



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

October 9, 2018 - 9:00 AM

Board Report #283

**San Bernardino County Government Center
First Floor, Board Chambers
385 N. Arrowhead Ave.
San Bernardino CA 92415**

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

PUBLIC COMMENT AT INLAND EMPIRE HEALTH PLAN GOVERNING BOARD MEETINGS:

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

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

AGENDA

- I. Call to Order
- II. Changes to the Agenda: Board Secretary
- III. Public Comments on Matters on the Agenda
- IV. Conflict of Interest Disclosure:
- V. Adopt and Approve of the Meeting Minutes from the September 10, 2018 Regular Meeting of the Governing Board of the Inland Empire Health Plan and IEHP Health Access

VI. IEHP

CONSENT AGENDA

FINANCE DEPARTMENT (Keenan Freeman)

1. Approve the Second Amendment to the Professional Services Agreement with C3 Business Solutions

HEALTH SERVICES DEPARTMENT (Jennifer N. Sayles, M.D., MPH)

2. Approve an Increase in Funding for DST Pharmacy Solutions, Inc. (f/k/a Argus Health Systems, Inc.
3. Approve the Award of Request for Proposal #18-037 to, and the Professional Services Agreement with, Elizabeth Morrison Consulting, Inc.
4. Approve the First Amendment to the Professional Services Agreement with WISE Healthcare LLC

INFORMATION TECHNOLOGY (Michael Deering, Chief Information Officer)

5. Approve the Increase in Spending Authority with Xpedite System, LLC (A Subsidiary of Easylink Services International Corporation)

MARKETING DEPARTMENT (Susan Arcidiacono)

6. Approve the First Amendment to the Service Level Agreement with KP Printer

OPERATIONS DEPARTMENT (Jarrod McNaughton)

7. Approve The First Amendment To The Professional Service Agreement With Jensen Construction Management, Inc.
8. Approve The First Amendment To The Professional Service Agreement With SVA Architects, Inc.

PROVIDER NETWORK DEPARTMENT (Kurt Hubler)

9. Ratify and Approve the Capitated IPA Agreement to the Eighteenth Amendment with Dignity Health Medical Foundation
10. Approval of Standard Templates
11. Approval of the Evergreen Contracts
Renewal under the Evergreen Clause of the following Agreements effective, November 1, 2018:
 - 1) Ancillary Provider Agreement with Allan Estudillo dba Onoria Healthcare Provider Inc Home Health and Hospice
 - 2) Ancillary Provider Agreement with KabaFusion LLC dba KabaFusion
 - 3) Ancillary Provider Agreement with Kan Di Ki LLC dba Diagnostic Laboratories
 - 4) Ancillary Provider Agreement with Medequip Inc dba Medica

AGENDA

- 5) Ancillary Provider Agreement with Rite Time Pharmaceuticals Inc
- 6) Behavioral Health Agreement with Central City Community Health Center Inc
- 7) Capitated Primary Care Provider Agreement with Hua Bai
- 8) Skilled Nursing Facility Provider Agreement with Cypress Gardens Care Center
- 9) Participating Provider Agreement with Agnes Montz MD
- 10) Participating Provider Agreement with Cal Oaks Therapy Center
- 11) Participating Provider Agreement with Family Health Center of Joshua Tree dba Hi Desert Family Medical Clinic
- 12) Participating Provider Agreement with Ramin Ashtiani MD A Medical Corporation
- 13) Participating Provider Agreement with Siva Prasad Mullangi MD A Professional Medical Corporation
- 14) Participating Provider Agreement with Lake Vision Optometry Inc

POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS:

ADMINISTRATION (Bradley P. Gilbert, M.D.)

12. Monthly Membership Report

FINANCE DEPARTMENT (Keenan Freeman)

13. Review of Monthly Financials

HEALTH SERVICES DEPARTMENT (Jennifer N. Sayles, M.D., MPH)

14. Approve the Award for Request for Proposal #18-024 Award of to Health Management Associates

MARKETING DEPARTMENT (Susan Arcidiacono)

15. Review of the Member Outreach Activities in Partnership with Riverside and San Bernardino Counties

VII. IEHP HEALTH ACCESS

CONSENT AGENDA:

PROVIDER NETWORK DEPARTMENT (Kurt Hubler)

16. Ratify and Approve the Eighteenth Amendment to the Capitated IPA Agreement with Dignity Health Medical Foundation
17. Approve the Seventh Amendment to the IEHP Health Access Dental Service Agreement with Delta Dental of California
18. Approval of the Standard Templates

19. Approval of the Evergreen Contracts

Renewal under the Evergreen Clause of the following Agreements effective, November 1, 2018:

- 1) Ancillary Provider Agreement with Allan Estudillo dba Onoria Healthcare Provider Inc Home Health and Hospice
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- 13) Participating Provider Agreement with Siva Prasad Mullangi MD A Professional Medical Corporation
- 14) Participating Provider Agreement with Lake Vision Optometry Inc

VIII. MAIN OBJECTIVES FOR THE NEXT 90 DAYS AND SUMMARY COMMENTS (Bradley P. Gilbert, M.D.)

IX. COMMENTS FROM THE PUBLIC ON MATTERS NOT ON THE AGENDA

X. CLOSED SESSION

With respect to every item of business to be discussed in closed session pursuant to California Government Code Section 54957 (b) (1):

PUBLIC EMPLOYEE PERFORMANCE EVALUATION

Title: Chief Executive Officer of the Inland Empire Health Plan

XI. ADJOURNMENT

The next meeting of the IEHP Governing Board will be held on November 15, 2018 at the Riverside County Administrative Center

FINANCE DEPARTMENT

1. APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH C3 BUSINESS SOLUTIONS

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Services Agreement (Agreement) with C3 Business Solutions (C3) for Oracle Fusion Support services for an additional 19-month term at a cost not to exceed \$228,000 effective December 1, 2018 through June 30, 2020. The total amount payable under this Agreement shall not exceed \$728,000.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

In December 2014 under Minute Order 14-321, following their selection from an April 2014 publicly posted Request for Proposal (RFP), the Governing Board approved an Agreement with Oracle America, Inc. for a Financial Enterprise Resource Planning (ERP) System. Subsequently, in October 2015, IEHP implemented the Oracle Fusion ERP System.

In August 2016, IEHP released Request for Qualification (RFQu) #16-040 for vendors skilled in Oracle Fusion financial product implementation support and troubleshooting. Areas of interest were Accounts Payable, Project/OCR, Procurement, General Ledger, Cash Management, and Expenses. From a total of three (3) final qualifying vendors, C3 was chosen as the most responsive and responsible bidder.

In October 2016 under Minute Order 16-64, the IEHP Chief Executive Officer (CEO) approved the award of RFQu #16-040 to C3 for the provision of Oracle Fusion consulting support services. The expected term of this service delivery was to span the time of the remediation phase for the System's implementation and through the longer-term life of the System. These requested services were utilized for the purposes of streamlining use of Oracle Fusion as well as performing issue mitigation as required. Particularly, IEHP has been using C3 to assist with solution design, coaching and help desk support. This initial agreement was established for a one (1) year term with a total cost not to exceed \$200,000.

In June 2017 under Minute Order 17-74, the Governing board approved the First Amendment to the Agreement with C3. This Amendment extended the original term of the Agreement by 18 months and increased the total not to exceed amount of the Agreement to \$500,000.

Discussion:

IEHP is requesting an additional extension of the Agreement term by 19 months, beginning December 1, 2018. Following an evaluation of service usage, it was determined that maintained support from C3 was required for assisting IEHP's Oracle Support Team in the formulation of complex, customized metric reporting. These reports have become more readily and frequently depended upon for metric tracking as IEHP transitions to a Purchases Order based organization workflow. Alternatively, issues requiring troubleshooting have decreased.

To further assist workstreams, IEHP is requesting the assistance of C3 in providing coaching and training for a Web Services Project. This project will consist of IEHP working in conjunction with C3 in the creation of personalized A/R Module spreadsheets that will allow for the automatic upload of Claims refund check information as well as miscellaneous receipt formulation. The automation of this upload process will remove the current requirement for IEHP's A/R Team to manually input over 50 transactions per day. The breakdown of associated costs are listed below:

Extension for 19 months	\$10,000 x 19	\$190,000
Increase for report support (12 months)	\$1,500 x 12	\$18,000
Web Services Project (80-100 hours)		\$20,000
Total		\$228,000

In total, the above service extension requires an additional \$228,000, bringing the new total not to exceed amount of this agreement to \$728,000. All other items and conditions of the Agreement remain in full force and effect.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY18/19 Budget

Financial Review:

L. Gronning, 9/6/18

Reviewed by Counsel:

Yes

HEALTH SERVICES DEPARTMENT

2. APPROVE AN INCREASE IN FUNDING FOR DST PHARMACY SOLUTIONS, INC. (F/K/A ARGUS HEALTH SYSTEMS, INC.)

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve an increase in funding for Pharmacy Benefit Manager Services (PBM) with DST Pharmacy Solutions, Inc (f/k/a Argus Health Systems, Inc.) (DST) for an additional \$3.3 million per year. Total annual cost not to exceed \$5.3 million.

Contact:

Jennifer N. Sayles, M.D., MPH, Chief Medical Officer

Background:

Formerly known as Argus Health Systems, DST has served as IEHP’s contracted PBM, processing and paying prescription drug claims since 2003. DST was retained after a PBM Request for Proposals (RFP) process in 2013 for an estimated \$2.0 million per year.

Discussion:

IEHP’s agreement with DST Pharmacy Solutions, Inc is primarily based on two components: utilization and administrative fees. Utilization fees are based on pharmacy claims and administrative fees relates to all essential non-claims services such as e-prescribing, reporting, and explanation of benefits (EOB) production; and any impact on pharmacy claims directly impacts our administrative cost. When IEHP amended the agreement with DST in 2015, it was expected that our overall PBM cost would not exceed \$2.0 million. However, since 2015, IEHP has increased in PBM utilization and administrative services. For instance, in the past two fiscal years we have seen an almost 10% increase in overall cost. The table below outlines the growth from fiscal year 2016-2017 to 2017-2018:

Total Cost increase for Fiscal Year 2015-2016 through 2017-2018				
Fiscal Year	Utilization (claims-based services)	Administrative (non-claims essential services)	Total cost	% Growth rate (from previous fiscal year)
2016-2017	\$2,518,834	\$1,522,807	\$4,041,641	-
2017-2018	\$2,629,204	\$1,820,947	\$4,450,151	9.17%

IEHP attributed the increase in cost to Member enrollment, claims volume, as well as an increase in three administrative PBM services: increase in EOB volume by 15% and an increase in e-prescribing and reporting volume by 50%. EOB is the explanation of benefits service that DST provides to Members via mail, e-prescribing relates to all electronic prescriptions processed through the e-Prescribing Transaction Portal provided by DST, and reporting includes all of the weekly and monthly claims reports, any reports generated through the use of DST’s RxNova and Intel platform, and any ad-hoc reporting requests.

Based on the current growth rate (as outlined in the table above), and the addition of auditing, rebate, and AMES module services, IEHP has been able to forecast overall PBM administrative and utilization costs at an estimated \$5.3 million for the current fiscal year as reflected in the approved budget table for FY 2018-2019:

FY 2018-2019 Budget Breakdown for DST Pharmacy Solutions, Inc (PBM Services)	
Service	Projected Annual Cost
Utilization (claims-based services)	\$3,500,000
Administrative Services (non-claims essential services) (i.e. EOB, E-Prescribing, Reporting, Web Services, Clinical Programs, Pharmacy Networks) - \$1,334,000 <ul style="list-style-type: none"> • Auditing - \$250,000 • Rebate - \$100,000 • AMES Module - \$50,000 	\$1,734,000
Total Amount:	\$5,234,000

The table above shows a breakdown of current fiscal year budgeting for PBM services which includes utilization and administrative fees. It is recommended to increase funding for DST Pharmacy Solutions, Inc from \$2.0 million to \$5.3 million per year.

Strategy Focus Areas:

- Member Experience
 Network
 Team Members
 Operational Excellence
 Technology
 Financial Stewardship
 Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

M. La, 08/30/2018

Reviewed by Counsel:

Yes

HEALTH SERVICES DEPARTMENT

3. APPROVE THE AWARD OF REQUEST FOR PROPOSAL #18-037 TO, AND THE PROFESSIONAL SERVICES AGREEMENT WITH, ELIZABETH MORRISON CONSULTING, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Award of the Request for Proposal (RFP) #18-037 to, and the Professional Services Agreement (PSA) with, Elizabeth Morrison Consulting, Inc. for Consulting Services in leading the Behavioral Health Integration (BHI) and Multidisciplinary Medication Assisted Treatment (MMAT) initiative, for a cost not to exceed \$830,690.00 in its entirety, effective September 1, 2018 through November 30, 2019.

