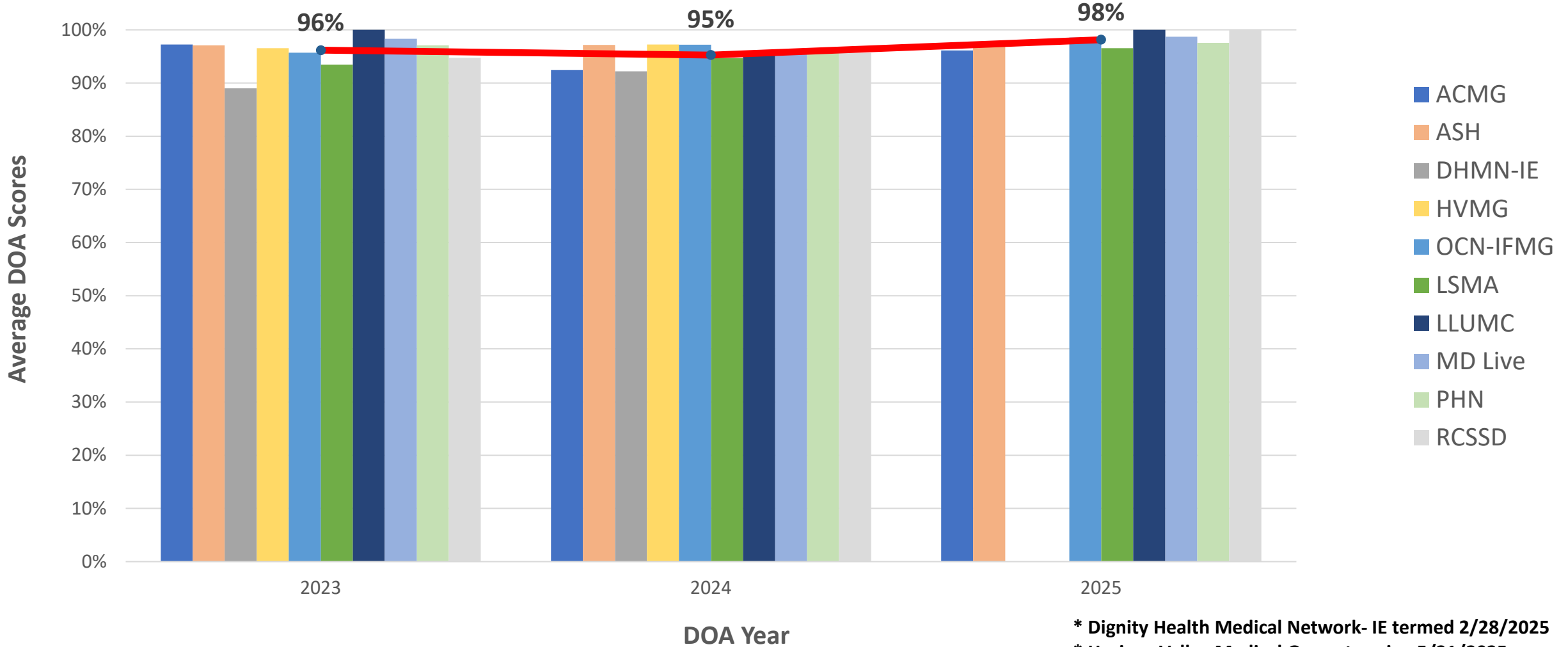
*ASH provides Acupuncture services for IEHP's Medi-Cal, D-SNP, and CCA members

**MD Live provides telehealth services offering virtual care for IEHP's Medi-Cal and CCA members



2023-2025 IPA Comparison Chart

Medi-Cal IPAs



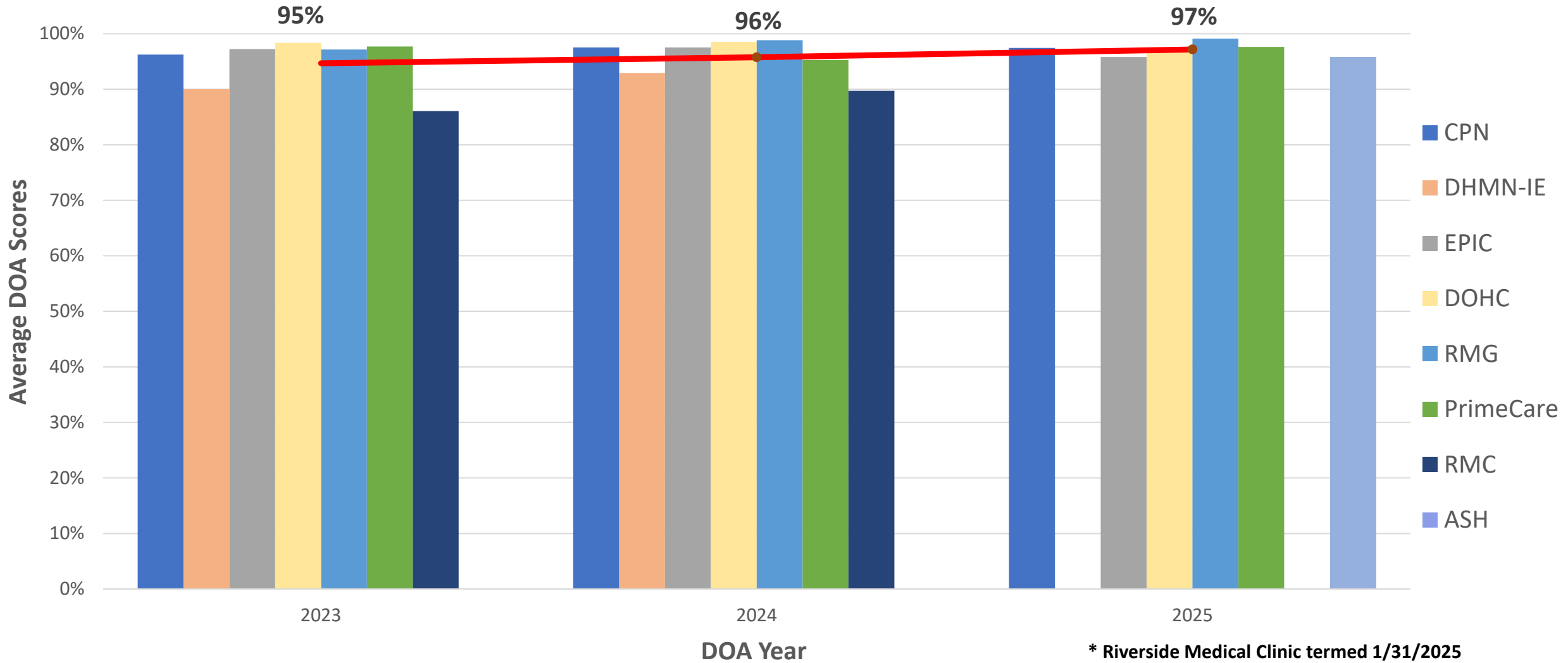
* Dignity Health Medical Network- IE termed 2/28/2025

