



IMPERIAL COUNTY

# Local Health Authority Commission

## AGENDA

**December 11<sup>th</sup>, 2023**

**5:30 PM**

**512 W. Aten Rd.**

**Imperial, CA 92251**

All supporting documentation is available for public review at <https://chpiv.org>

Committee Members	Representing	Present
<b>Dr. Theodore Affue</b>	LHA Commissioner – Imperial County Medical Society	
<b>Dr. Bushra Ahmad</b>	LHA Commissioner – County of Imperial – Chief Medical Officer	
<b>Dr. Carlos Ramirez</b>	LHA Commissioner – Unicare – CNO, COO	
<b>Dr. Unnati Sampat</b>	LHA Commissioner – MD, Imperial Valley Family Care Medical Group	
<b>Dr. Allen Wu</b>	LHA Commissioner – Inncare, Chief Medical Officer	
<b>Damon Sorenson</b>	LHA Commissioner – Chief Executive Officer – Pioneers	
<b>Miguel Figueroa</b>	LHA Commissioner – County of Imperial – Chief Executive Officer	
<b>Paula Llanas</b>	LHA Commissioner – County of Imperial – Director of Social Services	
<b>Ryan E. Kelley</b>	LHA Commissioner – County of Imperial – Board of Supervisors	
<b>Pablo Velez</b>	LHA Commissioner – ECRMC Chief Executive Officer	
<b>Yvonne Bell</b>	LHA Vice-Chair – Chief Executive Officer – Inncare	
<b>Lee Hindman</b>	LHA Chairperson – Joint Chambers of Commerce representing the public	

1. Call to Order *Lee Hindman, Chair*
2. Roll Call *Donna Ponce, Commission Clerk*
3. Approval of Agenda
  - a. Items to be pulled or added from the Information/Action/Closed Session Calendar
  - b. Approval of the order of the agenda
4. Public Comment *Lee Hindman, Chair*

Public Comment is limited to items NOT listed on the agenda. This is an opportunity for members of the public to address the Committee on any matter within the Committee's jurisdiction. Any action taken as a result of public comment shall be limited to the direction of staff. When addressing the Committee, state your name for the record prior to providing your comments. Please address the Committee as a whole, through the Chairperson. Individuals will be given three (3) minutes to address the board.

## CONSENT CALENDAR

5. Approval of Minutes from 11/13/2023
6. Discussion/Action to approve and adopt the 2023 updated Mission and Vision statements *Larry Lewis, CEO*

## ACTION

7. Discussion/Action on CHPIV Primary and Secondary Contracts *Larry Lewis, CEO*
8. Discussion/Action regarding financial reports: *Mark A. Southworth, CFO*
  - a. Revenue & Expenses
    - i. Through October 31, 2023
  - b. Balance Sheet
    - i. Through October 31, 2023
  - c. Transactions Report
    - i. Through October 31, 2023
9. Code of Conduct Update – Media Contacts *Elysse Tarabola, CCO*

## INFORMATION

10. Administrative Reports
  - a. *Health Services* *Dr. Arakawa, CMO*
  - b. *Financial Services* *Mark A. Southworth, CFO*
  - c. *Compliance* *Elysse Tarabola, CCO*
  - d. *Human Resources and Community Relations* *Michelle S. Ortiz-Trujillo, SDHRCR*
  - e. *CEO Report* *Larry Lewis, CEO*

## CLOSED SESSION

*Larry Lewis, CEO*

11. Pursuant to Welfare and Institutions Code § 14087.38 (n) Report Involving Trade Secret new product discussion (estimated date of disclosure, 01/2024)
  - a. Update/Action on Contract with Health Net Community Solutions, Inc.
  - b. Public Employee Annual Performance Evaluation *Lee Hindman, Chair*
12. Report on actions taken in closed session.
13. Other new or old business *Lee Hindman, Chair*
14. Commissioner Remarks *Lee Hindman, Chair*

## Adjournment

**Next Meeting: January 8, 2024**



# IMPERIAL COUNTY Local Health Authority Commission

## MINUTES

November 13<sup>th</sup>, 2023

5:30 PM

1224 W State Street Ste B

El Centro CA 92243

All supporting documentation is available for public review at <https://chpiv.org>