Contact:

Jennifer N. Sayles, M.D., MPH, Chief Medical Officer

Background:

On June 28, 2018 IEHP posted RFP #18-037 for BHI/MMAT Consulting Services on IEHP’s third party Bonfire website and opened the bid to the public. Although twenty (20) bidders initially showed interest in the RFP, due to the bidders not meeting qualifications and not responding within the RFP deadline, only Elizabeth Morrison Consulting submitted a completed response to the RFP to support the BHI and MMAT initiative. The completed proposal by Elizabeth Morrison Consulting went through IEHP’s vetted evaluation process. The RFP was scored based on a scale of weighted criteria and scored as reflected in the table below:

Criteria Description	Assigned Weight (Averaged)	Awarded Points (Averaged)
Company Profile/Experience	28	25.2
Scope of Services	37	30.63
Local Preference	5	0
Overall Project Cost	30	30
Totals	100 / 100	85.83 / 100

Discussion:

Based on scoring results, Elizabeth Morrison Consulting was selected as the most responsive and responsible bidder. The outcome of the evaluation solidified that though only one (1) proposal was submitted, the scoring deemed Elizabeth Morrison Consulting as having a thorough understanding of the scope and the impact of the request that IEHP was soliciting.

Elizabeth Morrison Consulting, consisting of 4 licensed behavioral health clinicians/consultants, will work closely with IEHP’s Population Health and Behavioral Health Departments. The consulting firm will support the development and implementation of 3 programs as well as skills development in Motivational Interviewing (MI). These programs are: the BHI pilot program, the

MMAT pilot program, MI Skills Development training for all team Members across Behavioral Health, Care Management, Community Health and Health Education departments, and a year-long MI Train the Trainers course to continue to spread MI skills after this contract is completed. These programs have multiple goals including:

- Increase access of behavioral health services in primary care doctors’ offices for IEHP Members;
- Increase access to Medication Assisted Treatment offered by multidisciplinary team in primary care doctors’ offices that includes Behavioral Health for IEHP Members;
- Increase the ability of all Member-facing IEHP departments to be skilled in MI, an evidence-based, client-centered communication approach for eliciting behavior change
- Ensure the MI skill development can be sustained after this contract is over by also running a year-long MI Train the Trainers course. This course focuses not only on skills development, but also teaches training and facilitation skills.

Elizabeth Morrison Consulting will also be overseeing the clinical supervision of Master’s Level Behavioral Health Care Managers hired to work in IEHPs new Health Homes Program. This will ensure that all new behavioral health staff can get the supervision needed to sit for the licensure exam.

The table below reflects the cost breakdown for all services and contributing project team Members under Elizabeth Morrison Consulting along with a brief summary of the deliverables associated with the costs:

Deliverables	Total Cost
<ul style="list-style-type: none"> • MI Skills Development Training for all staff in Behavioral Health, Care Management, Community Health and Health Education. 	\$55,100
<ul style="list-style-type: none"> • MI “Train the Trainers Course” for staff offering Integrated Complex Care using new care models (Point of Care and Plan Based Teams): <ul style="list-style-type: none"> ○ 10 Care Management ○ 5 Family and Community Health ○ 3 Practice Transformation ○ 6 Behavioral Health • Each is expected to do 4 trainings prior to graduating in May=96 MI trainings by graduation • After graduation, each trainer is expected to do 12 trainings per month= 288 MI trainings per year for IEHP 	\$114,000
<ul style="list-style-type: none"> • Consulting and Implementation for MMAT Pilots 	\$225,600
<ul style="list-style-type: none"> • Consulting and Implementation for BHI Pilots 	\$225,600

Deliverables (continued)	Total Cost
<ul style="list-style-type: none">Clinical Supervision to all master’s Level, Point of Care Behavioral Health Clinicians serving on Health Home teams located across San Bernardino and Riverside Counties	\$135,040
Sub total	\$755,340
<ul style="list-style-type: none">Administrative Cost	\$75,350
Total Not-to-Exceed Amount for entirety of Agreement	\$830,690

The term of this Agreement is effective September 1, 2018 through November 30, 2019 for an amount not to exceed \$830,690.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

Reviewed by Counsel:

Yes

HEALTH SERVICES DEPARTMENT

4. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH WISE HEALTHCARE LLC

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement with WISE Healthcare LLC for the implementation of eConsult, for a cost not to exceed \$1,840,320.00, effective November 1, 2018 through October 31, 2019. Total compensation payable under this Agreement shall not exceed \$3,616,415.

Contact:

Jennifer N. Sayles, M.D., MPH, Chief Medical Officer

Background:

IEHP, San Bernardino county, and Riverside county are implementing an eConsult platform for their Providers. This physician-centric innovative telehealth platform allows for virtual consultation and collaboration amongst Primary Care Providers and Specialists to create greater and appropriate access to specialty care.

WISE Healthcare LLC provides project management, implementation and support services to enable adoption of the eConsult process and platform across all involved entities.

Phase 1 of eConsult implementation is complete. Successful Phase 1 outcomes facilitated by WISE Healthcare to date have included:

- eConsult “go-live” at 23 primary care clinics across Riverside and San Bernardino counties (engagement of 40 primary care providers – PCPs – and 84 resident physicians)
- Active access to 12 specialties via the eConsult platform (engagement of 36 specialty reviewers)
- The completion of 1,716 eConsult encounters for IEHP Members.

In addition, WISE Healthcare has facilitated numerous clinician workgroups and learning sessions for engaged PCPs and specialty reviewers during Phase 1 of eConsult implementation.

Discussion:

During Phase 2, which will include the period from November 1, 2018 through October 31, 2019, WISE Healthcare will implement the eConsult platform in 75 primary care clinics contracted directly with IEHP and in all contracted specialties for Arrowhead Reginal Medical Center (ARMC) in San Bernardino county, Riverside Medical Center and Riverside University Healthcare System (RUHS) in Riverside county, and IEHP with an estimated budget of \$1,840,320.00 (roughly \$149,000 per month for one (1) year).

Phase 2 will require that WISE Healthcare hire two new workflow engineers and one new physician lead. These staff will supplement WISE’s existing staff of an executive lead, one

physician lead, three project managers, four workflow engineers, and one communications manager.

Scope of Services for this amendment includes the following:

- Expansion Planning for Phase 2
- Leading Multi-County eConsult Initiative (MCEI) Expansion for IEHP Direct and Delegated Providers
- Motivating Expansion Stakeholders
- Managing Provider Relationships
- Site Assessments and Organizational Capacity Assessments
- Follow-up and Coordination of Care for Direct and Delegated Organizations
- Developing Support Resources
- Optimizing the use of eConsult at Phase 1 partners (Arrowhead Regional Medical Center, Riverside University Health System, and IEHP)
- MCEI Program Management
- Managing Ongoing Engagement and Workgroups
- Developing and Implementing Measurement and Evaluation Plan

The budget of \$1,840,320.00 will be broken-down in the following manner:

Category	Hours Per Month	Annual Cost
Principal/Lead	50	\$195,000
Physician Leads	82	\$287,400
Director	100	\$264,000
Project/Program Management	140	\$321,600
Workflow Engineers-Development	500	\$720,000
Travel	n/a	\$52,320
Total	872	\$1,840,320

Strategy Focus Areas:

- Member Experience
 Network
 Team Members
 Operational Excellence
 Technology
 Financial Stewardship
 Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

S. Ahmed, 08/15/18

Reviewed by Counsel:

Yes

INFORMATION TECHNOLOGY DEPARTMENT

5. APPROVE THE INCREASE IN SPENDING AUTHORITY WITH XPEDITE SYSTEM, LLC (A SUBSIDIARY OF EASYLINK SERVICES INTERNATIONAL CORPORATION)

Recommended Action:

That the Governing Board of Inland Empire Health Plan (IEHP) approve the increase in spending authority with Xpedite System, LLC (A Subsidiary of Easylink Services International Corporation) for cloud-based faxing services. The additional cost shall not exceed \$230,000 for up to one (1) year, effective October 1, 2018. The total cost under this Agreement shall not exceed \$1.804 million.

Contact:

Michael Deering, Chief Information Officer

Background:

In May 2014 under Minute Order 14-124, the Governing Board approved the Professional Services Agreement (Agreement) with EasyLink Services, formerly known as OpenText, for cloud-based faxing services at a cost not to exceed \$360,000 for a period of three (3) years, effective January 31, 2014.

In October 2014 under Minute Order 14-248, the Governing Board approved the First Amendment to the Agreement, which replaced the Corporate Vendor, EasyLink Services, with its subsidiary, Xpedite Systems, LLC, and changed the Agreement type with the Xpedite Systems, LLC from a Professional Services Agreement to a Customer Services Agreement (CSA). The additional cost, which included tax and other fees, was not to exceed \$500,000. The total costs under this CSA increased to an amount not exceed \$860,000 for three (3) years, effective October 1, 2014.

In January 9, 2017 under Minute Order 17-00, the Governing Board approved an increase in spending authority to the CSA for cloud-based faxing services for additional cost not to exceed \$300,000 for the remainder of the contract term of October 1, 2017. The total costs under the CSA increased to an amount not exceed \$1.16 million.

In September 2017 under Minute Order 17-156, the Governing board approved an increase in funds for, and the renewal of, the May 2014 originating Agreement. This renewal was altered in structure from the Agreement's initial composition through the transition from year-based terms to month-to-month auto-renewals. These renewals were structured alongside a thirty (30) day termination clause imbedded into the Agreement. The total requested amount was \$414,000. This amount included a 15% contingency for a period of one (1) year. The new total costs under the agreement increased to an amount not to exceed \$1.574 million.

Discussion:

Xpedite Systems, LLC (Xpedite) provides IEHP with its provider inbound and outbound faxing services and is priced at a page per month fee. IEHP has a minimum monthly purchase obligation of \$17,500, which ensures system uptime and reliable delivery.

Since the initiation of the Agreement in 2014, IEHP experienced a significant increase in membership growth. This prolific expansion was not a projected variable at the time of the Agreement signing. As a result, IEHP has seen an increase in provider inbound and outbound faxing service usage. IEHP is currently averaging a cost of \$36,000 for inbound and outbound faxing pages, and fax-retries, per month.

IEHP is currently exploring new vendor contracting, as well as possible in-house based solutions for replacement of Xpedite within six (6) months. As such, IEHP is requesting a budget increase of \$230,000 for up to one (1) year. This value is considerate of a 6.5% contingency. The new total cost under this agreement shall not exceed \$1.804 million through September 30, 2019.

Strategy Focus Areas:

- | | | | |
|------------------------------------------------|------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input checked="" type="checkbox"/> Network | <input type="checkbox"/> Team Members | <input type="checkbox"/> Operational Excellence |
| <input checked="" type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input type="checkbox"/> Not Applicable | |

Fiscal Impact:

Included in FY18/19 Budget

Fiscal Review:

T. Amin, 9/27/18

Reviewed by Counsel:

N/A

MARKETING DEPARTMENT**6. APPROVE THE FIRST AMENDMENT TO THE SERVICE LEVEL AGREEMENT WITH KP LLC.****Recommended Action:**

That the Governing Board of Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with KP LLC for Provider Directory Development and Printing Services. There is no change in the total compensation of the Agreement.

Contact:

Susan Arcidiacono, Chief Marketing Officer

Background:

In August 2017, KP LLC was selected as the single source vendor for IEHP provider directory development and printing services. The original Agreement was approved by the Governing Board in September 2017 under Minute Order 17-157 for an amount not to exceed \$6.0 million effective September 1, 2017 through June 30, 2020.

Discussion:

IEHP produces two highly regulated, bilingual (English and Spanish) printed Provider and Pharmacy Directories every month. IEHP identified KP LLC as having the capabilities to develop and print the directories on an on-going basis with IEHP oversight that is compliant with all State and Federal regulations.