* Horizon Valley Medical Group terming 5/31/2025



2023-2025 IPA Comparison Chart

Medicare IPAs

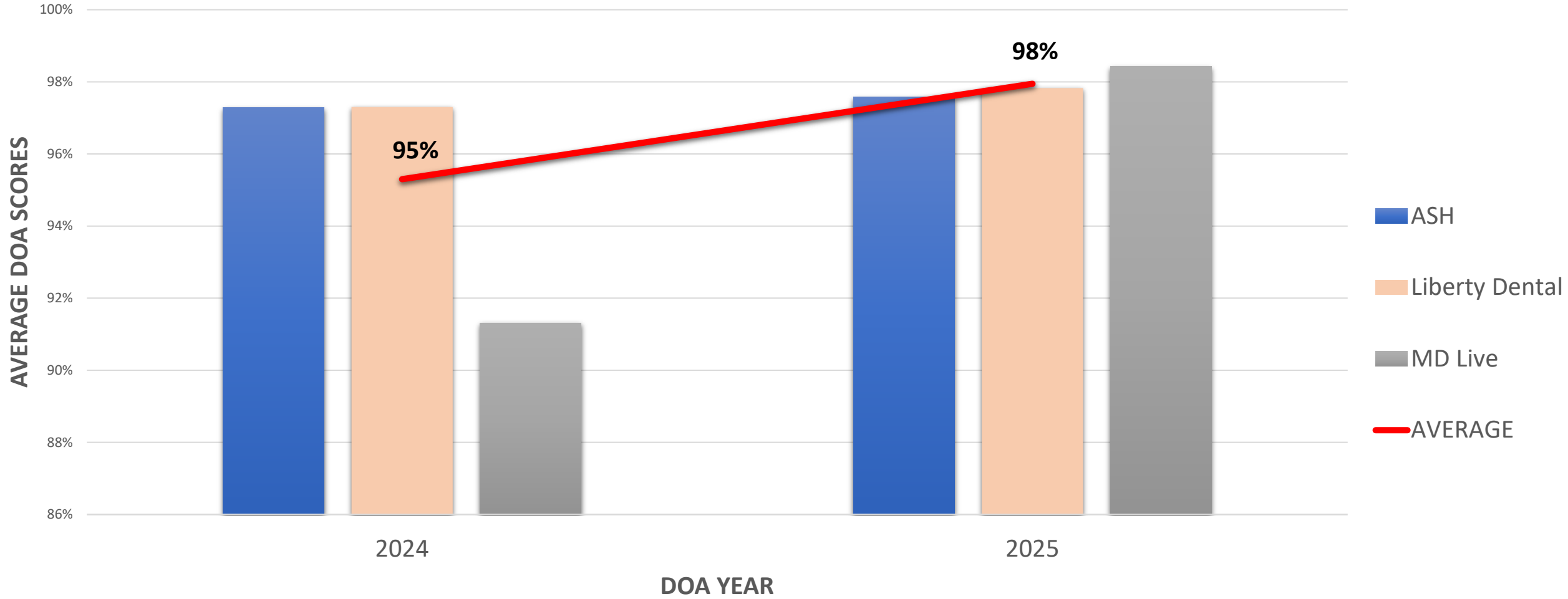


* Riverside Medical Clinic termed 1/31/2025
* Dignity Health Medical Network- IE termed 2/28/2025



2024-2025 IPA Comparison Chart

Covered CA Delegates



Thank You



Appendix



Acronyms

- Corrective Action Plan (**CAP**)
- California Children’s Services (**CCS**)
- Care Management (**CM**)
- Delegation Oversight Audit (**DOA**)
- Dual Eligible Special Needs Plan (**D-SNP**)
- Early and Periodic Screening, Diagnostic and Treatment Services (**EPSDT**)
- Fraud, Waste, and Abuse (**FWA**)
- Health Insurance Portability and Accountability Act (**HIPAA**)
- Independent Physician Association (**IPA**)
- Organizational Provider (**OP**)
- Quality Assurance (**QA**)
- Quality Improvement (**QI**)
- Secure File Transfer Protocol (**SFTP**)
- Seniors and Persons with Disabilities (**SPD**)
- Utilization Management (**UM**)
- Alpha Care Medical Group (**ACMG**)
- American Specialty Health (**ASH**)
- Choice Physicians Network (**CPN**)
- Desert Oasis Health Care (**DOHC**)
- Horizon Valley Medical Group (**HVMG**)
- LaSalle Medical Associates (**LSMA**)
- Loma Linda University Medical Center (**LLUMC**)
- Optum Care Network – Inland Faculty Medical Group (**OCN-IFMG**)
- Physicians Health Network (**PHN**)
- Regal Medical Group (**RMG**)

IEHP 2024-2025 Delegation Oversight Audit (DOA) Comparison Results

	QI Policies	UM Policies	Approval File Review	Denial File Audit	Cancellation File Audit	Care Management (Policy Review)	Care Management Care Coordination	SPD Care Coordination	CCS Care Coordination	EPSDT Care Coordination	CM Annual Review	TDC Annual Review	Credentialing Policy and Procedure	File Review	Organizational Provider Policy & File Review	Total Credentialing Score	HIPAA Security	Security Assessment	Compliance & FWA	HIPAA Privacy	Total Avg %
Medi-Cal																					
Alpha Care Medical Group	100%	100%	100%	97%	100%	90%	100%	100%	97%	100%			91%	81%	100%	90%	98%	94%	92%	100%	96.11%
American Specialty Health	100%	99%	100%	100%	100%	N/A	N/A	N/A	N/A	N/A			90%	100%	N/A	93%	93%	96%	100%	100%	97.58%
Optum Care Network -Inland Faculty Medical Group	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	96%	92%	97%	97%	98.56%
LaSalle Medical Associates	100%	100%	100%	97%	100%	100%	100%	99%	100%	N/A			94%	100%	100%	96%	98%	69%	95%	93%	96.53%
Loma Linda University Medical Center	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			100%	100%	N/A	100%	N/A	N/A	N/A	N/A	100.00%
MD Live	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			96%	100%	N/A	98%	100%	98%	99%	100%	98.71%
Physicians Health Network	100%	100%	100%	96%	100%	100%	83%	100%	99.00%	100.00%			100%	100%	100%	100%	100%	78%	100%	100%	97.56%
Rady Children's Specialists of San Diego	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			100%	100%	100%	100%	N/A	N/A	N/A	N/A	100.00%
Total Average	100.00%	99.80%	100.00%	96.40%	100.00%	97.50%	95.75%	99.75%	99.00%	100.00%			96.38%	97.63%	100.00%	97.13%	97.50%	87.83%	97.17%	98.33%	98.13%
Medicare																					
Choice Physicians Network	100%	96%	100%	96%	100%	100%					97%	91%	100%	100%	100%	100%	95%	95%	96%	93%	97.44%
EPIC	97%	99%	100%	98%	100%	90%					99%	91%	100%	100%	100%	100%	88%	98%	92%	81%	95.81%
Heritage: Desert Oasis Healthcare	100%	100%	100%	90%	100%	93%					92%	86%	100%	100%	100%	100%	N/A	N/A	100%	100%	97.21%
Heritage: Regal Medical Group	100%	100%	100%	98%	100%	93%					98%	99%	100%	100%	100%	100%	N/A	N/A	100%	100%	99.14%
PrimeCare	100%	99%	100%	98%	100%	90%					100%	99%	100%	100%	100%	100%	88%	98%	90%	100%	97.63%
American Specialty Health	100%	99%	100%	92%	100%	N/A					N/A	N/A	91%	88%	N/A	90%	93%	96%	100%	100%	95.75%
Total Average	99.50%	98.83%	100.00%	95.33%	100.00%	93.20%					97.20%	93.20%	98.50%	98.00%	100.00%	98.33%	91.00%	96.75%	96.33%	95.67%	97.16%
2024 IPA AVERAGES	100.00%	97.57%	99.36%	94.43%	100.00%	87.31%	99.67%	99.67%	97.63%		97.09%		94.24%	94.18%	96.92%	94.47%	91.46%	83.15%	99.00%	99.00%	95.56%
2025 IPA AVERAGES	99.73%	99.27%	100.00%	95.82%	100.00%	95.11%	95.75%	99.75%	99.00%	100.00%	97.20%	93.20%	97.29%	97.79%	100.00%	97.64%	94.90%	91.40%	96.75%	97.00%	97.72%
2023-2024/ 2024-2025 Difference	-0.27%	1.70%	0.64%	1.39%	0.00%	7.80%	-3.92%	0.08%	1.37%		0.11%		3.05%	3.61%	3.08%	3.17%	3.44%	8.25%	-2.25%	-2.00%	2.16%
Total CAPs required below 90%	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	2	0	1	6
Total CAPs required above 90%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	3	10
Total	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	2	7	4	16