Committee Members	Representing	Present
Dr. Theodore Affue	LHA Commissioner – Imperial County Medical Society	✓
Dr. Bushra Ahmad	LHA Commissioner – County of Imperial – Chief Medical Officer	✓
Dr. Carlos Ramirez	LHA Commissioner – Unicare – CNO, COO	✓
Dr. Unnati Sampat	LHA Commissioner – MD, Imperial Valley Family Care Medical Group	✓
Dr. Allen Wu	LHA Commissioner – Inncare, Chief Medical Officer	✓
Damon Sorenson	LHA Commissioner – Chief Executive Officer – Pioneers	A
Miguel Figueroa	LHA Commissioner – County of Imperial – Chief Executive Officer	A
Paula Llanas	LHA Commissioner – County of Imperial – Director of Social Services	✓
Ryan E. Kelley	LHA Commissioner – County of Imperial – Board of Supervisors	A
Pablo Velez	LHA Commissioner – ECRMC Chief Executive Officer	✓
Yvonne Bell	LHA Vice-Chair – Chief Executive Officer – Inncare	✓
Lee Hindman	LHA Chairperson – Joint Chambers of Commerce representing the public	A

1. Call to Order Yvonne Bell, Vice Chair  
*Meeting called to order at 5:33 p.m.*
2. Roll Call Michelle S. Ortiz, SDHR  
*Roll call taken and quorum confirmed. Attendance is as shown above.*
3. Approval of the Agenda Chair
  - a. Items to be pulled or added from the Consent/Information/Action/Closed Session Calendar
  - b. Approval of the order of the agenda  
*(Sampat/Ramirez) To approve the agenda. Motion carried.*
4. Public Comment Chair  
*Kamran Shirazi of assisted living facility, Sonrisa Villa Inc., addressed the committee regarding a program that was reliant on an assisted living services waiver with the Department of Healthcare Services (DHCS). He explained that the program was scheduled to be incorporated statewide in February of 2024 but is now delayed until 2027. Mr. Shirazi asked for the committee's attention in recognizing the importance of the program moving forward with being incorporated into state wide ness in February 2024 and not be delayed until 2027.*

## CONSENT CALENDAR

5. Discussion/Action regarding financial reports Mark A. Southworth, CFO  
*(Affue/Wu) To approve the consent calendar. Motion carried.*

## CLOSED SESSION

Chair

6. Pursuant to Welfare and Institutions Code § 14087.38 (m) Larry Lewis, CEO
- a. Update/Action on Contract with Health Net Community Solutions, Inc.
  - b. Compliance Updates
  - c. Office Space

## ACTION

7. Report on actions taken in Closed Session William Smerdon, Attorney  
*Informational. No action taken.*
8. Discussion/Action on Resolution for Treasure Designation Mark A. Southworth, CFO
9. Discussion/Action on Resolution for CISO Designation Mark A. Southworth, CFO
10. Discussion/Action on Resolution for Investment Account Mark A. Southworth, CFO
11. Discussion/Action on Resolution for Secondary Bank Account Est. Mark A. Southworth, CFO
12. Discussion/Action on Resolution for Search of Restricted Account Mark A. Southworth, CFO  
*(Ramirez/Sampat) To approve action items 8-12 as stated. Motion carried.*
13. Discussion/Action on Resolution Establishment for Elysse Tarabola, CCO  
Chelsea Hardy, Privacy Officer  
*(Sampat/Affue) To approve Chelsea Hardy as Privacy Officer. Motion carried.*

## INFORMATION

14. Commissioner Remarks Chair  
*Chairperson Bell announced that Inncare has received support from public officials for project Imperial Health Pace Services program to open by July 2025.*
15. Administrative Reports
- Chief Financial Officer (CFO), Mark Southworth updated the commission on the following:*
- *National Provider Identification (NPI) and Healthy Places Index (HPI)*
  - *First Draft Proposed Rates*
  - *Accounting and Reporting Update*
  - *Audit Update*
  - *Interest Earnings*
- Senior Director of Human Resources (SDHR), Michelle S. Ortiz-Trujillo updated the commission on the following:*
- *Introduced newly hired Commission Clerk, Donna Ponce*
  - *Interview scheduled for Licensed Vocational Nurse candidate.*
  - *Updates made to the website with correct customer service numbers for members.*
  - *Community Advisory Committee (CAC) scheduled to meet December 18, 2023, at CHPIV's new location.*