Due to recent industry-wide increases in paper costs in the last few months, this First Amendment includes an update on the pricing grid of the Agreement. The highlighted count columns are the only proposed changes to the existing pricing grid and have no impact on original pricing:

Quantity Range	Page Count 650-700	Page Count 701-750	Page Count 751-800	Page Count 801-850	Page Count 851-900	Page Count 901-950
20-25K	\$4.14	\$4.40	\$4.63	\$4.98	\$5.26	\$5.53
25-30K	\$3.88	\$4.12	\$4.35	\$4.65	\$4.84	\$5.17
30-35K	\$3.78	\$4.02	\$4.25	\$4.54	\$4.80	\$5.05
35-40K	\$3.72	\$3.94	\$4.16	\$4.46	\$4.71	\$4.95
40-45k	\$3.66	\$3.89	\$4.10	\$4.40	\$4.65	\$4.87
45-50k	\$3.62	\$3.84	\$4.06	\$4.34	\$4.59	\$4.82

All other terms and conditions in the Agreement remain unchanged.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

None

Financial Review:

N/A

Reviewed by Counsel:

Yes

OPERATIONS DEPARTMENT

7. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH JENSEN CONSTRUCTION MANAGEMENT, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Service Agreement (Agreement) with Jensen Construction Management Inc. (Jensen) for Project Management and Construction Management Services for IEHP’s Campus Expansion Project for an additional cost not to exceed \$29,150 through January 8, 2021. The Total compensation payable under this agreement shall not exceed \$444,255.

Contact:

Jarrold McNaughton, Chief Operating Officer

Background:

In January 2018, under Minute Order 18-03, the Governing Board approved the Professional Service Agreement with Jensen Construction Management Inc. for IEHP’s Campus Expansion Project. The term of this agreement was for two (2) years through January 8, 2020 with the option to extend for three (3) consecutive, one (1) year terms for a cost not to exceed \$415,150.

Discussion:

Over the last nine (9) months, IEHP has continued to manage the schematic design and design development phases of the IEHP Campus Expansion Project. Jensen has led the project and construction management services thus far. While managing certain milestones, project schedule, and other key attributes, Jensen has identified that the anticipated project duration will be extended through third quarter 2019. The First Amendment will extend the term of the contract through January 8, 2021 for an additional cost of \$29,150

The total compensation payable under this Agreement shall not exceed \$444,255 through January 8, 2021.

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|--------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input type="checkbox"/> Network | <input checked="" type="checkbox"/> Team Members | <input checked="" type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input type="checkbox"/> Not Applicable | |

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

J. Taylor, 9/11/18

Reviewed by Counsel:

Yes

OPERATIONS DEPARTMENT

8. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH SVA ARCHITECTS INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Service Agreement (Agreement) with SVA Architects, Inc. (SVA) for Architectural and Engineering Services for IEHP's Campus Expansion Project. The additional cost shall not exceed \$279,876.30 through December 11, 2020. The Total compensation payable under this Agreement shall not exceed \$1,132,187.10.

Contact:

Jarrold McNaughton, Chief Operating Officer

Background:

In December 2017 under Minute Order 17-244 after a thorough RFP process, the Governing Board approved an Agreement with SVA for Architectural and Engineering Services for IEHP's Campus Expansion Project. The term of the agreement was for two (2) years through December 11, 2019 with the option to extend for three (3) consecutive, one (1) year terms for a cost not to exceed \$852,310.80.

Discussion:

SVA has created and continues to evolve the schematic design concepts and development details for IEHP's Campus Expansion Project. Based on project deliverables and completion dates, it has been determined that the anticipated project duration be extended. The First Amendment will extend the term of the contract through December 11, 2020 for an additional cost not to exceed \$279,876.30.

The total compensation payable under this Agreement shall not exceed \$1,132,187.10 through December 11, 2020.

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|--------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input type="checkbox"/> Network | <input checked="" type="checkbox"/> Team Members | <input checked="" type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input type="checkbox"/> Not Applicable | |

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

J. Taylor, 9/11/18

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

9. RATIFY AND APPROVE THE EIGHTEENTH AMENDMENT TO THE CAPITATED IPA AGREEMENT WITH DIGNITY HEALTH MEDICAL FOUNDATION

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Eighteenth Amendment to the Capitated IPA Agreement with Dignity Health Medical Foundation, effective September 1, 2018.

Contact:

Kurt Hubler, Chief Network Officer

Background:

Dignity Health Medical Foundation is currently a contracted IPA in the IEHP Network.

Discussion:

This Amendment extends the Agreement term for two (2) years, beginning September 1, 2018 through August 31, 2020. All references to the name, Dignity Health Medical Foundation is replaced with Dignity Health Medical Foundation dba Dignity Health Medical Group – Inland Empire, A Service of Dignity Health Medical Foundation.

In addition, the amendment reflects changes to the tax identification number and section 3.16.08, Other Reporting. Also, sections 12.15.1, Standards of Conduct and 12.15.2, Statement of Common Values were added to the agreement.

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|----------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input type="checkbox"/> Network | <input type="checkbox"/> Team Members | <input type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input checked="" type="checkbox"/> Not Applicable | |

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

10. APPROVAL OF STANDARD TEMPLATES

Recommended Action:

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

Contact:

Kurt Hubler, Chief Network Officer

Background:

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

Discussion:

The following standard template is being presented to the Governing Board for the approval:

- 1) Master Attachment B – Urgent Care

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input checked="" type="checkbox"/> Network | <input type="checkbox"/> Team Members | <input type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input type="checkbox"/> Not Applicable | |

Fiscal Impact:

None

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

11. APPROVAL OF THE EVERGREEN CONTRACTS

Recommended Action:

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

Contact:

Kurt Hubler, Chief Network Officer

Background:

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

Discussion:

Renewal under the Evergreen Clause of the following Agreements effective, November 1, 2018:

- 1) Ancillary Provider Agreement with Allan Estudillo dba Onoria Healthcare Provider Inc Home Health and Hospice – Additional five (5) year term.
- 2) Ancillary Provider Agreement with KabaFusion LLC dba KabaFusion – Additional five (5) year term.
- 3) Ancillary Provider Agreement with Kan Di Ki LLC dba Diagnostic Laboratories – Additional five (5) year term.
- 4) Ancillary Provider Agreement with Medequip Inc dba Medica – Additional five (5) year term.
- 5) Ancillary Provider Agreement with Rite Time Pharmaceuticals Inc – Additional five (5) year term.
- 6) Behavioral Health Agreement with Central City Community Health Center Inc – Additional two (2) year term.
- 7) Capitated Primary Care Provider Agreement with Hua Bai – Additional five (5) year term.
- 8) Skilled Nursing Facility Provider Agreement with Cypress Gardens Care Center – Additional five (5) year term.
- 9) Participating Provider Agreement with Agnes Montz MD – Additional five (5) year term.
- 10) Participating Provider Agreement with Cal Oaks Therapy Center – Additional five (5) year term.
- 11) Participating Provider Agreement with Family Health Center of Joshua Tree dba Hi Desert Family Medical Clinic – Additional five (5) year term.
- 12) Participating Provider Agreement with Ramin Ashtiani MD A Medical Corporation – Additional five (5) year term.
- 13) Participating Provider Agreement with Siva Prasad Mullangi MD A Professional Medical Corporation – Additional five (5) year term.
- 14) Participating Provider Agreement with Lake Vision Optometry Inc – Additional five (5) year term.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

N/A

Reviewed by Counsel:

N/A

ADMINISTRATION

12. MONTHLY MEMBERSHIP REPORT

Recommended Action:

Review and File

Contact:

Bradley P. Gilbert, M.D., Chief Executive Officer

Background:

This report reflects actual membership projections in the IEHP budget.

Discussion:

Membership still essentially flat. Later in the Board report we will discuss results of our outreach pilot.

Fiscal Year	Month	Forecast Membership	Actual Membership	+ or - Forecast	+ or - Last Month
FY 17/18	February, 2018	1,240,284	1,251,202	10,918	8,061
	March, 2018	1,238,461	1,248,099	9,638	(3,103)
	April, 2018	1,236,638	1,247,282	10,644	(817)
	May 2018	1,234,815	1,250,064	15,249	2,782
	June 2018	1,232,993	1,247,978	14,985	(2,086)
FY 18/19	July 2018	1,246,996	1,247,216	220	(762)
	August 2018	1,246,129	1,248,312	2,183	1,096

Strategy Focus Areas:

- Member Experience
 Network
 Team Members
 Operational Excellence
 Technology
 Financial Stewardship
 Not Applicable

Fiscal Impact:

None

Financial Review:

None

Reviewed by Counsel:

N/A

FINANCE DEPARTMENT

13. REVIEW OF MONTHLY FINANCIALS

Recommended Action

Review and File

Contact

Keenan Freeman, Chief Financial Officer

Background

This report is presented monthly and is a Summary of the Financial Statements.

Discussion

Summary Income Statement for the Month Ended August 31, 2018.

Highlights:

Enrollment of approximately 1.2M members generated a positive surplus of \$1.4M for the month.

- The positive Medi-Cal revenue variance of \$10.2M is due to higher membership retroactivity primarily in the SPD, LTC, and Adult COAs and higher than expected rate increases.
- The positive Medicare variance of \$2.1M is due to higher risk scores through July 2018.
- The negative medical cost variance is driven by higher LTC facility claims, increased pharmacy drug utilization costs, and higher utilization of the transportation benefits.
- The MCO tax loss will be reversed in September when the 2018/19 MCO tax estimate is updated.
- The negative variance for Other Income is due to lower interest income (low cash balance).
- The negative variance for Property Management Income will be reclassified to Facilities in September. The variance is associated with building expense for a terminated lease (CTI).

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

Marni La, 08/27/18

Reviewed by Counsel:

Yes

**Inland Empire Health Plan
Summary Income Statement for the Month Ended August 31, 2018**

	<u>Actual</u>	<u>Budget</u>	<u>Variance \$</u>
Operating Revenue			
Medi-Cal	352,882,819	342,691,290	10,191,529
Medicare	<u>36,551,087</u>	<u>34,401,628</u>	<u>2,149,459</u>
Net Revenue	<u>389,433,906</u>	<u>377,092,918</u>	<u>12,340,987</u>
Medical Costs			
Total Medi-Cal Costs	332,941,171	321,981,070	(10,960,101)
Total Medicare Costs	<u>38,078,914</u>	<u>35,923,152</u>	<u>(2,155,762)</u>
Total Medical Costs	<u>371,020,085</u>	<u>357,904,222</u>	<u>(13,115,863)</u>
Gross Margin	18,413,821	19,188,696	(774,876)
Operating Expenses			
Total Operating Expenses	<u>17,603,566</u>	<u>16,945,696</u>	<u>(657,870)</u>
Operating Surplus (Deficit)	<u>810,255</u>	<u>2,243,000</u>	<u>(1,432,746)</u>
Total AB85	2,052,399	2,047,762	4,637
Total Sales Tax	(1,113,880)	-	(1,113,880)
Other Income (Expense)	(18,085)	565,203	(583,288)
Property Management Income (Expense)	(323,403)	117,302	(440,705)
Total Non Operating Income (Expense)	<u>597,031</u>	<u>2,730,267</u>	<u>(2,133,236)</u>
Net Surplus (Deficit)	<u>1,407,286</u>	<u>4,973,267</u>	<u>(3,565,981)</u>

Note: Totals may be subject to immaterial rounding differences.

Discussion

Summary Income Statement on a Year-To-Date basis for the period ended August 31, 2018.

Highlights:

Member Months of approximately 2.5M generated a net surplus of \$2.4M for the two months ended August 31, 2018:

- The positive Medi-Cal revenue variance of \$15.6M is related to higher membership retroactivity and rate increases.
- The positive Medicare revenue variance \$7.4M is due to CMC final year sweeps for prior years and revenue restatement (higher risk scores) through July 2018.
- The negative medical cost variance is due to an increase in the MLTSS institutional enrollment impacting facility costs, higher pharmacy expense, and the overall expansion of transportation benefits.
- Non-operating income includes \$4M in AB85 25% rate range revenue.
- The MCO tax loss will be reversed in September when the 2018/19 MCO tax estimate is updated.
- The negative variance for Other Income is due to lower interest income (low cash balance).
- The negative variance for Property Management Income will be reclassified to facilities in September. The variance is associated with building expense for a terminated lease (CTI).

Summary Income Statement for the Two Months Ended August 31, 2018 on the following page.