This chart shows the comparison between the 2023-2024 DOA results and the 2024-2025 DOA results

-Scores in red denote those that were below the 90% threshold.

-Scores in blue denote those above the threshold but still received a CAP to remediate a targeted deficiency.



IEHP 2024-2025 Delegation Oversight Audit (DOA) Comparison Results

	QI Policies	UM Policies	Approval File Review	Denial File Audit	Cancellation File Audit	Care Management (Policy Review)	Care Management Care Coordination	SPD Care Coordination	CCS Care Coordination	EPSDT Care Coordination	CM Annual Review	TDC Annual Review	Credentialing Policy and Procedure	File Review	Organizational Provider Policy & File Review	Total Credentialing Score	HIPAA Security	Security Assessment	Compliance & FWA	HIPAA Privacy	Total Avg %
Medi-Cal																					
Alpha Care Medical Group	100%	100%	100%	97%	100%	90%	100%	100%	97%	100%			91%	81%	100%	90%	98%	94%	92%	100%	96.11%
American Specialty Health	100%	99%	100%	100%	100%	N/A	N/A	N/A	N/A	N/A			90%	100%	N/A	93%	93%	96%	100%	100%	97.58%
Optum Care Network -Inland Faculty Medical Group	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	96%	92%	97%	97%	98.56%
LaSalle Medical Associates	100%	100%	100%	97%	100%	100%	100%	99%	100%	N/A			94%	100%	100%	96%	98%	69%	95%	93%	96.53%
Loma Linda University Medical Center	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			100%	100%	N/A	100%	N/A	N/A	N/A	N/A	100.00%
MD Live	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			96%	100%	N/A	98%	100%	98%	99%	100%	98.71%
Physicians Health Network	100%	100%	100%	96%	100%	100%	83%	100%	99.00%	100.00%			100%	100%	100%	100%	100%	78%	100%	100%	97.56%
Rady Children's Specialists of San Diego	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			100%	100%	100%	100%	N/A	N/A	N/A	N/A	100.00%
Total Average	100.00%	99.80%	100.00%	96.40%	100.00%	97.50%	95.75%	99.75%	99.00%	100.00%			96.38%	97.63%	100.00%	97.13%	97.50%	87.83%	97.17%	98.33%	98.13%
Medicare																					
Choice Physicians Network	100%	96%	100%	96%	100%	100%					97%	91%	100%	100%	100%	100%	95%	95%	96%	93%	97.44%
EPIC	97%	99%	100%	98%	100%	90%					99%	91%	100%	100%	100%	100%	88%	98%	92%	81%	95.81%
Heritage: Desert Oasis Healthcare	100%	100%	100%	90%	100%	93%					92%	86%	100%	100%	100%	100%	N/A	N/A	100%	100%	97.21%
Heritage: Regal Medical Group	100%	100%	100%	98%	100%	93%					98%	99%	100%	100%	100%	100%	N/A	N/A	100%	100%	99.14%
PrimeCare	100%	99%	100%	98%	100%	90%					100%	99%	100%	100%	100%	100%	88%	98%	90%	100%	97.63%
American Specialty Health	100%	99%	100%	92%	100%	N/A					N/A	N/A	91%	88%	N/A	90%	93%	96%	100%	100%	95.75%
Total Average	99.50%	98.83%	100.00%	95.33%	100.00%	93.20%					97.20%	93.20%	98.50%	98.00%	100.00%	98.33%	91.00%	96.75%	96.33%	95.67%	97.16%
2024 IPA AVERAGES	100.00%	97.57%	99.36%	94.43%	100.00%	87.31%	99.67%	99.67%	97.63%		97.09%		94.24%	94.18%	96.92%	94.47%	91.46%	83.15%	99.00%	99.00%	95.56%
2025 IPA AVERAGES	99.73%	99.27%	100.00%	95.82%	100.00%	95.11%	95.75%	99.75%	99.00%	100.00%	97.20%	93.20%	97.29%	97.79%	100.00%	97.64%	94.90%	91.40%	96.75%	97.00%	97.72%
2023-2024/ 2024-2025 Difference	-0.27%	1.70%	0.64%	1.39%	0.00%	7.80%	-3.92%	0.08%	1.37%		0.11%		3.05%	3.61%	3.08%	3.17%	3.44%	8.25%	-2.25%	-2.00%	2.16%
Total CAPs required below 90%	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	2	0	1	6
Total CAPs required above 90%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	3	10
Total	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	2	7	4	16

This chart shows the comparison between the 2023-2024 DOA results and the 2024-2025 DOA results

-Scores in red denote those that were below the 90% threshold.

-Scores in blue denote those above the threshold but still received a CAP to remediate a targeted deficiency.



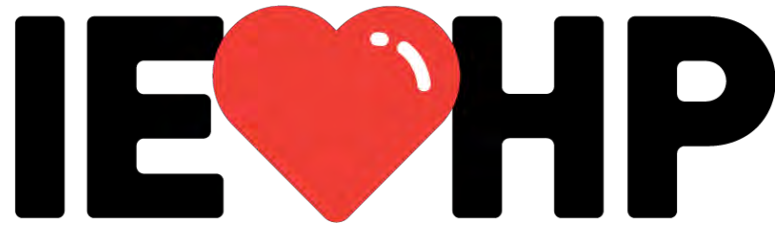
IEHP 2024-2025 Delegation Oversight Audit (DOA) CCA Results