***Chief Compliance Officer (CCO), Elysse Tarabola updated the commission on the following:***

- *Knox Keene Application and DHCS Operational Readiness*
- *Material Review*
- *Monitoring*
- *Pre-Delegation Audit*
- *Compliance Training*

***Chief Executive Officer (CEO), Larry Lewis updated the commission on the following:***

- *New office relocation dates*
- *Future of Healthcare Conference*
- *Organization of future committee meetings*
- *Meetings attended: Community Advisory for the Continuity Care and Area Agency on Aging*

## **Adjournment**

*The meeting was adjourned at 6:56 p.m.*

***Next Regular Commission Meeting: Monday December 11, 2023***

**Fact Sheet**

**MISSION AND VISION UPDATE**

**DATE DECEMBER 11, 2023**

**Agenda Item #**

**Recommendations**

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It is recommended that the Commission approves and adopts the 2023 updated Mission and Vision statements.

**Background**

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See attached presentation

**MISSION:**

**High Quality, Accessible, and Equitable Healthcare for our Members, through Community Partnership and Innovation.**

**VISION:**

**A Community of Service, Supporting Optimal Health Outcomes, One Member at a Time.**

**Financial Impact (including Budget Reference) – Not Applicable**

**First Submission date: 11/08/2023**

**Second Submission date: 12/11/2023.**



# MISSION, VISION, & VALUES

PROPOSED UPDATE FOR CONSIDERATION





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## Why does CHPIV Exist

- Mission Developed in 2014
- Should Be Clarity For All – Recognition of Today
- Concise?. In-Depth?
- Key Concepts for Rapid Understanding and Recall?
- Change in Emphasis and Nature of Service?



# LANDSCAPE – PRIOR TO 2014

INDEPENDENT  
HEALTH  
SERVICES

NO MEDI-CAL  
MANAGED  
CARE

SIGNIFICANT  
SAFETY NET  
PRESENCE

EMINENT  
INTRODUCTION  
OF NEW  
HEALTH PLAN(S)

# ORIGINAL/CURRENT MISSION - 2014

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The mission of the Community Health Plan of Imperial Valley is to work with **community residents** and **stakeholders** in both the **public and private sectors** to:



(1) advance opportunities for **improved health** and **access** to comprehensive health care services;



(2) promote the long-term viability of **safety net providers**;



(3) increase **prevention**, education, and early intervention services;



(4) **partner with Medi-Cal managed care plans** to monitor and improve the local healthcare system.