**Inland Empire Health Plan
Year-To-Date Summary Income Statement for the period ended August 31, 2018.**

	<u>Actual</u>	<u>Budget</u>	<u>Variance \$</u>
Operating Revenue			
Medi-Cal	700,836,215	685,290,358	15,545,857
Medicare	75,981,151	68,628,720	7,352,430
Net Revenue	776,817,366	753,919,078	22,898,287
Medical Costs			
Total Medi-Cal Costs	648,177,658	650,488,027	2,310,369
Total Medicare Costs	75,405,517	72,614,574	(2,790,943)
Total Medical Costs	741,449,235	723,102,601	(18,346,634)
Gross Margin	35,368,131	30,816,477	4,551,654
Operating Expenses			
Total Operating Expenses	35,393,464	35,548,574	155,110
Operating Surplus (Deficit)	(25,333)	(4,732,097)	4,706,764
Total AB85	4,096,673	4,095,524	1,149
Total Sales Tax	(1,145,004)	-	(1,145,004)
Other Income (Expense)	27,282	1,130,406	(1,103,124)
Property Management Income (Expense)	(546,620)	228,646	(775,266)
Total Non Operating Income (Expense)	2,432,331	5,454,575	(3,022,244)
Net Surplus (Deficit)	2,406,998	722,478	1,684,520

Note: Totals may be subject to immaterial rounding differences.

POLICY AGENDA

Discussion

Balance Sheet as of August 31, 2018.

- Cash increased by \$369M primarily due to June and July’s capitated payments and CMS funding (August & September) received in August.
- Other receivables decreased due to CMC MCR final sweeps and Kaiser true up recoupment of Amendment 14 contracted rates.
- Deferred revenue increased by \$36M for CMS September capitation funding received in August.
- Due to BOE increased by \$11M compared to July 2018 due to the monthly MCO tax accrual.

The 60-day Operating Expense Liquidity reserve is an internal reserve requirement set by IEHP executive management and the Board of Supervisors to address potential concerns regarding the timelines of revenue payments from DHCS. At the end of August, the liquidity reserve is noncompliant at 85.57% of its target of 100%. However, IEHP’s Tangible Net Equity exceeds the DMHC statutory requirement. The following graph shows the trend line for the liquidity reserve.



**Inland Empire Health Plan
 Balance Sheet as of August 31, 2018**

	Aug	Jul	Jun
	FY1819	FY1819	FY1718
ASSETS			
CURRENT ASSETS			
Cash	492,760,558	123,419,424	575,207,829
Restricted Fund	300,000	303,467	303,467
DHCS Receivable	536,669,769	858,659,683	497,459,484
Other Receivables	119,896,248	129,760,143	133,847,056
Prepaid Expenses	10,885,164	11,556,488	11,631,151
TOTAL CURRENT ASSETS	1,160,511,740	1,123,699,205	1,218,448,987
 FIXED ASSETS			
Building, Office Furniture & Equipment	254,596,575	253,592,522	253,333,694
Accumulated Depreciation	(48,891,156)	(47,515,472)	(46,091,645)
NET FIXED ASSETS	205,705,419	206,077,050	207,242,049
DEFERRED OUTFLOWS OF RESOURCES	24,734,384	24,771,416	24,771,416
NET OTHER ASSETS	-	-	-
TOTAL ASSETS	1,390,951,542	1,354,547,671	1,450,462,452

Note: Totals may be subject to immaterial rounding differences.

	Aug FY1819	Jul FY1819	Jun FY1718
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
MEDICAL			
Incurred But Not Reported (IBNR)	286,826,865	297,282,307	334,999,441
Accrued Medical Expenses	100,938,933	101,909,178	98,749,787
Capitation Payable	3,808,930	374,353	374,353
Deferred Revenue	36,561,988	-	35,510,891
OTHER			
Due to DHCS	25,014,281	25,014,281	25,114,281
Due to BOE	34,225,801	21,982,091	44,227,099
Due to CMS	-	-	-
Due to DOI	-	-	-
ADMINISTRATIVE			
Accounts Payable	2,605,834	3,516,793	3,871,332
Accrued Operating Expenses	4,555,392	5,960,881	5,055,869
Accrued Salaries and Benefits	11,208,505	14,712,533	19,763,857
Tenant Deposits & Prepays	754,855	752,383	752,383
Current Portion of LTD	-	-	-
TOTAL CURRENT LIABILITIES	506,501,386	471,504,801	568,419,294
LONG TERM LIABILITIES			
Lease Payable	-	-	-
Note Payable	-	-	-
Less Current Portion of LTD	-	-	-
Net Pension Liability	444,696	444,696	444,696
TOTAL LONG TERM LIABILITIES	444,696	444,696	444,696
DEFERRED INFLOWS OF RESOURCES	1,748,919	1,748,919	1,748,919
TOTAL LIABILITIES	508,695,002	473,698,416	570,612,909
Increase (Decrease) in Net Assets	2,406,998	999,712	61,646,562
TNE Requirement	144,417,260	146,044,869	147,029,356
Reserve for FQHC	-	-	-
Residual Fund Balance	735,432,282	733,804,674	671,173,625
NET ASSETS	882,256,540	880,849,255	879,849,543
TOTAL LIABILITIES AND NET ASSETS	1,390,951,542	1,354,547,671	1,450,462,452

Note: Totals may be subject to immaterial rounding differences.

HEALTH SERVICES DEPARTMENT

14. APPROVE REQUEST FOR PROPOSAL 18-024 AWARD TO HEALTH MANAGEMENT ASSOCIATES

Recommended Action:

That the Governing Board of Inland Empire Health Plan (IEHP) approve the Request For Proposal (RFP) 18-024 Award to Health Management Associates for the procurement of Health Home Program implementation support services at a cost not to exceed \$8.0 million for a two-and-a-half-year period.

Contact:

Jennifer N. Sayles, M.D., MPH, Chief Medical Officer

Background:

On June 11, 2018 under Minute Order 18-198, the Governing Board approved and granted the Chief Executive Officer the authority to negotiate, and after legal review and approval, sign all agreements for the Health Homes Program (HHP) for an amount not to exceed \$23.4 million for fiscal year 2018-2019. The HHP is a new Department of Healthcare Services (DHCS) requirement defined by Section 2703 of the Affordable Care Act starting in January 1, 2019 for IEHP. The HHP provides supplemental services for a population of IEHP Members that have complex needs with specific chronic conditions and meeting certain acuity criteria through Community Based Care Management Entities (CB-CMEs). Members who meet HHP criteria are eligible for the following six (6) core services:

- Comprehensive care management
- Care coordination
- Health promotion
- Comprehensive transitional care
- Individual and family support services
- Referral to community and social supports

Discussion:

IEHP has conducted an RFP to select a vendor that will provide HHP implementation support services. IEHP will procure these services for two-and-a-half years to support HHP workstreams including:

- Project Administration
- Clinical Model Requirements: Implementation
- Clinical Model Requirements: Refinement
- Plan Operations
- Health Information Technology (HIT) Support

RFP Solicitation:

On May 16, 2018, RFP 18-024 for HHP implementation support services was posted on Bonfire Interactive (IEHP’s Procurement Platform) for a period of two and half weeks. IEHP received one (1) proposal which was submitted by Health Management Associates.

The proposal by Health Management Associates was reviewed and scored. Scoring for the RFP was based on a scale of 100 points with 100 points being the best possible score. Points were based on the following categories:

- Company Profile/Experience (20 points)
- Scope of Services (45 points)
- Local Preference (5 points)
- Overall Cost (30 points)

RFP Evaluation Scoring Breakdown:

IEHP provided three (3) evaluators to participate in the RFP Process. Each evaluator conducted the scoring on all the categories listed above for the sole bidder, Health Management Associates. Each category score from each evaluator was added together for a total awarded point value. All awarded points per category were added up for the vendor to get a grand total. The results of the RFP evaluation scoring are indicated in the table below:

RFP Vendor	RFP Proposal Scores
Health Management Associates	78.37

Based on the results, Health Management Associates was selected due to its score and ability to meet the implementation support needs of IEHP and its HHP. This defines Health Management Associates as a responsive and responsible bidder.

Scope of Work Overview:

The proposed scope of work intended to be completed by Health Management Associates is comprised of the five (5) workstreams listed below that will include activities to be performed by the vendor to support IEHP and its implementation of the HHP:

- **Project Administration**
 - Ensure that the HHP is implemented effectively and efficiently, is aligned with IEHP’s vision, and that the program development and implementation is informed by evidence-based and national best practices.
- **Clinical Model Requirement: Implementation**
 - Support the development and implementation of the clinical model and associated workflows for Community Based Care Management Entities (CB-CMEs) including Models 1 and 2/3 and within primary care and behavioral health settings. This will include tools and materials developed to support practice coaching and training related to the HHP.

- **Clinical Model Requirement: Refinement**
 - Improve outcomes and quality after implementation of CB-CME Models.

- **Plan Operations**
 - Ensure that plan operations have integrated the HHP into standard practice and support the transformed delivery system through data and reports, monitoring, contracts and payment.

- **Health Information Technology (HIT) Support**
 - Support IEHP to refine, develop, and deploy HIT systems that will meet the CB-CME's need to monitor and report, receive payment, coordinate care, deliver care management services, and training.

Key HMA deliverables include:

- Development of HHP Readiness Requirements per DHCS
- Development of comprehensive CB-CME training materials to include product and tool development for primary care and specialty behavioral health CB-CME sites
- Development of a practice coaching structure and accountability process
- Practice coaching quarterly site assessments and coaching plans
- Development of a clinical model for specialty behavioral health CB-CME sites

Overall HMA practice coaches will support approximately 36 Model 1 CB-CME care teams that span 17 health care organizations. Practice coaches will also support 10 Model 2/3 remote IEHP care teams which will support HHP eligible Membership at low volume primary care provider practices. With each care team managing a caseload of 200 Members, these teams will impact approximately 9,200 IEHP Members.

HMA will initially provide IEHP with assistance on the launch and expansion of primary care CB-CME sites for the January 1, 2019 Go-Live. This includes the implementation of key aspects of the primary care clinical model, development of training materials to align with HHP requirements, and extensive practice coaching support broken down into five (5) carefully planned phases; 1) Leadership Engagement, 2) Kickoff and Team Start-up, 3) Assessment and Coaching Plan, 4) Active Facilitation and 5) Sustainment. HMA will also support the development and implementation of HHP for specialty behavioral health CB-CME sites, which will include all aspects listed above and goes live July 1, 2019. HMA project administration activities will ensure the project is aligned with IEHP's vision for the Health Homes Program, and that the program development and implementation is informed by evidence-based practices.

Cost Breakdown:

The projected monetary value of the services provided by Health Management Associates for each workstream along with administrative fees and travel costs is listed in the table below:

Item Description	Cost
Project Administration (Project Implementation)	\$ 1,332,695
Clinical Model Requirement	\$ 4,456,584
Clinical Model Requirement (Post Implementation)	\$ 190,537
Plan Operations	\$ 474,200
Health Information Technology Support	\$ 173,100
HMA Administration Fee and Travel Costs	\$ 1,364,662
Total	\$ 7,991,777

IEHP will initiate contract negotiations with Health Management Associates and, after legal review and approval, the Chief Executive Officer will execute a Professional Services Agreement with the vendor for the procurement of HHP Implementation Support Services at a cost not-to-exceed \$8 million for a two-and-a-half-year period.

Strategy Focus Areas:

- Member Experience
 Network
 Team Members
 Operational Excellence
 Technology
 Financial Stewardship
 Not Applicable

Fiscal Impact:

Included in FY18/19

Financial Review:

R. Mok, 09/14/18

Reviewed by Counsel:

Pending

MARKETING DEPARTMENT

15. REVIEW OF THE MEMBER OUTREACH ACTIVITIES IN PARTNERSHIP WITH RIVERSIDE AND SAN BERNARDINO COUNTIES

Recommended Action:

Review and File

Contact:

Susan Arcidiacono, Chief Marketing Officer

Background:

Most of IEHP's Medi-Cal Members must be reevaluated annually for their Medi-Cal eligibility (called "Annual Eligibility Redetermination or AER"). Approximately 60-70 percent of IEHP's membership complete the AER process electronically through the Federal and State data matching systems, while the remaining 30-40 percent complete it through the manual mailing process. For the manual AER mailing process, failure to complete and return all required documents to the County's Medi-Cal offices will result in loss of Medi-Cal eligibility, impacting Members' continuity of care.

Every month more than 30,000 IEHP Medi-Cal Members lose their Medi-Cal eligibility, primarily, due to not submitting and/or not completing all required forms and documents for the AER process by the requested due date.

In early 2018, a Memorandum of Understanding (MOU) was approved between IEHP and the DPSS/TAD office of Riverside and San Bernardino counties, respectively, to support a Data Sharing plan with Member specific information to improve the AER renewal rate. Under the approved MOU, every month IEHP provides a list of its active Members to each respective county, and the county provides IEHP with a list of active Members who have a manual AER application due within 30 and/or 60 days. IEHP uses the information to conduct additional outreach efforts to remind Members to complete their manual AER application by the requested due date. IEHP is the only Medi-Cal health plan in California that has this type of strong collaboration with county TAD offices.