	QI Policies	UM Policies	Approval File Review	Denial File Review	Cancellation File Review	Credentialing Policy and Procedure	File Review	OP Policy & File Review	Total Credentialing Score	HIPAA Security	Security Assessment	Compliance & FWA	HIPAA Privacy	Total Avg %
CCA														
American Specialty Health	100%	99%	100%	100%	100%	90%	100%	N/A	93%	93%	96%	100%	100%	97.58%
Liberty Dental Plan Corporation	100%	100%	100%	96%	100%	96%	100%	N/A	98%	91%	93%	100%	100%	97.83%
MD Live	N/A	N/A	N/A	N/A	N/A	95%	100%	N/A	97%	100%	98%	99%	100%	98.43%
Total Average	100.00%	99.50%	N/A	N/A	N/A	93.67%	100.00%	N/A	96.00%	94.67%	95.67%	99.67%	100.00%	97.95%
2024 IPA AVERAGES	100.00%	100.00%	N/A	N/A	N/A	89.00%	100.00%	100.00%	94.00%	94.00%	94.00%	100.00%	95.50%	96.65%
2025 IPA AVERAGES	100%	99.50%	100%	98%	100%	93.67%	100%	N/A	96%	94.67%	95.67%	99.67%	100%	97.9%
2023-2024/ 2024-2025 Difference	0.00%	-0.50%	N/A	N/A	N/A	4.67%	0.00%	N/A	2.00%	0.67%	1.67%	-0.33%	4.50%	1.30%
Total CAPs required below 90%	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total CAPs required above 90%	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Total	0	0	0	0	0	0	0	0	0	0	0	1	0	1

-Scores in red denote those that were below the 90% threshold.

-Scores in blue denote those above the threshold but still received a CAP to remediate a targeted deficiency.





INLAND EMPIRE HEALTH PLAN

Procurement Report

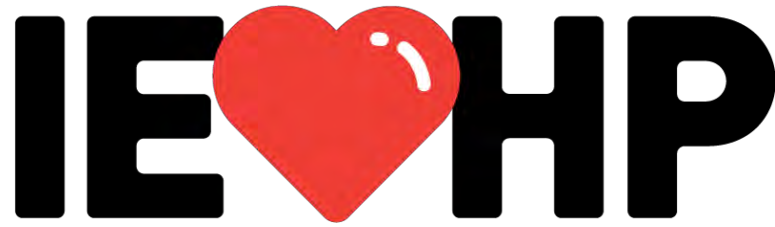
**Professional Services Agreements,
Contracts, and Amendments**

**Items on this summary report are being
processed in conjunction with the
May 11, 2026
Governing Board Meeting**



**Procurement Report
as of May 11, 2026**

	Vendor	Purpose	Contract Amount	Budget	Effective Date	Department
1	A3 Growth Partners Third Amendment	A Professional Service Agreement (PSA) for Consultant for Advancement of the Transportation (Nemt & NMT) Program	\$49,000	Included in CY2026	04/02/26	Operations
2	BETA Healthcare Group First Amendment	A Professional Service Agreement (PSA) for Risk Management Consulting Services	\$0	Included in CY2026	05/01/26	Administration
3	Cherry Glass	Construction Contract 005213 for PWC Atrium Restroom Mirrors Replacement	\$22,857	Included in CY2025	04/02/26	Finance
4	Clearlink Partners, LLC Fourth Amendment	A Professional Services Agreement (PSA) for Consultancy Services	\$9,000	Included in CY2026	04/07/26	Health Services
5	Documenso, Inc.	An Enterprise License Order Form for an Enterprise Self-Host License	\$35,000	Included in CY2025	04/30/26	Information Technology
6	Euna Solutions, Inc. Renewal	A Subscription License for an Online Strategic Sourcing Platform	\$116,875	Included in CY2025	04/01/26	Information Technology
7	Foster & Foster Consulting Actuaries, Inc.	A Professional Service Agreement (PSA) for Actuarial Consulting Services	\$5,000	Included in CY2026	07/01/26	Finance
8	Goomi Group Inc	A Master Services Agreement (MSA) for an on-demand library of over 700 fitness, yoga, and meditation videos	\$5,000	Included in CY2026	04/15/26	Administration
9	iCIMS, Inc. Renewal	An Order Form for an online Applicant Tracking System	\$559,931	Included in CY2026	04/12/26	Information Technology
10	Nancy Perez	A Professional Service Agreement (PSA) for Superhero (Mighty Fitnessa) Character Appearances	\$52,000	Included in CY2026	05/01/26	Marketing
11	New Tangram	A Contract for the San Bernardino Community Wellness Center Cubicle Installation.	\$58,789	Included in CY2026	04/02/26	Finance
12	Posit Software, PBC	A Software Order Form for an online Platform for the IEHP Data Scientist Team.	\$47,701	Included in CY2026	04/26/26	Information Technology
13	SAI Global Compliance, Inc. 14th Amendment	Integrated Risk and Compliance Management Software for the Compliance Management Solution	\$208,557	Included in CY2026	03/31/26	Information Technology
14	TK Elevator Corporation Second Amendment	An Agreement for Elevator Preventive Maintenance and Repair	\$60,200	Included in CY2026	04/01/26	Finance
15	Universal Background Screening, Inc. Second Amendment	A Contract for Background Screening Services.	\$140,000	Included in CY2026	06/01/26	Administration