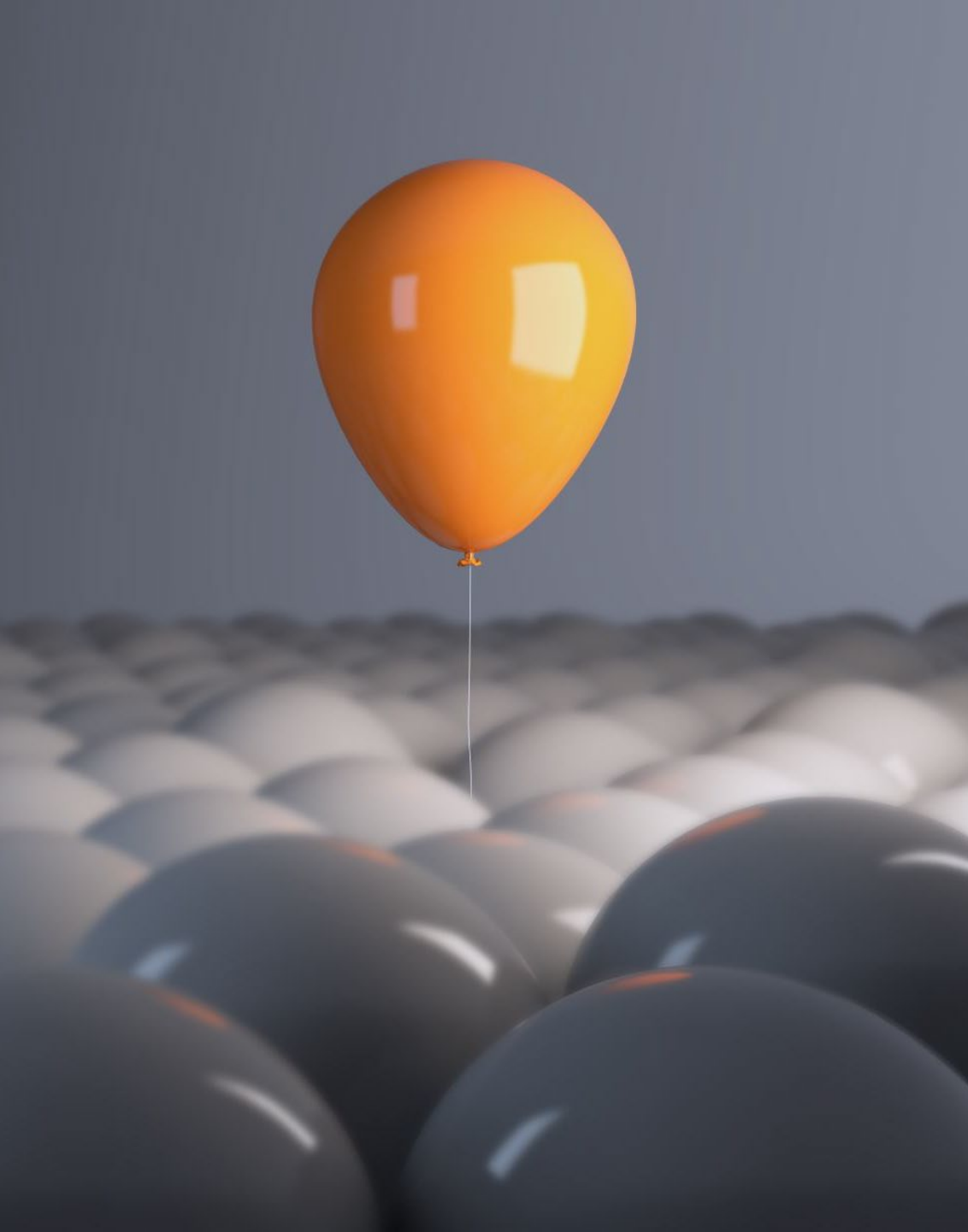
# ENVIRONMENTAL CHANGE

- CONTRACT OWNER DIRECT WITH DHCS
- FINAL ACCOUNTABILITY - CHPIV
- HEALTH NET – SUBCONTRACTOR – CONTRACT RESPONSIBILITY
- POTENTIAL GROWTH FOR IMPERIAL VALLEY
- OPPORTUNITES FOR COORDINATION OF CARE
- NEW RESPONSIBILITIES



# LONG-TERM OPPORTUNITIES REMAIN

INCREASE	INCREASE LOCAL PRESENCE AND DIRECTION
FOCUS ON	FOCUS ON POPULATION HEALTH MANAGEMENT
CHANGE	CHANGE TO SHAPE HEALTHCARE IN CHANGING TIMES
SUPPORT	SUPPORT LOCAL PROVIDER COORDINATION



# PROPOSED MISSION

HIGH QUALITY, ACCESSABLE, AND  
EQUITABLE HEALTHCARE FOR OUR  
MEMBERS THROUGH  
COMMUNITY PARTNERSHIP AND  
INNOVATION.



# VISION

LOOKING INTO THE FUTURE



# Who Will We Be In Five Years?

- What We Hope to Become
- Aspirational, Inspirational
- Conceptual
- Defines Success



# Healthy Community, Healthy Residents

VISION - 2014





# TRANSITION

- **Previous Focus – Infrastructure and Grant Incentives Pilot Programs**
  - Funding Others In Search of Healthcare Innovation
  - Supporting Local Needs
  - Goals Worthy of Keeping
- **Broadening to Optimal Effective Care for 100,000 members**
  - **Member Services** - Simultaneously Focused on 100,000 and Each Member
  - **Transformation** of Healthcare Approach
  - **New, Valued Principles** of CalAim
- **High Reliability**

A community of service,  
supporting optimal health  
outcomes, one member  
at a time.

Vision 2029

## **Fact Sheet**

### **DHCS FINAL AGREEMENTS**

**December 6, 2023**

**Agenda Item #**

#### **Recommendations**

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It is recommended that the Commission authorize the CEO to sign the Primary and Secondary, final agreements with DHCS.

#### **Background**

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Previously, there was a preliminary, standardized agreement that DHCS sent to all health plans. There were many new programs introduced through 2023 that all knew would require updates to the state-wide, standardized contracts. The health plans individually and the Local Health Plans collectively worked through the Local Health Plans of California to provide feedback and follow up discussions regarding the final language now included in the contracts.