Discussion:

Since April 2018, IEHP has conducted the following outreach activities to Members who are subjected to the manual AER process:

- 1) Mailing a customized letter 60 days before the application is due
- 2) Sending a text message 30 days before the application is due
- 3) Distributing Medi-Cal Eligibility flyers at community events
- 4) Conducting outbound calls to select Members (including families with the highest number of Medi-Cal beneficiaries in the household)

Member outreach effort in the last six (6) months has shown a limited but positive directional member retention outcome. The new monthly Hold & Disenrolled population has decreased by 500-1,000 Members.

IEHP will continue most of the current outreach activities with the exception of outbound calls due to staffing costs and minimal impact on retention. In the next few months, IEHP will add the AER alert in its call system (in the Phase 2 of CORE) to remind Members about their AER application when they call IEHP or receive care with their Providers.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Fiscal Review:

N/A

Reviewed by Counsel:

N/A

PROVIDER NETWORK DEPARTMENT

16. RATIFY AND APPROVE THE EIGHTEENTH AMENDMENT TO THE CAPITATED IPA AGREEMENT WITH DIGNITY HEALTH MEDICAL FOUNDATION

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Eighteenth Amendment to the Capitated IPA Agreement with Dignity Health Medical Foundation, effective September 1, 2018.

Contact:

Kurt Hubler, Chief Network Officer

Background:

Dignity Health Medical Foundation is currently a contracted IPA in the IEHP Network.

Discussion:

This Amendment extends the Agreement term for two (2) years, beginning September 1, 2018 through August 31, 2020. All references to the name, Dignity Health Medical Foundation is replaced with Dignity Health Medical Foundation dba Dignity Health Medical Group – Inland Empire, A Service of Dignity Health Medical Foundation.

In addition, the amendment reflects changes to the tax identification number and section 3.16.08, Other Reporting. Also, sections 12.15.1, Standards of Conduct and 12.15.2, Statement of Common Values were added to the agreement.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

17. APPROVE THE SEVENTH AMENDMENT TO THE IEHP HEALTH ACCESS DENTAL SERVICE AGREEMENT WITH DELTA DENTAL OF CALIFORNIA

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Seventh Amendment to the IEHP Health Access Dental Service Agreement with Delta Dental of California, effective January 1, 2019.

Contact:

Kurt Hubler, Chief Network Officer

Background:

Delta Dental of California is currently a contracted Provider in the IEHP Provider Network.

Discussion:

This Amendment reflects changes to the Dual Choice Cal Medi-Connect premium rate in the Exhibit B, Premium Payments.

Strategy Focus Areas:

- Member Experience Network Team Members Operational Excellence
 Technology Financial Stewardship Not Applicable

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

19. APPROVAL OF THE STANDARD TEMPLATES

Recommended Action:

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

Contact:

Kurt Hubler, Chief Network Officer

Background:

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

Discussion:

The following standard template is being presented to the Governing Board for the approval:

1) Master Attachment B – Urgent Care

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|----------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input type="checkbox"/> Network | <input type="checkbox"/> Team Members | <input type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input checked="" type="checkbox"/> Not Applicable | |

Fiscal Impact:

None

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER NETWORK DEPARTMENT

19. APPROVAL OF THE EVERGREEN CONTRACTS

Recommended Action:

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

Contact:

Kurt Hubler, Chief Network Officer

Background:

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

Discussion:

Renewal under the Evergreen Clause of the following Agreements effective, November 1, 2018:

Ancillary Provider Agreement with Allan Estudillo dba Onoria Healthcare Provider Inc Home Health and Hospice – Additional five (5) year term.

Ancillary Provider Agreement with KabaFusion LLC dba KabaFusion – Additional five (5) year term.

Ancillary Provider Agreement with Kan Di Ki LLC dba Diagnostic Laboratories – Additional five (5) year term.

Ancillary Provider Agreement with Medequip Inc dba Medica – Additional five (5) year term.

Ancillary Provider Agreement with Rite Time Pharmaceuticals Inc – Additional five (5) year term.

Behavioral Health Agreement with Central City Community Health Center Inc – Additional two (2) year term.

Capitated Primary Care Provider Agreement with Hua Bai – Additional five (5) year term.

Skilled Nursing Facility Provider Agreement with Cypress Gardens Care Center – Additional five (5) year term.

Participating Provider Agreement with Agnes Montz MD – Additional five (5) year term.

Participating Provider Agreement with Cal Oaks Therapy Center – Additional five (5) year term.

Participating Provider Agreement with Family Health Center of Joshua Tree dba Hi Desert Family Medical Clinic – Additional five (5) year term.

Participating Provider Agreement with Ramin Ashtiani MD A Medical Corporation – Additional five (5) year term.

Participating Provider Agreement with Siva Prasad Mullangi MD A Professional Medical Corporation – Additional five (5) year term.

Participating Provider Agreement with Lake Vision Optometry Inc – Additional five (5) year term.

Strategy Focus Areas:

- | | | | |
|--------------------------------------------|------------------------------------------------|----------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Member Experience | <input type="checkbox"/> Network | <input type="checkbox"/> Team Members | <input type="checkbox"/> Operational Excellence |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Financial Stewardship | <input checked="" type="checkbox"/> Not Applicable | |

Fiscal Impact:

Included in FY 18/19 Budget

Financial Review:

N/A

Reviewed by Counsel:

N/A

ADMINISTRATION

MAIN OBJECTIVES FOR THE NEXT 90 DAYS AND SUMMARY COMMENTS

1. Main Objectives for the Next 90 Days:
 - a. Remediate any deficiencies found during DMHC/DHCS audit.
 - b. Continue to remediate remaining issues with the HSP/CORE conversion.
 - c. Finalize more detailed strategy goals and objectives.

2. Summary Comments:
 - a. The fiscal year started out financially better than expected – we will continue to reconcile revenue and monitor expenses carefully.

CLOSED SESSION

CLOSED SESSION

With Respect To Every Item Of Business To Be Discussed In Closed Session Pursuant To California Government Code Section 54957 (B) (1):

Public Employee Performance Evaluation

Title: Chief Executive Officer Of The Inland Empire Health Plan

**Governing Board of
INLAND EMPIRE HEALTH PLAN
Information Relative to Possible Conflict of Interest
October 9, 2018**

Notice to Governing Board:

Govt. Code section 84308 prohibits the receipt of contributions of more than \$250, from any persons for whom a proceeding involving a license, permit, or other entitlement for use is before the Governing Board, for a period of twelve (12) months prior to the proceeding, during the proceeding or for a period of three (3) months following the date a final decision is rendered by the Governing Board.

Agenda Item	Business Name	Principals	
1	C3 Business Solutions	President/CEO	Matt Matthews
		Shareholder's %	Matt Matthews, CEO - 80% Steve Martin, CFO - 20%
		Contact Person	Alexa Thomas
		Person Signing Contract	Sean Moore
		Broker Representative	N/A
		Contact Address	3130 S. Harbor Blvd, Ste 500 San Ana, CA 92704
		Contact Number	(714) 424-0900

Agenda Item	Business Name	Principals	
2	DST Pharmacy Solutions, Inc.	President/CEO	
		Shareholder's %	
		Contact Person	
		Person Signing Contract	
		Broker Representative	
		Contact Address	
		Contact Number	

This report may not be complete; please refer to the Agenda to obtain complete list of possible conflicts

Agenda Item	Business Name	Principals	
3	Elizabeth Morrison Consulting, Inc.	President/CEO	Elizabeth Morrison
		Shareholder's %	
		Contact Person	Elizabeth Morrison
		Person Signing Contract	Elizabeth Morrison
		Broker Representative	N/a
		Contact Address	1141 Lillian Drive Modesto, CA 95355
		Contact Number	(209) 769-3923

Agenda Item	Business Name	Principals	
4	WISE Healthcare, LLC	President/CEO	Sajid Ahmed
		Shareholder's %	Sajid Ahmed
		Contact Person	Sajid Ahmed
		Person Signing Contract	Sajid Ahmed
		Broker Representative	N/A
		Contact Address	700 East Redlands Blvd #U218 Redlands, CA 92373
		Contact Number	(415) 377-9514

Agenda Item	Business Name	Principals	
5	Xpedite Systems, LLC (a subsidiary of EasyLink Services International Corp)	President/CEO	Jack Harwood, VP
		Shareholder's %	
		Contact Person	Jack Harwood
		Person Signing Contract	Jack Harwood
		Broker Representative	
		Contact Address	11720 AmberPark Dr., #200 Alpharetta, GA 30009
		Contact Number	

This report may not be complete; please refer to the Agenda to obtain complete list of possible conflicts

Agenda Item	Business Name	Principals	
6	KP LLC	President/CEO	Joe Atturio
		Shareholder's %	KayP Investco, LLC - 100%
		Contact Person	Steve Bottomley
		Person Signing Contract	Joe Atturio
		Broker Representative	N/A
		Contact Address	13951 Washington Ave. San Leandro, CA 94578
		Contact Number	(510) 351-5400

Agenda Item	Business Name	Principals	
7	Jensen Construction Management, Inc.	President/CEO	Sarah Meeker Jensen,
		Shareholder's %	N/a
		Contact Person	Sarah Meeker Jensen, President
		Person Signing Contract	Sarah Meeker Jensen, President
		Broker Representative	N/A
		Contact Address	950 South Grand Ave, 4th Floor Los Angeles, CA 90015
		Contact Number	213-748-3431

Agenda Item	Business Name	Principals	
8	SVA Architects, Inc.	President/CEO	Robert M. Simons, AIA
		Shareholder's %	
		Contact Person	
		Person Signing Contract	Robert M. Simons, AIA
		Broker Representative	
		Contact Address	6 Hutton Centre Dr., #1150 Santa Ana, CA 92707
		Contact Number	(949) 809-3380

This report may not be complete; please refer to the Agenda to obtain complete list of possible conflicts

Agenda Item	Business Name	Principals	
9, 17	Dignity Health Medical Foundation dba Dignity Health Medical Group - Inland Empire, A Service of Dignity Health Medical Foundation	President/CEO	Joseph Jasser, CEO
		Shareholder's %	Dignity Health, 100%
		Contact Person	Kent Dazey, Contract Manager
		Person Signing Contract	Tammy Wilcox, Senior Vice President, Managed Care
		Broker Representative	N/A
		Contact Address	3400 Data Drive Rancho Cucamonga, CA 95670
		Contact Number	(916) 851-2000

Agenda Item	Business Name	Principals	
18	Delta Dental of California	President/CEO	Tony Barth, President/CEO
		Shareholder's %	Not for Profit
		Contact Person	Barbara Park, Director, Account Services, Alliances
		Person Signing Contract	Mohammad Navid, Group Vice President Sales
		Broker Representative	N/A
		Contact Address	17871 Park Plaza Drive, Ste 200 Cerritos, CA 90703
		Contact Number	(562) 403-4085

This report may not be complete; please refer to the Agenda to obtain complete list of possible conflicts

**THE GOVERNING BOARD
OF THE
INLAND EMPIRE HEALTH PLAN AND IEHP HEALTH ACCESS**

Riverside County Administrative Center
Board Chambers, First Floor
4080 Lemon Street
Riverside, CA 92415

DRAFT - MINUTES OF THE SEPTEMBER 10, 2018 REGULAR MEETING

Governing Board Members Present:

Supervisor Curt Hagman	Drew Williams
Supervisor Josie Gonzales	Eileen Zorn
Supervisor Marion Ashley	Dan Anderson

Governing Board Members Absent: Supervisor John Tavaglione

Governing Board Member Vacancy: None

Inland Empire Health Plan Employees and Legal Counsel Present:

Brad Gilbert, M.D., Chief Executive Officer	Raymond Mistica, Esq. Deputy County Counsel
Jennifer Sayles, M.D., Chief Medical Officer	Steve Sohn, Esq. Managing Counsel
Susan Arcidiacono, Chief Marketing Officer	Anna Wang, Esq., Sr. Staff Counsel
Michael Deering, Chief Information Officer	Victoria Ostermann, Director of Government Affairs
Keenan Freeman, Chief Financial Officer	Annette Taylor, Secretary to the Governing Board
Kurt Hubler, Chief Network Officer	Stefanie Stubblefield, Board Specialist
Janet Nix, Chief of Organizational Management	
Jarrod McNaughton, Chief Operations Officer	

IEHP Staff Absent: None

Guests: IEHP Staff Members, Riverside and San Bernardino County Members of the Public

- I. Call to Order:
Vice Chair Anderson called the September 10, 2018 regular meeting of the Inland Empire Health Plan and the IEHP Health Access Governing Board to order at 9:06 a.m.
- II. Agenda Changes:
None
- III. Public Comment:
None
- IV. Conflict of Interest Disclosure:
None

- V. Adopt and Approve the Meeting Minutes from the August 13, 2018 Regular Meeting of the Governing Board of the Inland Empire Health Plan and IEHP Health Access.