INLAND EMPIRE HEALTH PLAN

Contracting Report

**Contracting Policy MO 25-188
Amendments, Agreements,
and Evergreens**

**Items on this summary report are being
processed in conjunction with the
May 11, 2026
Governing Board Meeting**

May 2026 Board: Contracting Policy MO 25-188 Report

Contract Name	TIN #	City	Item type	Specialty	Reason/Financial Impact	Effective Date
Desert Valley Hospital Inc	330502805	Victorville	9th Amendment	Hospital - Per Diem	Term Extension & Rate Adjustments	9/1/2025
Prime Healthcare Services Montclair LLC DBA Montclair Hospital Medical Center	202898771	Montclair	11th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Veritas Health Services Inc DBA Chino Valley Medical Center	330928285	Chino	15th Amendment	Hospital - Per Diem	Term Extension & Updating CCA reimbursement to "Original" MCR,	1/1/2026
KPC Global Medical Centers Inc DBA Hemet Global Medical Center and Menifee Global Medical Center	270636387	Hemet/Menifee	2nd Amendment	Hospital - Per Diem	Term Extension & removes sub-acute compensation rates from attachment B	6/1/2025
San Geronio Memorial Hospital	330420041	Banning	13th Amendment	Hospital - Per Diem	Term Extension	6/1/2025
Pomona Valley Hospital Medical Center	951115230	Pomona	35th Amendment	Hospital - Per Diem	reimbursement methodology that will be applied to each LOB that is contracted based on MCR rates (MCR	1/1/2024
Prime Healthcare Services Montclair LLC DBA Montclair Hospital Medical Center	202898771	Montclair	11th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Redlands Community Hospital	951643347	Redlands	27th Amendment	Hospital - Per Diem	Term Extension & Rate Adjustments	2/1/2025
Desert Regional Medical Center	752694137	Palm Springs	12th Amendment	Hospital - Per Diem	Adjusting MCL rates only	9/1/2025
HDMC Holdings LLC dba Hi Desert Medical Center	473550779	Joshua Tree	6th Amendment	Hospital - Per Diem	Adjusting MCL rates only	9/1/2025
John F Kennedy Memorial Hospital	752919774	Indio	11th Amendment	Hospital - Per Diem	Adjusting MCL rates only	9/1/2025
Sharp Memorial Hospital	953782169	San Diego	2nd Amendment	Hospital - Per Diem	Term Extension	11/1/2024
Pomona Valley Hospital Medical Center	951115230	Pomona	36th Amendment	Hospital - Per Diem	services under MCAL LOB for purposes of the breast cancer standing orders program.	9/1/2025
San Geronio Memorial Hospital	330420041	Banning	14th Amendment	Hospital - Per Diem	Term Extension	10/1/2025
Temecula Valley Hospital Inc	461246570	Temecula	14th Amendment	Hospital - Per Diem	Renewal, new term, rates, and name change	9/1/2025
Corona Regional Medical Center	432035443	Corona	15th Amendment	Hospital - Per Diem	Renewal, new term, rates, and name change	9/1/2025
Rancho Springs Medical Center	233059262	Murrieta	14th Amendment	Hospital - Per Diem	Renewal, new term, rates, and name change	9/1/2025
Inland Valley Regional Medical Center	233059262	Wildomar	14th Amendment	Hospital - Per Diem	Renewal, new term, rates, and name change	9/1/2025
Lancaster Hospital Corporation	953565954	Palmdale	5th Amendment	Hospital - Per Diem	Renewal, new term, rates, and name change	9/1/2025
Rancho Springs Medical Center	233059262	Murrieta	13th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Inland Valley Regional Medical Center	233059262	Wildomar	13th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Temecula Valley Hospital Inc	461246570	Temecula	13th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Corona Regional Medical Center	432035443	Corona	14th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Inland Valley Regional Medical Center	233059262	Wildomar	13th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Lancaster Hospital Corporation DBA Palmdale Regional Medical Center	953565954	Palmdale	4th Amendment	Hospital - Per Diem	Term Extension	9/1/2025
Aurora Charter Oak Los Angeles LLC	943369427	Covina	Reinstate Amendment	Hospital - Per Diem - BH	Term Extension	7/1/2025
Barstow Community Hospital	760385534	Barstow	24th Amendment	Hospital - Per Diem	Adding reimbursement for blood draws (36415-AI)	11/1/2025
Aurora Charter Oak Los Angeles LLC	943369427	Covina	4th Amendment	Hospital - Per Diem - BH	Term Extension & Rate Adjustments	10/1/2025
Bear Valley Community Healthcare District	330294751	Big Bear Lake	13th Amendment	Hospital - Per Diem	Adding ED CHW Services to agreement	12/1/2025
Loma Linda University Medical Center	953522679	Loma Linda	13th Amendment	Hospital - Per Diem	Adding ED CHW services for MCAL LOB	12/1/2025
Sharp Memorial Hospital	953782169	San Diego	3rd Amendment	Hospital - Per Diem	Renewal amendment	11/1/2025
Temecula Valley Hospital Inc DBA SW Healthcare Temecula Valley Hospital	461246570	Temecula	15th Amendment	Hospital - Per Diem	Adding CHW services	12/1/2025
Corona Regional Medical Center DBA SW Healthcare Corona Regional Medical Center	432035443	Corona	16th Amendment	Hospital - Per Diem	Adding CHW services	9/1/2025

Pomona Valley Hospital Medical Center	951115230	Pomona	37th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Community Healthcare Partner Inc DBA Colorado River Medical Center	455024624	Needles	3rd Amendment	Hospital - Per Diem	Term Extension	1/1/2026
St Mary Medical Center DBA Providence St Mary Medical Center	951914489	Apple Valley	14th Amendment	Hospital - Per Diem	Adding CHW ER services under MCAL LOB only.	2/1/2026
Loma Linda University Childrens Hospital	463214504	Loma Linda	9th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Loma Linda University Medical Center	953522679	Loma Linda	14th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Loma Linda University Medical Center Murrieta	371705906	Murrieta	13th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
San Gorgonio Memorial Hospital	330420041	Banning	15th Amendment	Hospital - Per Diem	Term Extension	1/1/2026
Palo Verde Health Care District DBA Palo Verde Hospital	900214335	Blythe	Reinstate Amendment	Hospital - Per Diem	Term Extension	8/1/2025
Community Healthcare Partner Inc dba Colorado River Medical Center	455024624	Needles	4th Amendment	Hospital - Per Diem	Renewal & add CAH reimbursement	3/1/2026
San Gorgonio Memorial Hospital	330420041	Banning	16th Amendment	Hospital - Per Diem	Term Extension	3/1/2026
American Specialty Health Plans of California Inc	931110443	San Diego	6th Amendment	Ancillary - CAP	Attachment F - Delegated Agreement - CCA	1/1/2024
Loma Linda University Medical Center	953522679	Loma Linda	15th Amendment	Hospital - Per Diem	Term Extension	3/1/2026
Loma Linda University Medical Center Murrieta	371705906	Murrieta	14th Amendment	Hospital - Per Diem	Term Extension	3/1/2026
Loma Linda University Childrens Hospital	463214504	Loma Linda	10th Amendment	Hospital - Per Diem	Term Extension	3/1/2026
County of Riverside DBA Riverside University Health System Public Health	956000930	Riverside	LOA	LOA	Blanket LOA	2/1/2026

Contract Name	TIN #	City	Item type	Specialty	Reason/Financial Impact	Effective Date
Heritage Provider Network	954582920	Northridge	10th Amendment	IPA	Attachment A3 - Capitation Payment	1/1/2025
Choice Physicians Network Inc	800366871	Apple Valley	8th Amendment	IPA	Attachment A - Capitation Payment	1/1/2025
Physicians Health Network	330632015	San Bernardino	9th Amendment	IPA	Term Extension	1/1/2026
Optum Care Network - Inland Faculty MG	330618077	Colton	11th Amendment	IPA	Term Extension	1/1/2026
Alpha Care Medical Group Inc	330556584	Pasadena	11th Amendment	IPA	Term Extension	5/1/2026
LaSalle Medical Associates	330698548	Redlands	12th Amendment	IPA	Attachment A - Medi-Cal Capitation Payment	7/1/2025
Choice Physicians Network Inc	800366871	Apple Valley	9th Amendment	IPA	Term Extension	1/1/2026