The Department of Health Care Services has sent these finalized agreements to all health plans that have been planned to go live on January 1, 2024.

Leadership has consulted with others and there is typically no opportunity for further negotiations at this point.

#### **Financial Impact (including Budget Reference) – Not Applicable**

The rates to be paid to health plans have yet to be finalized for any health plans, as much work is yet to be completed by DHCS that would provide additional information and possible adjustments to the first draft rates that were presented in the past month.

**First Submission date: 12/06/2023**

**Second Submission date: N/A as this is an necessary and time constrained deadline to sign and submit prior to 1/1/2024.**



# COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY

## Finance Commission Presentation

**December 2023**

1. 202310 Commission P&L Variance Report
2. 202310 Cash Transactions
3. 202310 Statement of Activity
4. 202310 Statement of Financial Position
5. 202310 YTD Statement of Activity

**IMPERIAL COUNTY LOCAL HEALTH AUTHORITY**  
**dba Community Helath Plan of Imperial Valley**  
**Year to Date P&L Variance**  
**1/1/2023 to 9/30/2023**

	Year To Date	Year To Date		
	October	October	October	
	Forecast	Actual	Variance	Explanation
<b>REVENUE</b>				
Capitation Revenue	1,061,928	1,431,842	369,914	Higher than expected enrollment
Other Revenue		1,947,414	1,947,414	Profit Share
Interest Income	63,779	302,052	238,274	Higher than expected interest rates
<b>TOTAL REVENUE</b>	<b>1,125,707</b>	<b>3,681,308</b>	<b>2,555,601</b>	
<b>HEALTH CARE COSTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	Health Benefit Capitation Starts 1/1
<b>ADMINISTRATIVE EXPENSE</b>				
Wages and Salaries	1,215,696	1,231,574	15,878	Hiring took longer than expected for many positions
Benefits	237,466	57,850	(179,616)	Health Insurance Expense may be misclassified
<b>Total Labor Costs</b>	<b>1,453,162</b>	<b>1,289,424</b>	<b>(163,738)</b>	
Benefits % of Salaries	20%	5%		Our sister plans run around 35%
Contract Service/Marketing	1,349	(257)	(1,606)	
Consulting, Audit, Legal, Audit	1,073,725	1,355,478	281,753	BS/AP clean up
Office Expense	141,274	131,537	(9,737)	Added spare office to State St
<b>Total Administrative Expense</b>	<b>1,216,348</b>	<b>1,486,758</b>	<b>270,410</b>	
<b>Non-Operating</b>	<b>200,000</b>	<b>200,000</b>	<b>0</b>	Pioneer EMT Base Station
Excess Revenues from Operations	(1,736,929)	705,127	2,442,056	Profit Share and Hiring Schedule