Action: On motion of Member Williams, seconded by Member Zorn, the Meeting Minutes from the August 13, 2018 Regular Meeting of the Governing Board of the Inland Empire Health Plan and IEHP Health Access were approved as presented. (Williams/Zorn; Gonzales/Hagman not present; Tavaglione absent)

- VI. IEHP:

Consent Agenda:

Action: On motion of Member Williams, seconded by Member Ashley, Items 1 through 18 on the IEHP Consent Agenda were approved as presented. (Williams/Ashley; Gonzales/Hagman not present; Tavaglione absent)

**Member Gonzales arrived at 9:03 a.m.*

Policy Agenda and Status Report on Agency Operations (Board Report #280)

ADMINISTRATION:

Bradley P. Gilbert, M.D., Chief Executive Officer presented the following Administrative section of the Status Report:

**Dr. Gilbert presented Item 20 prior to Item 19:*

Item 20: Monthly Membership Report:

Dr. Gilbert stated membership remains essentially flat.

***Chairman Hagman arrived at 9:08*

Item 19: Approval of the Revised Policy and Procedure for IEHP and IEHP Health Access Governing Board Meeting Agenda:

Dr. Gilbert stated that approval will updated the Policy to current standards and business operations.

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

Action: On motion of Member Williams, seconded by Member Zorn, Item 19 the IEHP Policy Agenda was approved as presented. (William/Zorn; Gonzales not present; Tavaglione absent)

***Vice Chair Anderson turned meeting over to Chairman Hagman at 9:10am.*

FINANCE DEPARTMENT

Keenan Freeman, Chief Financial Officer presented the following Financial section of the Status Report:

Item 21: Monthly Financial Review:

Mr. Freeman presented the monthly financials for the period ending July 31, 2018

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

***Member Zorn requested that the Liquidity graph included in the Financial report be expanded to include a broader time period.*

***Member Gonzales arrived at 9:20am*

HEALTH SERVICES DEPARTMENT:

Jennifer N. Sayles, M.D., MPH, Chief Medical Officer, presented the following Health Services section of the Status Report:

Item 22. IPA Oversight Update:

Dr. Sayles updated the Board on IPA oversight and monitoring enhancements.

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

VII. IHEP Health Access:

Consent Agenda:

***Action: On motion of Member Anderson, seconded by Member Williams, Items 23 through 34 on the IEHP Health Access Consent Agenda were approved as presented.
(Anderson/Williams; Tavaglione absent)***

VIII. Comments from The Public on Matters Not on The Agenda

None

IX. Adjournment

The September 10, 2018 Regular meeting of the Inland Empire Health Plan and the IEHP Health Access Governing Board was adjourned by Chairman Hagman at 9:50 a.m.

The Approved Governing Board Minutes for September 10, 2018 will have a copy of the IEHP Board Report #282 attached

These Meeting Minutes were duly adopted and approved on October 9, 2018.

Annette M. Taylor
Secretary to the IEHP Governing Board



INLAND EMPIRE HEALTH PLAN

STANDARD MONTHLY REPORTS

Supplemental to:

Board Report #283

October 9, 2018

ADMINISTRATION (Bradley P. Gilbert, M.D.)

1. Standard IEHP Monthly Reports
 - a. IEHP Finance Reports
 - 1) Income Statements
 - 2) Capitation Income and Expense
 - b. IEHP Operations Reports
 - 1) Claims Summary Report – **Nothing to Report**
 - 3) Claims Processing Turnaround Time – **Nothing to Report**
 - 3) PCP Member Allocation Report – **Nothing to Report**
 - 4) Member Services Telephone Activity Report
 - 5) Provider Automated Eligibility Contact Report
 - 6) Member Eligibility Verification Report
 - c. IEHP Provider Reports
 - 1) IPA Consolidated Membership Report
 - 2) Hospital Consolidated Membership Report
 - 3) New Enrollment Trend Report by Consolidated IPA
 - d. IEHP Marketing Reports
 - 1) All Medi-Cal Aid Codes Enrollment Report
 - 2) Medi-Cal Mandatory – Families Aid Codes Enrollment Report
 - 3) Medi-Cal Mandatory – Seniors & Persons with Disabilities (SPD) Aid Codes Enrollment Report
 - 4) IEHP's Medi-Cal Non-Mandatory Aid Codes Enrollment Report
 - 5) IEHP's Medi-Cal Expansion Aid Codes Enrollment Report
 - 6) IEHP Medicare Enrollment Report

ADMINISTRATION (Dr. Gilbert)

1. Review of the Financial Monthly Reports

a. Finance Reports

1) Income Statement for the Month Ended August 31, 2018 (in thousands)

	<i>Medi-Cal</i>			<i>Medicare</i>			<i>Organizational Expenditures</i>	<i>Grand Total</i>
	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>		
Premium Revenue	327,163	317,760	9,403	36,003	33,376	2,627	-	363,166
Supplemental	25,720	24,931	789	-	-	-	-	25,720
Other Revenue	-	-	-	548	1,026	(478)	-	548
Net Revenue	352,883	342,691	10,192	36,551	34,402	2,149	-	389,434
Facility Claims	128,799	122,136	6,663	13,134	12,204	931	-	141,934
Capitation Expense	67,427	68,402	(975)	13,466	12,027	1,439	-	80,893
Professional	31,760	32,869	(1,109)	4,106	3,810	296	-	35,866
Pharmacy	60,819	57,651	3,168	2,534	3,673	(1,139)	-	63,353
Incentives	4,772	5,435	(663)	(49)	123	(171)	-	4,724
All Other Medical	26,250	20,598	5,652	3,463	2,087	1,376	-	29,713
Other Expenses	6,396	7,212	(816)	(83)	-	(83)	-	6,313
G & A Expenses - Medical	-	-	-	-	-	-	8,225	8,225
Medical Cost Allocations	6,718	7,678	(960)	1,507	2,000	(492)	(8,225)	-
Total Medical Costs	332,941	321,981	10,960	38,079	35,923	2,156	-	371,020
Gross Margin	19,942	20,710	(769)	(1,528)	(1,522)	(6)	-	18,414

ADMINISTRATION (Dr. Gilbert)

1. Review of the Financial Monthly Reports

a. Finance Reports

1) Income Statement for the Month Ended August 31, 2018 (in thousands) (continued)

	<i>Medi-Cal</i>			<i>Medicare</i>			<i>Organizational Expenditures</i>	<i>Grand Total</i>
	Actual	Budget	Variance \$	Actual	Budget	Variance \$		
Operating Expenses								
Administration	1,935	1,901	35	68	140	(72)	-	2,003
Finance	260	759	(498)	6	123	(117)	-	266
Information Technology (IT)	6,249	4,502	1,747	137	105	31	-	6,385
Marketing	864	975	(111)	164	277	(112)	-	1,028
Health Services	2,071	1,757	314	212	484	(272)	-	2,284
Network Development	241	51	190	5	170	(165)	-	246
Operations	5,275	4,882	394	115	822	(707)	-	5,391
Total Operating Expenses	16,896	14,825	2,071	708	2,120	(1,413)	-	17,604
Operating Surplus (Deficit)	3,046	5,885	(2,839)	(2,236)	(3,642)	1,406	-	810
Total AB85	2,052	2,048	5	-	-	-	-	2,052
Total Sales Tax	(1,114)	-	(1,114)	-	-	-	-	(1,114)
Other Income (Expense)	-	-	-	-	-	-	(18)	(18)
Property Management Income (Expense)	-	-	-	-	-	-	(323)	(323)
Total Non Operating Income (Expense)	939	2,048	(1,109)	-	-	-	(341)	597
Net Surplus (Deficit)	3,984	7,933	(3,948)	(2,236)	(3,642)	1,406	(341)	1,407

ADMINISTRATION (Dr. Gilbert)

1. Review of the Financial Monthly Reports

a. Finance Reports

1) Year-To-Date Income Statement for the One Month Ended August 31, 2018 (in thousands)

	<i>Medi-Cal</i>			<i>Medicare</i>			<i>Organizational Expenditures</i>	<i>Grand Total</i>
	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>		
Premium Revenue	649,692	635,423	14,268	74,646	66,582	8,064	-	724,338
Supplemental	51,145	49,867	1,278	-	-	-	-	51,145
Other Revenue	-	-	-	1,335	2,047	(711)	-	1,335
Net Revenue	700,836	685,290	15,546	75,981	68,629	7,352	-	776,817
Facility Claims	258,428	254,179	4,249	25,844	25,279	564	-	284,271
Capitation Expense	136,103	136,813	(710)	28,728	23,993	4,735	-	164,831
Professional	68,120	66,397	1,723	9,646	7,728	1,918	-	77,766
Pharmacy	117,596	109,443	8,154	5,976	6,992	(1,016)	-	123,572
Incentives	9,436	10,870	(1,434)	83	252	(168)	-	9,520
All Other Medical	46,988	42,614	4,374	5,309	4,314	995	-	52,297
Other Expenses	11,506	14,425	(2,918)	(180)	-	(180)	-	11,326
G & A Expenses - Medical	-	-	-	-	-	-	17,866	17,866
Medical Cost Allocations	14,608	15,748	(1,140)	3,258	4,057	(799)	(17,866)	-
Total Medical Costs	662,786	650,488	12,298	78,664	72,615	6,049	-	741,449
Gross Margin	38,051	34,802	3,248	(2,682)	(3,986)	1,303	-	35,368

ADMINISTRATION (Dr. Gilbert)

1. Review of the Financial Monthly Reports

a. Finance Reports

1) Year-To-Date Income Statement for the One Month Ended August 31, 2018 (in thousands) (Continued)

	<i>Medi-Cal</i>			<i>Medicare</i>			<i>Organizational Expenditures</i>	<i>Grand Total</i>
	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>	<i>Actual</i>	<i>Budget</i>	<i>Variance \$</i>		
Operating Expenses								
Administration	4,128	4,228	(101)	147	285	(138)	-	4,275
Finance	1,689	1,534	154	36	250	(214)	-	1,725
Information Technology (IT)	12,232	9,321	2,911	264	216	48	-	12,496
Marketing	1,839	2,207	(369)	341	620	(279)	-	2,180
Health Services	3,563	3,733	(170)	89	1,068	(978)	-	3,652
Network Development	461	101	360	10	339	(329)	-	471
Operations	10,370	9,984	386	224	1,661	(1,437)	-	10,594
Total Operating Expenses	34,281	31,109	3,172	1,112	4,439	(3,327)	-	35,393
Operating Surplus (Deficit)	3,769	3,693	77	(3,795)	(8,425)	4,630	-	(25)
Total AB85	4,097	4,096	1	-	-	-	-	4,097
Total Sales Tax	(1,145)	-	(1,145)	-	-	-	-	(1,145)
Other Income (Expense)	-	-	-	-	-	-	27	27
Property Management Income (Expense)	-	-	-	-	-	-	(547)	(547)
Total Non Operating Income (Expense)	2,952	4,096	(1,144)	-	-	-	(519)	2,432
Net Surplus (Deficit)	6,721	7,788	(1,067)	(3,795)	(8,425)	4,630	(519)	2,407

ADMINISTRATION (Dr. Gilbert)

1. Review of the Standard IEHP Monthly Reports
 - a. Finance Reports
- 2) Capitation Income and Expense for the Period Ended August 31, 2018

	August			Year-to-Date		
	Riverside	SB	Total	Riverside	SB	Total
Membership:						
Medi-Cal	606,704	614,442	1,221,146	1,212,373	1,230,070	2,442,443
CMC	13,632	13,073	26,705	26,870	25,893	52,763
Total Members:	620,336	627,515	1,247,851	1,239,243	1,255,963	2,495,206
Revenue:						
Medi-Cal	172,872,138	174,460,807	347,332,945	342,794,183	346,991,208	689,785,391
CMC	20,453,529	21,647,431	42,100,960	42,617,361	44,414,614	87,031,975
Net Revenue:	193,325,667	196,108,239	389,433,906	385,411,544	391,405,822	776,817,366
Medical Costs:						
Medi-Cal	164,795,634	166,527,450	331,323,084	328,622,613	328,330,873	656,953,486
CMC	18,068,283	21,628,719	39,697,001	40,451,868	44,043,880	84,495,749
Total Medical Costs:	\$182,863,916	\$188,156,169	\$371,020,085	\$369,074,481	\$372,374,754	\$741,449,235
Gross Margin:	\$10,461,751	\$7,952,070	\$18,413,821	\$16,337,063	\$19,031,068	\$35,368,131