Contract Name	Specialty	City	Reason/Financial Impact
Oct-25			
ATG Designing Mobility Inc	Ancillary	Santa Fe Springs	Evergreen
El Mirador Medical Plaza Pharmacy Inc	Ancillary	Palm Springs	Evergreen
Encompass Health Rehabilitation Hospital of Murrieta LLC	Ancillary	Murrieta	Evergreen
Health Service Alliance	Ancillary	Montclair	Evergreen
Inland Endoscopy Center dba Mountain View Surgery Center	Ancillary	Redlands	Evergreen
Providence Medical Foundation	Ancillary	Victorville	Evergreen
ReSolutionCare PC	Ancillary	San Mateo	Evergreen
Seventh Day Adventists Loma Linda University Medical Center dba Loma Linda University Faculty Pharmacy	Ancillary	Loma Linda	Evergreen
Shobi Zaidi MD Inc dba Shobi Zaidi MD Inc	Ancillary	Riverside	Evergreen
SleepQuest Inc	Ancillary	San Carlos	Evergreen
VNA of Orange County LLC	Ancillary	Irvine	Evergreen
Christine Holmes Licensed Clinical Social Worker Inc dba Compassionate Heart Counseling	Behavioral Health	Corona	Evergreen
Victor Cordova Psy D a Psychological Corporation	Behavioral Health	Rancho Cucamonga	Evergreen
Simple Solutions Family Therapy dba Simple Solutions Psychotherapy	Behavioral Health	Rancho Cucamonga	Evergreen
Keck Medical Center of USC dba USC Kenneth Norris Jr Hospital	Hospital - Per Diem	Los Angeles	Evergreen
Keck Medical Center of USC	Hospital - Per Diem	Los Angeles	Evergreen
Saad Pediatrics Inc	Open Access	Upland	Evergreen
Isis Iskander dba Prestige Medical Clinic and Urgent Care Inc	PCP-CAP	Pomona	Evergreen
West Coast Post Acute Physicians Inc	SNFist	Redlands	Evergreen
Ajeet R Singhvi	Specialist	Hemet	Evergreen
Amandeep Sandhu dba Sand Dermatology PC	Specialist	Chino Hills	Evergreen
Cal Med Physicians and Surgeons Inc	Specialist	Colton	Evergreen
Cal Oaks Therapy Center	Specialist	Murrieta	Evergreen
Choice Healthcare Associates Inc	Specialist	Victorville	Evergreen
Claremont Imaging Associates	Specialist	Pomona	Evergreen
Good Hope Psychological Services PC	Specialist	Murrieta	Evergreen
SCB Eye Inc dba Eye Consultants of Southern California	Specialist	Fontana	Evergreen

Soe Maunglay MD Inc	Specialist	Palm Springs	Evergreen
Timothy G Yeh MD	Specialist	Chino	Evergreen
Erasto Gutierrez MD Inc dba Pomona Urgent Care	Urgent Care	Pomona	Evergreen
Jaehoon Lee dba Rancho Mirage Eyecare Optometry	Vision	Rancho Cucamonga	Evergreen
Kaitlyn Nguyen Murch dba Starry Eyes Optometry Inc	Vision	Norco	Evergreen

Nov-25

COPE Healthcare Consulting Inc dba COPE Health Solutions	Ancillary	Los Angeles	Evergreen
Orthofix US LLC	Ancillary	Lewisville	Evergreen
All Minds Clear Family Therapy Inc	Behavioral Health	Riverside	Evergreen
Cindy Miyamoto	Behavioral Health	Palm Desert	Evergreen
Clay Counseling Solutions Incorporated	Behavioral Health	San Bernardino	Evergreen
James M Anderson	Behavioral Health	Temecula	Evergreen
Jeffrey Santee Boyd dba Jeffrey Boyd Inc	Behavioral Health	Corona	Evergreen
Maricela A Soto dba Mas Salud Inc	Behavioral Health	La Quinta	Evergreen
Mel Latone Family Counseling Inc dba Bittersweet Encounters	Behavioral Health	Rancho Cucamonga	Evergreen
Modern Parenting Solutions Psychological Services	Behavioral Health	Redlands	Evergreen
Natalie Jazmin Reynaga dba Balanced Mind Counseling	Behavioral Health	Riverside	Evergreen
Phillip Tardanico Licensed Clinical Social Worker & Associates PC	Behavioral Health	Victorville	Evergreen
Vickie Sanderlin dba Victorious Living Solutions	Behavioral Health	Victorville	Evergreen
The Regents of the University of California	Hospital Per Diem Agreement	San Diego	Evergreen
BAWJ Medical Service Inc dba Perris Community Urgent Care	PCP - CAP	Perris	Evergreen
Hitesh C Patel MD	PCP - CAP	Corona	Evergreen
Monte Vista Physicians A Medical Corporation	PCP - CAP (MCR ONLY)	Ontario	Evergreen
PrimeHealth 360 Inc	PCP - FFS	La Quinta	Evergreen
Crystal Care Villa	RCFE	Joshua Tree	Evergreen
Mountain View Centers	RCFE	Montclair	Evergreen
Cindy Martin dba Cindy Martin Inc	Specialist	Riverside	Evergreen
Ashok K Agarwal MD Inc	Specialist	Hemet	Evergreen
Gastro Health Inc	Specialist	Redlands	Evergreen

Jay Kyung Lee MD dba Womens Care	Specialist	Moreno Valley	Evergreen
ResurgENT Head and Neck Surgeons Inc	Specialist	Riverside	Evergreen
Serendipity Hearing Inc dba Sonus Sonus Hearing Care Professionals	Specialist	Orange	Evergreen
Tianna Smith	Specialist	Murrieta	Evergreen

Dec-25

Call the Car	Ancillary	Pasadena	Evergreen
Loma Linda University Childrens Hospital	Ancillary	Loma Linda	Evergreen
Palliative Partners Inc	Ancillary	Riverside	Evergreen
Theodora Okafor dba Chino Medical Pharmacy	Ancillary	Chino	Evergreen
Tricity Riverside Dialysis	Ancillary	Riverside	Evergreen
A&A Counseling and Wellness Services dba Arkadie Counseling and Wellness Center PC Licensed Clinical Social Worker	Behavioral Health	Grand Terrace	Evergreen
Alice Marie Bass dba Blue Iris Neuromeditation	Behavioral Health	Yucaipa	Evergreen
Allison M Landa MA LMFT Licensed Marriage and Family Therapist A Professional Corporation	Behavioral Health	Temecula	Evergreen
Candace Deese dba Guiding Hope Marriage and Family Counseling Corporation	Behavioral Health	Yucca Valley	Evergreen
Equal Education For All	Behavioral Health	Ontario	Evergreen
Guadalupe Haro Trujillo dba Guadalupe Haro Trujillo LMFT	Behavioral Health	Menifee	Evergreen
Infinity Healthcare Inc	Behavioral Health	Montclair	Evergreen
Kateline Medina	Behavioral Health	Murrieta	Evergreen
Lydia Enriquez	Behavioral Health	Upland	Evergreen
Maria Victoria Ortega dba Maria V Ortega LMFT	Behavioral Health	La Quinta	Evergreen
Mark T Gmoser PsyD a Psychological Corporation	Behavioral Health	Montclair	Evergreen
Monica Unique Ellis Blied dba Faces of Health Dr Blied	Behavioral Health	Claremont	Evergreen
Nspiring Change Marriage & Family Therapy Inc	Behavioral Health	Victorville	Evergreen
Providence Medical Foundation	Behavioral Health	Victorville	Evergreen
Raychelle Harper Addo dba Raychelle Addo LCSW	Behavioral Health	Riverside	Evergreen
Red Oak Psychology Group Corporation	Behavioral Health	Rancho Cucamonga	Evergreen
Scott Von Boeckmann	Behavioral Health	Riverside	Evergreen
SoCal Therapyworks A Marriage and Family Therapy Corporation	Behavioral Health	Menifee	Evergreen
Tana Noonan dba Tana Noonan Licensed Marriage and Family Therapist Inc	Behavioral Health	Temecula	Evergreen