Community Health Plan of Imperial Valley  
October 2023 Activity Detail

Date	Description	Amount	Line	Balance
<b>CHPIV Chase Checking</b>				
	Beginning Balance			\$ 10,846,139.66
10/31/2023	Dividend Income - Chase	\$ 42,293.11		10,888,432.77
10/31/2023	Payroll Expense	3,015.47		10,891,448.24
10/31/2023	Payroll Expense	(48,512.45)		10,842,935.79
10/31/2023	Payroll Expense	(26,686.51)		10,816,249.28
10/31/2023	Payroll Expense - Retirement	(3,057.31)		10,813,191.97
10/31/2023	Payroll Expense	(27,680.53)		10,785,511.44
10/31/2023	Payroll Expense - Retirement	(5,331.19)		10,780,180.25
10/31/2023	Smith-Kandal Insurance	(13,624.97)		10,766,555.28
10/31/2023	Payroll Expense - Retirement	(3,015.47)		10,763,539.81
10/31/2023	Payroll Expense - Retirement	(8,347.18)		10,755,192.63
10/31/2023	Service Charge - September	(2,299.47)		\$ 10,752,893.16
<b>Total for CHPIV Chase Checking</b>		\$ (93,246.50)		
<b>FFB Payroll</b>				
	Beginning Balance			\$ 16,314.31
10/05/2023	ACH Payment - DELUXE PEOPLE PL DELUXE	\$ (317.31)		15,997.00
10/18/2023	Domestic Wire in - TREASURER OF IMPERIAL COUNTY Wires	100,000.00		115,997.00
10/18/2023	Wire Fee - TREASURER OF IMPERIAL COUNTY Wires	(10.00)		115,987.00
10/19/2023	ACH Payment - PAYCE, INC. TAX COL	(28,342.61)		87,644.39
10/19/2023	ACH Payment - IMPERIAL COUNTY PAYROLL	(56,748.70)		30,895.69
10/20/2023	ACH Payment - IMPERIAL COUNTY PAYROLL	(122.39)		30,773.30
10/30/2023	Wire Fee - TREASURER OF IMPERIAL COUNTY Wires	(10.00)		30,763.30
10/30/2023	Domestic Wire in - TREASURER OF IMPERIAL COUNTY Wires	100,000.00		130,763.30
10/31/2023	Income	243.00		131,006.30
10/31/2023	State Compensation	(673.17)		\$ 130,333.13
<b>Total for FFB Payroll</b>		\$ 114,018.82		
<b>Imperial County LHA Funds</b>				
	Beginning			\$ 428,664.33
10/31/2023	FFB Transfer 10/18/23	\$ (100,000.00)		328,664.33
10/31/2023	Health Management	(51,125.00)		277,539.33
10/31/2023	Contract Fees	278,045.00		555,584.33
10/31/2023	Quarterly Interest	4,297.90		559,882.23
10/31/2023	Blue Shield of California	(24,395.40)		535,486.83
10/31/2023	Economic Group	(535.00)		534,951.83
10/31/2023	Technology Depot	(340.00)		534,611.83
10/31/2023	State of California	(2,875.39)		531,736.44
10/31/2023	First Arkansas Credit Card	(1,684.38)		530,052.06
10/31/2023	State of California	(673.17)		529,378.89
10/31/2023	Rent - VDC Arellano	(3,703.27)		525,675.62
10/31/2023	Utilities - City of Imperial	(113.53)		525,562.09
10/31/2023	Rodriguez Office Cleaning	(280.00)		525,282.09
10/31/2023	Imperial County	(1,066.00)		524,216.09
10/31/2023	Rotary International	(230.00)		523,986.09
10/31/2023	Health Management	(4,862.50)		519,123.59
10/31/2023	FFB Transfer 10/30/23	(100,000.00)		\$ 419,123.59
<b>Total for Imperial County LHA Funds</b>		\$ (9,540.74)		

# Imperial County Local Health Authority

## Statement of Activity

October 2023

	TOTAL
Revenue	
Contributed income	278,045.00
Income	3,258.47
Investment income	46,591.01
<b>Total Revenue</b>	<b>\$327,894.48</b>
GROSS PROFIT	<b>\$327,894.48</b>
Expenditures	
Contract & Professional Fees	55,987.50
Insurance	13,624.97
Labor Costs	81,939.66
Occupancy	3,983.27
Office expenses	26,599.17
Payroll Expense	131,539.41
State Licensing	2,875.39
<b>Total Expenditures</b>	<b>\$316,549.37</b>
NET OPERATING REVENUE	<b>\$11,345.11</b>
NET REVENUE	<b>\$11,345.11</b>

# Imperial County Local Health Authority

## Statement of Financial Position

As of October 31, 2023

	TOTAL
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
CHPIV Chase Checking	10,752,893.16
FFB DMHC - Restricted	300,000.00
FFB Payroll	130,333.13
Imperial County LHA Funds	419,123.59
<b>Total Bank Accounts</b>	<b>\$11,602,349.88</b>
<b>Total Current Assets</b>	<b>\$11,602,349.88</b>
Fixed Assets	
Aten Road Building	0.00
Construction In Progress	2,991,575.86
<b>Total Fixed Assets</b>	<b>\$2,991,575.86</b>
<b>TOTAL ASSETS</b>	<b>\$14,593,925.74</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable (A/P)	165,157.50
<b>Total Accounts Payable</b>	<b>\$165,157.50</b>
Credit Cards	
First Foundation Bank Credit Card	2,268.93
<b>Total Credit Cards</b>	<b>\$2,268.93</b>
<b>Total Current Liabilities</b>	<b>\$167,426.43</b>
<b>Total Liabilities</b>	<b>\$167,426.43</b>
Equity	
3000 Retained Earnings	241,431.09
Opening balance equity	13,479,941.51
Net Revenue	705,126.71
<b>Total Equity</b>	<b>\$14,426,499.31</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$14,593,925.74</b>