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - b. Operations Reports
 - 1) Claims Summary Report

Nothing to Report

ADMINISTRATION

1. Review of the Standard IEHP Monthly Reports
 - b. Operations Reports
 - 2) Claims Processing Turnaround Time

Nothing to Report

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - b. Operations Reports
 - 3) PCP Member Allocation Report

Nothing to Report

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - b. Operations Reports
 - 4) Member Services Telephone Activity Report

Month	Actual Membership	Inbound Calls			Response Time in Seconds	Call Length in Minutes	Abandonment Rate	% of Inbound Calls			Outbound Calls	Total Calls
		Actual	Forecast	Variance				Member	Provider Eligibility	Provider General		
September '17	1,249,262	97,685	95,079	2,606	0:12	10:08	0.65%	99.5%	0.3%	0.2%	26,668	124,353
October '17	1,244,923	105,107	102,231	2,876	0:11	9:34	0.63%	99.5%	0.3%	0.2%	26,986	132,093
November '17	1,245,790	95,938	95,887	51	0:08	9:17	0.46%	99.5%	0.2%	0.3%	19,121	115,059
December '17	1,241,571	86,419	87,618	-1,199	0:07	9:07	0.47%	99.4%	0.3%	0.3%	17,269	103,688
January '18	1,234,441	115,979	116,139	-160	0:21	9:06	1.09%	99.5%	0.2%	0.3%	19,948	135,927
February '18	1,240,043	100,157	102,176	-2,019	0:27	8:58	1.36%	99.5%	0.2%	0.3%	16,954	117,111
March '18	1,239,499	109,194	109,581	-387	0:30	8:57	1.72%	99.3%	0.4%	0.3%	21,295	130,489
April '18	1,239,450	132,463	119,041	13,422	4:51	11:24	18.85%	97.7% ^(a)	1.4%	0.9%	13,131	145,594
May '18	1,243,357	113,132	116,922	-3,790	1:29	10:12	5.25%	98.4%	0.6%	1.0%	15,456	128,588
June '18	1,241,106	108,889	104,952	3,937	1:29	9:26	5.51%	98.6%	0.6%	0.8%	17,761	126,650
July '18	1,237,765	111,587	106,936	4,651	2:05	9:42	7.54%	98.8%	0.5%	0.7%	15,953	127,540
August '18	1,238,060	130,590	134,536	-3,946	2:46	10:00	11.22%	98.9%	0.5%	0.6%	19,906	150,496

(a) CORE System Implementation

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - b. Operations Reports
 - 5) Provider Automated Eligibility Contact Report

Month	Actual Membership	IVR Contacts	WEB Page Contacts	Spot Check Contacts	Total Automated Contacts
September '17	1,249,262	13,741	1,484,957	732,843	2,231,541
October '17	1,244,923	14,352	1,525,571	695,498	2,235,421
November'17	1,245,790	23,110	1,449,783	492,219	1,965,112
December'17	1,241,571	13,808	1,453,441	492,219	1,959,468
January '18	1,234,441	17,454	1,641,378	774,904	2,433,736
February '18	1,240,043	17,834	1,266,184	694,767	1,978,785
March '18	1,239,499	20,502	1,520,728	737,468	2,278,698
April '18	1,239,450	(a)	4,566,011 (b)	985,538	5,551,549
May '18	1,243,357	(a)	4,416,731 (c)	1,019,873	5,436,604
June '18	1,241,106	(a)	2,707,381	863,053	3,570,434
July '18	1,237,765	(a)	3,847,573	934,200	4,781,773
August '18	1,238,060	(a)	4,519,748	975,279	5,495,027

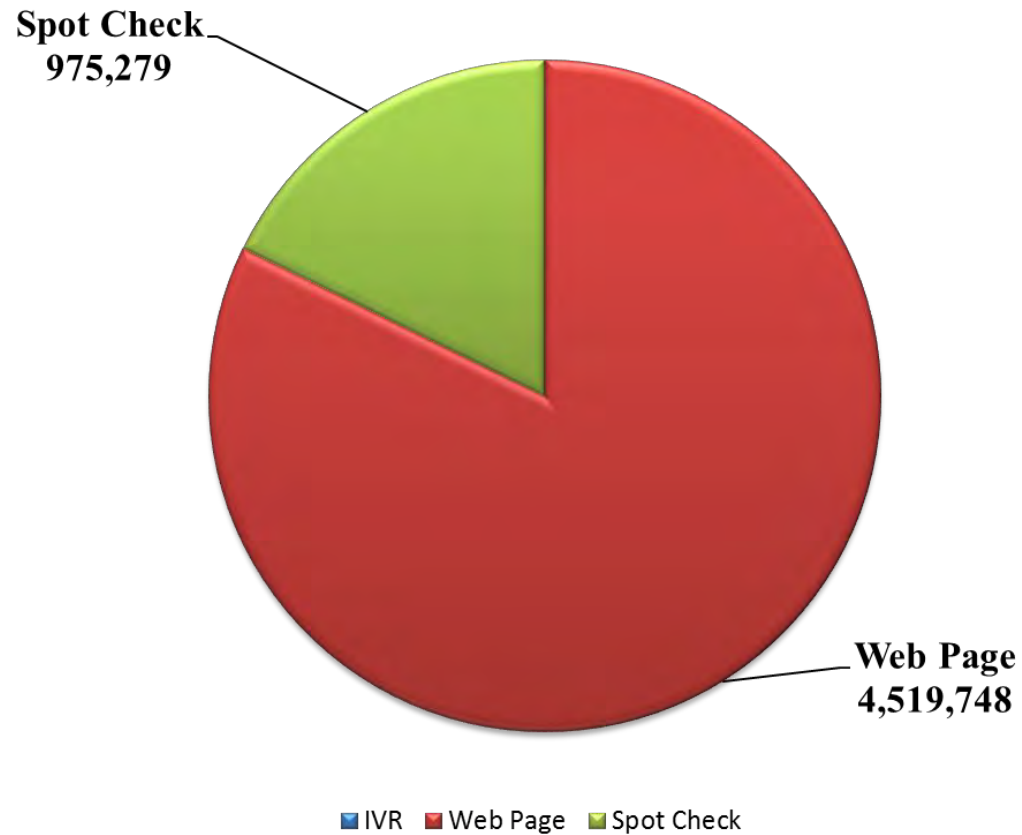
(a) IVR lines are no longer in use, instead all transactions are handled by the Provider Web Portal

(b) Internal Eligibility went up exponentially, because it is now being captured and used within HSP, MedHOK and Internal Tool

(c) Revised total

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - b. Operations Reports
 - 6) Member Eligibility Verification Report (August 2018 – Total: 5,495,027)



(a) IVR lines are no longer in use, instead all transactions are handled by the Provider Web

ADMINISTRATION

1. Review of the Standard IEHP Monthly Reports
 - c. Provider Reports
 - 1) IPA Consolidated Membership Report (September 2018)

IPA NAME	Service Areas	Number of	
		PCPs 09/01/18*	Enrollment 09/01/18†
Inland Empire Health Plan Direct	All Areas	537	465,825
Inland Faculty Medical Group	R1/R4/S1/S2/S3	90	187,497
Alpha Care Medical Group Inc	R1/R3/R6/S1/S2	146	168,776
LaSalle Medical Associates	R1/R2/R4/S1/S2/S3	53	145,610
Kaiser Foundation Health Plan Inc	R1/S1	N/A	104,822
Physicians Health Network	S1	32	37,510
Regal Medical Group	R1/R2/R3/R4/R5/S1/S2/S3	106	18,501
Horizon Valley Medical Group	E7/S3	16	18,030
Dignity Health Medical Group - Inland Empire	S1	11	13,162
Allied Pacific IPA	S2	9	3,266
Vantage Medical Group	All Areas	231	1,100
Desert Oasis	E2/R6	46	986
Beaver Medical Group	S1	46	783
PrimeCare of San Bernardino	S1/S2	16	634
Pinnacle Medical Group	S1	11	534
CPN-Horizon Valley Medical Group	E7/S3	12	534
Riverside Medical Clinic	R1/R4	27	531
San Bernardino Medical Group	S1	13	531
PrimeCare Medical of Chino Valley	S2	39	524
PrimeCare of Inland Valley	S2	43	481
PrimeCare of Moreno Valley	R1/R2	12	459
Dignity Health Physician Network - IE		8	396
PrimeCare of Hemet Valley	R3	10	327
Heritage Victor Valley	E7/S3	14	283
PrimeCare of Riverside	R1/R4	11	279
Pomona Valley Medical Group	S2	64	277
PrimeCare of Temecula	R5	16	276
PrimeCare of Citrus Valley	R4	11	255
PrimeCare of Corona	R1/R4	13	212
PrimeCare of Sun City	R5	9	187

Valley Physicians Network	R5	7	179
Redlands Yucaipa Medical group	S1	11	156
Alliance Desert Physicians	S3	5	103
PrimeCare of Redlands	S1	6	77
Tri Valley Medical Group	R5	6	68
Fenix Medical Group	S2	5	41
Chaffey Medical Group	S2	6	9
Totals:		1,698	1,173,221

Due to timing issues, these figures may not exactly reflect figures used for capitation

* = Total number of non-terminated unique PCPs per IPA

† = Excludes Medi-Medi and Open Access Enrollment.

IPA GEOGRAPHIC SERVICE AREAS

R1 Riverside Proper

Mira Loma, Riverside, Nuevo, Perris, Moreno Valley

R2 The Pass

Banning, Beaumont, Cabazon, Calimesa

R3 Hemet Region

Idyllwild, Hemet, Homeland, Mountain Center, San Jacinto, Winchester

R4 Corona Region

Corona, Norco

R5 Temecula Region

Aguaga, Anza, Canyon Lake, Lake Elsinore, Menifee, Murrieta,
Sun City, Temecula, Wildomar

R6 Low Desert

Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La
Quinta, Mecca, North Palm Springs, Palm Desert, Palm Springs, Rancho
Mirage, Thermal, Thousand Palms, Whitewater

S1 San Bernardino Proper

Bloomington, Colton, Fontana, Grand Terrace, Highland, Patton, Rialto,
San Bernardino, Bryn Mawr, Crafton, Loma Linda, Mentone, Redlands,
Yucaipa

S2 West End San Bernardino

Alta Loma, Chino, Chino Hills, Etiwanda, Guasti, Montclair, Ontario,
Pomona, Rancho Cucamonga, Upland

S3 High Desert

Adelanto, Apple Valley, Hesperia, Lucerne Valley, Oro Grande, Phelan,
Pinon Hills, Victorville

IPA GEOGRAPHIC SERVICE AREAS (Excluded Areas)

E1 Blythe

Blythe, Ripley, Desert Center, Mesa Verde, Ehrenberg, Eagle Mountain

E2* Yucca\Morongo Valley

Amboy, Cadiz, Landers, Joshua Tree, Moronga Valley, Marine Corp Base, Pioneer Town, Twenty-nine Palms, Yucca Valley, Wonder Valley, Rimrock

E3* Mountains

Angelus Oak, Big Bear City, Big Bear Lake, Blue Jay, Cedar Glen, Cedarpines Park, Crestline, Crest Park, Phelan, Fawnskin, Forest Falls, Green Valley Lake, Lake Arrowhead, Rimforest, Running Springs, Sky Forest, Sugar Loaf, Twin Peaks

E4 Needles\Laughlin

Cima, Essex, Kelso, Needles, Nipton, Mountain Pass

E5 Ridgecrest

Johannesberg, Randsburg, Ridgecrest, Red Mountain, Trona

E6 Colorado River

Big River, Parker Dam

E7* Barstow

Baker, Barstow, Daggett, Fort Irwin, Hinkley, Ludlow, Yermo, Newberry Springs, Desert Center, Lenwood, Helendale

* Active Membership in these areas

ADMINISTRATION

1. Review of the Standard IEHP Monthly Reports
 - c. Provider Reports
 - 2) Hospital Consolidated Membership Report (September 2018)

HOSPITAL NAME	Number of PCPs 09/01/18	Enrollment 09/01/18 €
Dignity Health		
Community Hospital of San Bernardino	121	96,373
St. Bernardine Medical Center	115	66,573
Subtotal:	236	162,946
Physicians For Healthy Hospitals		
Hemet Valley Medical Center	59	48,504
Subtotal:	59	48,504
Prime Healthcare Services		
Montclair Hospital Medical Center	63	31,704
Chino Valley Medical Center	7	10
Subtotal:	70	31,714
Tenet HealthCare Corporation		
John F. Kennedy Memorial Hospital	59	58,240
Desert Regional Medical Center	68	44,284
Subtotal:	127	102,524
Universal Health Systems, Inc		
Rancho Springs Medical Center	54	60,780
Corona Regional Medical Center	67	42,463
Inland Valley Regional Medical Center	27	9,771
Subtotal:	148	113,014
Victor Valley Global Medical Center	119	109,113
Kaiser Fontana/Riverside	N/A	104,822
Pomona Valley Hospital Medical Center	302	89,465
Riverside Community Hospital	103	75,968
Arrowhead Regional Medical Center	69	75,876

ADMINISTRATION

2. Review of The Standard IEHP Monthly Reports

c. Provider Reports

2) Hospital Consolidated Membership Report (September 2018 continued.....)