Tanya P L Carcamo dba Carcamo Christian Counseling	Behavioral Health	Moreno Valley	Evergreen
Chino Avenue Congregate Home Inc	CLHF	Chino	Evergreen
New Era Congregate Living Facility LLC	CLHF	Beaumont	Evergreen
Hospitalist Medicine Physicians of California Inc dba Sounds Physicians of California III	Hospitalist	Los Angeles	Evergreen
Kyo Autism Therapy LLC	QASP	Garden Grove	Evergreen
Shine Bright Network LLC	QASP	Highland	Evergreen
Kayal Medical Group Inc	SNFist	Murrieta	Evergreen
Childrens Physical Therapy and Wellness Corporation	Specialist	La Quinta	Evergreen
Coachella Valley Foot and Ankle Institute	Specialist	Palm Desert	Evergreen
Desert Cities Allergy Otolaryngology Inc	Specialist	Rancho Mirage	Evergreen
High Desert Institute of Ophthalmology Inc	Specialist	Victorville	Evergreen
Jesse Woo MD Inc	Specialist	Pomona	Evergreen
Lechner Chiropractic Inc dba Anthony C Lechner DC	Specialist	Corona	Evergreen
Planned Parenthood of the Pacific Southwest	Specialist	Moreno Valley	Evergreen
Western Bariatric A Medical Corporation	Specialist	San Bernardino	Evergreen
Seven Star Hospital Associates Inc	Specialist	Hemet	Evergreen
Ayad M Gharghoury MD	Specialist	Palm Springs	Evergreen
David M Hyams MD	Specialist	Rancho Mirage	Evergreen
Innovative Minimally Invasive Imaging & Therapeutics Inc	Specialist	Rancho Cucamonga	Evergreen
Fartash OD Inc dba Corona Vision Optometry	Vision	Corona	Evergreen
Retina Institute of California Medical Group A California Medical Partnership	Vision	Pomona	Evergreen

Jan-26

Bridge Home Health Services Inland Empire LLC	Ancillary Agreement	Ontario	Evergreen
Lasalle Medical Associates	Ancillary Agreement	Victorville	Evergreen
N & D Healthcare Services Inc	Ancillary Agreement	Pasadena	Evergreen
Redlands Pharmacy Inc	Ancillary Agreement	Redlands	Evergreen
San Gorgonio Memorial Healthcare District	Ancillary Agreement	Banning	Evergreen
Supercare Inc	Ancillary Agreement	City of Industry	Evergreen
Symba Center	Ancillary Agreement	Victorville	Evergreen

Angela Stresen-Reuter	Behavioral Health	Landers	Evergreen
Anindita Ganguly	Behavioral Health	Corona	Evergreen
Danielle Lynann Cisneros	Behavioral Health	Murrieta	Evergreen
Denise Jennifer Quiroz	Behavioral Health	Victorville	Evergreen
Gwendolyn Harville - Washington	Behavioral Health	La Quinta	Evergreen
Ronald Amos PhD	Behavioral Health	Palm Desert	Evergreen
Tiffany L Ecklor	Behavioral Health	Apple Valley	Evergreen
Ubuntu Psychological Services	Behavioral Health	Corona	Evergreen
Wholeness Empowerment Group Licensed Clinical Social Worker Inc	Behavioral Health	Ontario	Evergreen
Edna Arteaga Hernandez	PCP-CAP (MCR Only)	Rialto	Evergreen
Joel Q Velasquez MD Incorporated	PCP-CAP (No MCR)	Victorville	Evergreen
The Regents of the University of California	PCP-FFS	Riverside	Evergreen
Bagherpour Inc	Specialist	Rancho Mirage	Evergreen
Inland Valley Infectious Disease Medical Group Inc	Specialist	Claremont	Evergreen
Isha Inc	Specialist	San Bernardino	Evergreen
Jeffrey N Roberts MD Inc	Specialist	Norco	Evergreen
Jessica S Chong	Specialist	Chino	Evergreen
Realm Healthcare Inc	Specialist	Upland	Evergreen
Southland GI Med Corporation	Specialist	Hemet	Evergreen
Dr Juliane Lee Optometrist A Professional Corporation	Vision	Victorville	Evergreen
Juliane Lee OD A Professional Corporation	Vision	Apple Valley	Evergreen
Sheldon M Golden Optometric Corp	Vision	West Covina	Evergreen

Feb-26

Bright Care Home Health Provider	Ancillary Agreement	Rancho Cucamonga	Evergreen
Caris MPI Inc	Ancillary Agreement	Irving	Evergreen
Dana S Walker	Ancillary Agreement	Rancho Mirage	Evergreen
Desert Cities Dialysis	Ancillary Agreement	Victorville	Evergreen
Desert Valley Medical Group Inc	Ancillary Agreement	Victorville	Evergreen
GN Medical Associates Inc	Ancillary Agreement	Costa Mesa	Evergreen

Greater Hope Foundation for Children Inc	Ancillary Agreement	Victorville	Evergreen
Hoveround Corporation	Ancillary Agreement	Atlanta	Evergreen
Jesters Hearing Aid Center Inc	Ancillary Agreement	Hemet	Evergreen
Medical Supply Superstore	Ancillary Agreement	Lake Elsinore	Evergreen
Milan S Chakrabarty MD	Ancillary Agreement	Hemet	Evergreen
Mission Pediatrics Inc	Ancillary Agreement	Redlands	Evergreen
Alicia McCleod	Behavioral Health	Riverside	Evergreen
Karma Doctors & Associates PC	Behavioral Health	Villa Park	Evergreen
Outreach Nation Corp	Behavioral Health	Rancho Cucamonga	Evergreen
Shanee Brown	Behavioral Health	Corona	Evergreen
The Root Network A Licensed Social Worker Corp	Behavioral Health	Rancho Cucamonga	Evergreen
Victoria Carrillo	Behavioral Health	La Verne	Evergreen
Jow Shone Lee	Open Access	Banning	Evergreen
Grace Family Health Inc	PCP-FFS	Murrieta	Evergreen
Breaking Barriers Institute	QASP	Rancho Cucamonga	Evergreen
Rialto Healthcare LLC	SNF	Rialto	Evergreen
PROCARE Physical Therapy Inc	Specialist	Redlands	Evergreen
Ratan L Tiwari MD Inc	Specialist	Hemet	Evergreen
Rialto Physical Therapy Inc	Specialist	Murrieta	Evergreen
Riverside Nephrology Physicians Inc	Specialist	Riverside	Evergreen
Symmetry Physical Therapy	Specialist	Victorville	Evergreen
Comprehensive Primary Care	Urgent Care	Fontana	Evergreen
Premier Family Medicine Associates Inc	Urgent Care	Claremont	Evergreen
Kamini Dalwadi OD	Vision	San Bernardino	Evergreen
Total Vision PC	Vision	Chino Hills	Evergreen
Mar-26			
Clinicas de Salud Del Pueblo Inc	Ancillary Agreement	Hemet	Evergreen
Community Health Systems Inc	Ancillary Agreement	Moreno Valley	Evergreen
Heritage Health Network	Ancillary Agreement	Riverside	Evergreen

SAC Health System	Ancillary Agreement	San Bernardino	Evergreen
THA Home Health Care Inc	Ancillary Agreement	Rancho Cucamonga	Evergreen
Vida Rama LLC	Ancillary Agreement	Indio	Evergreen
Vision Quest Industries Inc	Ancillary Agreement	Vista	Evergreen
WEA CA PC	Ancillary Agreement	Scotts Valley	Evergreen
Lanicee Causly	Behavioral Health	Moreno Valley	Evergreen
Stacie Pasimio MS Licensed Marriage and Family Therapist Corp	Behavioral Health	Ontario	Evergreen
The Regents of the University of California	Behavioral Health	Riverside	Evergreen
Sukhdev K Uppal MD Inc	Open Access	Corona	Evergreen
San Marcos Medical Group Inc	PCP-CAP	San Bernardino	Evergreen
Hummingbirds Behavioral Therapy LLC	QASP	Ontario	Evergreen
New Behavior Transitions	QASP	San Bernardino	Evergreen
Bashar G Saad MD Inc	Specialist	San Bernardino	Evergreen
Desert Pain Specialists	Specialist	Rancho Mirage	Evergreen
High Desert Nephrology Medical Associates	Specialist	Victorville	Evergreen
Maxim Spektor	Specialist	Palm Desert	Evergreen
Childrens Eye Institute A Medical Corporation	Specialist (No MCR)	Rancho Cucamonga	Evergreen
Jean Yeh Optometry Corporation	Vision	Rancho Cucamonga	Evergreen

Apr-26

Destiny Home Health Agency Inc	Ancillary Agreement	Moreno Valley	Evergreen
HubMD PC	Ancillary Agreement	Redlands	Evergreen
ILLUMINATION HEALTH + HOME	Ancillary Agreement	Riverside	Evergreen
Onsite Transportation Services LLC	Ancillary Agreement	Anaheim	Evergreen
Simple Solutions Family Therapy Inc	Ancillary Agreement	Rancho Cucamonga	Evergreen
Sleep Management LLC	Ancillary Agreement	LaFayette	Evergreen
Don Kelly LCSW	Behavioral Health	Apple Valley	Evergreen
Stepping Stones to Healing	Behavioral Health	Rancho Cucamonga	Evergreen
Chino Pediatrics Medical Clinic Inc	Open Access	Chino	Evergreen
E Allen Alejandro	Open Access	San Bernardino	Evergreen

Healthcare Partners Affiliates Medical Group	Open Access	Chino	Evergreen
Krishna and Nirmala Murthy MD Inc	Open Access	Apple Valley	Evergreen
Mahmoud A Ibrahim MD	Open Access	Upland	Evergreen
Mario Carcamo MD Inc	Open Access	Riverside	Evergreen
Mission Pediatrics Inc	Open Access	Redlands	Evergreen
Somchit Poommipanit	Open Access	Perris	Evergreen
Thomas E Oliveira DO	Open Access	Lake Elsinore	Evergreen
Jessica Basa MD Inc	PCP-CAP	Barstow	Evergreen
Thomas E Oliveira DO	PCP-CAP (MCR Only)	Lake Elsinore	Evergreen
Pediatrics R Us Inc	PCP-CAP (No MCR)	Lake Elsinore	Evergreen
Cassandra Atlas	QASP	Riverside	Evergreen
iLearn Behavioral Strategies Inc	QASP	Fontana	Evergreen
In STEPPS Inc	QASP	Riverside	Evergreen
Alwan MD Inc	Specialist	Upland	Evergreen
Andrew S Florea MD Inc	Specialist	Corona	Evergreen
Annette Hollingsworth Moore	Specialist	Apple Valley	Evergreen
High Desert Cardiopulmonary Medical Group Inc	Specialist	Apple Valley	Evergreen
House Medicine	Specialist	Lancaster	Evergreen
Northland Hearing Centers Inc	Specialist	Cupertino	Evergreen
Shams Iqbal Inc	Specialist	Riverside	Evergreen
Family Planning Associates Medical Group	Specialist (No MCR)	Upland	Evergreen
Grace Family Health Inc	Urgent Care	Murrieta	Evergreen
Bryan J Mirone Optometric Inc	Vision	Riverside	Evergreen
Gintien Huang MD Inc	Vision	San Bernardino	Evergreen
Henry T Oishi OD A Professional Corporation	Vision	Temecula	Evergreen
Jenny Hung OD	Vision	Chino	Evergreen
May-26			
BioSerenity USA INC	Ancillary Agreement	Glen Burine	Evergreen
Calibrated Healthcare LLC	Ancillary Agreement	Ontario	Evergreen

Chaparral Medical Group Inc	Ancillary Agreement	Rancho Cucamonga	Evergreen
Inland Temporary Homes	Ancillary Agreement	Loma Linda	Evergreen
Jasbir Kaur	Ancillary Agreement	Fontana	Evergreen
Premier Healthcare Services LLC	Ancillary Agreement	Victorville	Evergreen
Sun Medical Equipment Inc	Ancillary Agreement	Redlands	Evergreen
Healing Logos Christian Family Counseling Inc	Behavioral Health	Rancho Cucamonga	Evergreen
The Space Between Counseling Services Licensed Clinical Social Worker Inc	Behavioral Health	Grand Terrace	Evergreen
Amanda McNair-Robinson	Doula	Pomona	Evergreen
Bianca L'erin Reid	Doula	Riverside	Evergreen
Diane DeLaTorre	Doula	Palm Desert	Evergreen
Nicolasa Bonilla	Doula	Cathedral City	Evergreen
Arrowhead Pediatric Medical Group Inc	Open Access	Colton	Evergreen
Bryan P Chan	Open Access	Upland	Evergreen
Hampton Gaskins MD Inc	Open Access	Riverside	Evergreen
Perris Valley Medical Group Inc	Open Access	Perris	Evergreen
Subhi G Sharifi	Open Access	Hemet	Evergreen
Hope Healthcare A Medical Corp	PCP-CAP	Pomona	Evergreen
Godofreda Sumalangcay	PCP-CAP (No MCR)	San Bernardino	Evergreen
Archis David Desai	PCP-FFS	Redlands	Evergreen
First Step Childrens Network Inc	QASP	Riverside	Evergreen
Heredia Therapy Group	QASP	Corona	Evergreen
United Therapy Center Inc	QASP	Riverside	Evergreen
Temecula Valley Skilled Nursing and Rehabilitation Center LLC	SNF	Murrieta	Evergreen
Anas Elias MD Inc	Specialist	Upland	Evergreen
Anil Rastogi MD Inc	Specialist	Hemet	Evergreen
Cardiology Specialist Medical Group	Specialist	Riverside	Evergreen
Comprehensive Primary Care	Specialist	San Bernardino	Evergreen
Desert Pain Specialists	Specialist	Rancho Mirage	Evergreen
Hematology Oncology Consultants A Medical Corporation	Specialist	Hemet	Evergreen

Kazem Seyed MD	Specialist	Hemet	Evergreen
Mohsen I Mabudian MD	Specialist	Redlands	Evergreen
Orange Grove Physical Therapy Inc	Specialist	Riverside	Evergreen
Rancho Physical Therapy Inc	Specialist	Rancho Cucamonga	Evergreen
Riverside San Bernardino County Indian Health Inc	Specialist	Banning	Evergreen
Valley OB-GYN Medical Group Inc	Specialist	Hemet	Evergreen
Childrens Hospital of Orange County	Specialist (No MCR)	Orange County	Evergreen