<u>HOSPITAL NAME</u>	<u>Number of PCPs 09/01/18</u>	<u>Enrollment 09/01/18 †</u>
Riverside County Regional Medical Center	81	72,724
Parkview Community Hospital Medical Center	101	56,564
Eisenhower Medical Center	42	28,006
Loma Linda Children Hospital	21	16,155
San Geronio Memorial Hospital	20	14,710
Redlands Community Hospital	20	14,658
St. Mary Medical Center	7	14,430
Barstow Community Hospital	5	7,278
Mountains Community Hospital	6	1,846
Subtotal:	896	681,615
Total:	1,536	1,140,317

Due to timing issues, these figures may not exactly reflect figures used for capitation

PCP totals deviate from IPA report totals due to multiple hospital affiliations

† = Excludes Medi-Medi, Medicare and Open Access Members

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - c. Provider Reports
 - 3) New Enrollment Trend Report by Consolidated IPA (September 2018)

IPA Name	New Members	Member Choice	Family Link	Defaulted Member Analysis Auto Assign	Family Assign	Healthy Kids New Members	New Medicare Members	Average New Members Per PCP
CPN-Horizon Valley Medical Group	11	3	0	0	0	0	8	1
Dignity Health Physician Network - IE	8	1	0	0	0	0	7	1
Pinnacle Medical Group	12	1	0	0	0	0	11	1
PrimeCare of Hemet Valley	6	2	0	0	0	0	4	1
PrimeCare of Riverside	7	2	0	0	0	0	5	1
PrimeCare of San Bernardino	14	4	0	0	0	0	10	1
PrimeCare of Temecula	8	1	0	0	0	0	7	1
Redlands Yucaipa Medical Group	8	2	0	0	0	0	6	1
San Bernardino Medical Group	17	5	0	0	0	0	12	1
Alliance Desert Physicians	0	0	0	0	0	0	0	0
Allied Pacific IPA	0	0	0	0	0	0	0	0
Alpha Care Medical Group	0	0	0	0	0	0	0	0
Beaver Medical Group	0	0	0	0	0	0	0	0
Chaffey Medical Group	2	1	0	0	0	0	1	0
Desert Oasis Healthcare	16	5	0	0	0	0	11	0
Dignity Health Medical Group - Inland Empire	0	0	0	0	0	0	0	0
Fenix Medical Group	0	0	0	0	0	0	0	0

<u>IPA Name</u>	<u>New Members</u>	<u>Member Choice</u>	<u>Family Link</u>	<u>Defaulted Member Analysis Auto Assign</u>	<u>Family Assign</u>	<u>Healthy Kids New Members</u>	<u>New Medicare Members</u>	<u>Average New Members Per PCP</u>
Heritage Victor Valley	4	2	0	0	0	0	2	0
Horizon Valley Medical Group	0	0	0	0	0	0	0	0
Inland Empire Health Plan Direct	323	51	0	0	0	0	272	0
Inland Faculty Medical Group	0	0	0	0	0	0	0	0
Inland Valleys IPA	0	0	0	0	0	0	0	0
LaSalle Medical Associates	0	0	0	0	0	0	0	0
Physicians Health Network	0	0	0	0	0	0	0	0
Pomona Valley Medical Group	0	0	0	0	0	0	0	0
PrimeCare Medical of Chino Valley	6	2	0	0	0	0	4	0
PrimeCare of Citrus Valley	3	1	0	0	0	0	2	0
PrimeCare of Corona	0	0	0	0	0	0	0	0
PrimeCare of Inland Valley	6	2	0	0	0	0	4	0
PrimeCare of Moreno Valley	0	0	0	0	0	0	0	0
PrimeCare of Redlands	0	0	0	0	0	0	0	0
PrimeCare of Sun City	0	0	0	0	0	0	0	0
Regal Medical Group	29	4	0	0	0	0	25	0
Riverside Medical Clinic	4	1	0	0	0	0	3	0
Tri Valley Medical Group	2	1	0	0	0	0	1	0
Valley Physicians Network	0	0	0	0	0	0	0	0
Vantage Medical Group	0	0	0	0	0	0	0	0
Total:	486	91	0	0	0	0	395	0

ADMINISTRATION

- 1. Review of The Standard IEHP Monthly Reports
 - d. Marketing Reports
 - 1) All Medi-Cal Aid Codes Enrollment Report (September 2018)

Month	IEHP*	Percent of IEHP	Molina*	Percent of Molina	Total Enrolled Recipients**
Jul 2018	1,213,619	71.1%	154,821	9.1%	1,707,000
Aug 2018	1,211,951	71.0%	153,513	9.0%	1,707,000
Sep 2018	1,213,288	71.1%	152,818	9.0%	1,707,000

Sources: * <http://www.dhcs.ca.gov> - HCO Monthly Plan Enrollment Status Reports (COPS-25)

** <http://www.dhcs.ca.gov> - Medi-Cal Beneficiary Counts Pivot Table, County, Mar 2018

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - d. Marketing Reports
 - 2) Medi-Cal Mandatory - Families Aid Codes Enrollment Report (September 2018)

Month	IEHP*	% of IEHP	Molina**	% of Molina	Mandatory in FFS & Excluded Zips	% of Mandatory in FFS & Excluded Zips	Total Families Mandatory Recipients***
Jul 2018	747,664	74.8%	89,720	9.0%	162,616	16.3%	1,000,000
Aug 2018	747,524	74.8%	89,703	9.0%	162,773	16.3%	1,000,000
Sep 2018	745,203	74.5%	89,424	8.9%	165,373	16.5%	1,000,000

Sources:

* IEHP's Marketing Management Report #1 - Data as of 15th of the month

** Projected Molina based on market share

*** <http://www.dhcs.ca.gov> - Projections based on Medi-Cal Beneficiary Counts Pivot Table, county-level and state-level data, Mar 2018.

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - d. Marketing Reports
 - 3) Medi-Cal Mandatory – Seniors & Persons with Disabilities (SPD) Aid Codes Enrollment Report (September 2018)

Month	IEHP*	%IEHP	Molina**	%Molina	Mandatory in FFS & Excluded Zips	% of Mandatory in FFS & Excluded Zips	Total SPD Mandatory Recipients***
Jul 2018	64,577	68.0%	7,749	8.2%	22,674	23.9%	95,000
Aug 2018	64,598	68.0%	7,752	8.2%	22,650	23.8%	95,000
Sep 2018	64,709	68.1%	7,765	8.2%	22,526	23.7%	95,000

Sources:

* IEHP's Marketing Management Report #1 - Data as of 15th of the month

** Projected Molina based on overall market share

*** <http://www.dhcs.ca.gov> - Projections based on Medi-Cal Beneficiary Counts Pivot Table, county-level and state-level data, Mar 2018.

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - d. Marketing Reports
 - 4) IEHP’s Medi-Cal Non-Mandatory Aid Codes Enrollment Report (September 2018)

Month	Medi-Medi's*	Foster Children*	Others*	Total IEHP Non-Mandatory	Percent IEHP	Total Non-Mandatory**
Jul 2018	65,401	13,439	4,470	83,310	55.5%	150,000
Aug 2018	65,912	12,743	5,197	83,852	55.9%	150,000
Sep 2019	65,919	12,764	5,385	84,068	56.0%	150,000
Oct 2018						
Nov 2018						
Dec 2018						
Jan 2019						
Feb 2019						
Mar 2019						
Apr 2019						
May 2019						
Jun 2019						

Sources:

* IEHP's Marketing Management Report #1 - Data as of 15th of the month

** <http://www.dhcs.ca.gov> - Projections based on Medi-Cal Beneficiary Counts Pivot Table, county-level and state-level data, Mar 2018 and Dual Eligible report, January 2013.

*** Excluded Medi-Medis who are enrolled in IEHP Medicare DualChoice.

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - e. Marketing Reports
 - 5) IEHP’s Medi-Cal Expansion Aid Codes Enrollment Reports (September 2018)

Month	LIHP Transition (L1)	Medi-Cal Expansion Adults (M1 & 7U)	Total IEHP Medi-Cal Expansion
Jul 2018	389	342,887	343,276
Aug 2018	406	340,157	340,563
Sep 2018	309	343,434	343,743

Source: IEHP's Marketing Management Report #1 - Data as of 15th of the month

Note: Members with L1 aid code will be transitioned to M1 at their annual eligibility redetermination.

ADMINISTRATION

1. Review of The Standard IEHP Monthly Reports
 - d. Marketing Reports
 - 6) IEHP Medicare Enrollment Report (September 2018)

Month	Cal MediConnect Medicare Members
Jul 2018	26,198
Aug 2018	26,408
Sep 2018	26,597

Source: IEHP's Marketing Management Report #1 - Data as of 15th of the month



INLAND EMPIRE HEALTH PLAN

Professional Services Agreements, Contracts and Amendments

UNDER \$200,000

Whereby the Chief Executive Officer of IEHP applied his authority and approved purchases up to \$200,000 as authorized by the Governing Board through

Minute Order 16-64

(Services pursuant to a written contract from a single vendor for a period of one year based on effective date of the contract)

And

TANGIBLE GOODS

Minute Order 16-65

(Purchase of all Goods and Non-Contracted Services in excess of \$500,000)

**Items on this summary report are being
processed in conjunction with the**

October 9, 2018

Governing Board Meeting



***Under \$200k Summary Report
as of October 9, 2018***

	Vendor	Purpose	Contract Amount	Budget	Effective Date	Department
1	Barnstorm Digital, LLC Second Amendment	Integration of Behavioral and Primary Healthcare	\$57,000	Included in FY18/19	09/11/18	Health Services
2	Brahmbhatt Architects, Inc. First Amendment	Tenant Improvement Design Services	\$200,000	Included in FY18/19	10/23/18	Operations
3	Career Institute First Amendment	"Lunch and Learn" Life Coaching Program	\$22,425	Included in FY18/19	09/01/18	Administration
4	Christine Hall	Yoga Classes for the CRC Locations	\$20,700	Included in FY18/19	08/31/19	Health Services
5	Claremont Graduate University First Amendment	Clinical Solutions Data Lab Services	\$76,000	Included in FY18/19	09/01/18	Health Services
6	County of Riverside, Dept. of Public Health	Loving Support Breastfeeding Program	\$150,000	Included in FY18/19	07/01/18	Health Services
7	Ian Morrison	Future of the Healthcare Marketplace Leadership Presentation	\$10,000	Included in FY18/19	08/31/18	Administration
8	IMEG Corp. First Amendment	Tenant Improvement Design Services	\$200,000	Included in FY18/19	10/23/18	Operations
9	IPD Analytics, LLC Second Amendment	Research and Analysis Affecting Pharmaceutical and Medical Technologies	\$22,050	Included in FY18/19	09/01/18	Health Services
10	Loma Linda - Inland Empire Consortium for Healthcare Education First Amendment	Residency Training	\$120,000	Included in FY18/19	09/12/18	Health Services
11	Nima Taheri, M.D., Inc.	Physician Review Services and Medical Director Support	\$80,000	Included in FY18/19	10/01/18	Health Services
12	Shaw HR Consulting	Human Resources Consulting and Training	\$10,000	Included in FY18/19	07/03/18	Administration
13	UC Davis Health System	Advanced Training in Primary Care Pain Management	\$200,000	Included in FY18/19	09/01/18	Health Services



*Tangible Goods Summary Report
as of October 9, 2018*

Vendor		Purpose	Contract Amount	Budget	Effective Date	Department
1	Appextremes, LLC dba Conga Novatus First Amendment	Contract Management System	\$122,217	Included in FY18/19	08/14/18	Operations
2	JIVE Second Amendment	Software	\$184,375	Included in FY18/19	09/01/18	Information Technology