# Imperial County Local Health Authority

## Statement of Activity

January - October, 2023

	TOTAL
Revenue	
Contributed income	
Government grants & contracts	3,274,632.62
<b>Total Contributed income</b>	<b>3,274,632.62</b>
Income	104,622.88
Investment income	302,052.43
<b>Total Revenue</b>	<b>\$3,681,307.93</b>
GROSS PROFIT	<b>\$3,681,307.93</b>
Expenditures	
Consulting	569,868.67
Contract & Professional Fees	<b>785,608.87</b>
Insurance	<b>74,565.79</b>
Labor Costs	<b>737,818.02</b>
Meals and Entertainment	<b>335.20</b>
Occupancy	<b>15,435.41</b>
Office expenses	<b>131,536.73</b>
Payroll Expense	551,605.55
Phone	80.00
Repairs & maintenance	585.07
Rotary	815.00
State Licensing	4,264.30
Travel	<b>4,336.52</b>
Uncategorized Expense	99,326.09
<b>Total Expenditures</b>	<b>\$2,976,181.22</b>
NET OPERATING REVENUE	<b>\$705,126.71</b>
NET REVENUE	<b>\$705,126.71</b>

**Fact Sheet**  
**Code of Conduct Revision: Seeking Commission Review and Approval**  
**December 11, 2023**

## Code of Conduct Revision

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The previous Code of Conduct was reviewed and approved by the Commission on August 14, 2023. There was a minor revision made in Section II. Standards for Standard 1. CHPIV Culture, Workplace Environment and Brand for the CHPIV Brand to ensure all media requests are directed solely to the Chief Executive Officer, Larry Lewis. (The previous version included Michelle Ortiz-Trujillo.) This revision was reviewed and approved by the CHPIV Compliance & Policy Committee on November 30, 2023.

- **The CHPIV Brand (branding & media requests):** If the media contacts you to discuss CHPIV, rather than speaking with them directly, please direct them to Larry Lewis ([LLewis@chpiv.org](mailto:LLewis@chpiv.org)).



## Health Services

1. Program Descriptions for QIHE and UM.
2. Senior Director of HS and Team completing review of Health Net audit tools.
3. Personnel.
4. DHCS Quality Measure Sanctions.

## **Compliance Agenda Items December 2023**

### **1. Compliance Presentation**

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- Compliance Training: Reminder
- Knox Keene application update
- Pre-Delegation Audit Update
  - a. Attachment: Pre-Delegation Audit Report – Phase 2

### **2. Code of Conduct Revision**

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- a. Fact Sheet

# Compliance Update

*December 6, 2023*



**Community  
Health Plan**  

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OF IMPERIAL VALLEY

# Agenda

1. Compliance Training
2. Knox Keene Application
3. Pre-Delegation Audit



# Compliance Training



# Compliance Training

- Friendly reminder: **Compliance Training is due on Monday, 12/11/23.**
- Please submit completed quizzes via email to Donna Ponce.
- Alternatively, Compliance will be collecting hard copies during the Commission meeting.



## General Compliance Training

- 7 elements of an effective Compliance Program
- Understand Ethics
- How to report compliance program violations



## HIPAA Privacy Training

- Protecting privacy and security
- Member rights to privacy
- Identifying and reporting HIPAA violations



## Fraud, Waste, and Abuse Training

- Identifying fraud and abuse
- Understand fraud and abuse laws and penalties
- Reporting fraud and abuse



# Knox Keene Application



# Knox Keene Application

## Overall Status of Knox Keene License: Conditional Approval

- Latest **comment table** issued by DMHC on 11/1/2023; pending DMHC response to the following:

Comment Summary	Response	Expected Status
(1) submission of the final Fidelity Bond Policy	Policy submitted on 11/28/2023	Resolved
(2) status of the updated DHCS contract	Provided an update on 11/8/2023 that CHPIV received 2024 Contract from DHCS for signature. Signatures due on 12/12/23.	Potential follow up until contracts are signed
(3) clarification on a response provided to the previous comment letter.	Provided clarification and resubmitted Health Net P&P on 11/8/2023	Resolved

# Pre-Delegation Audit



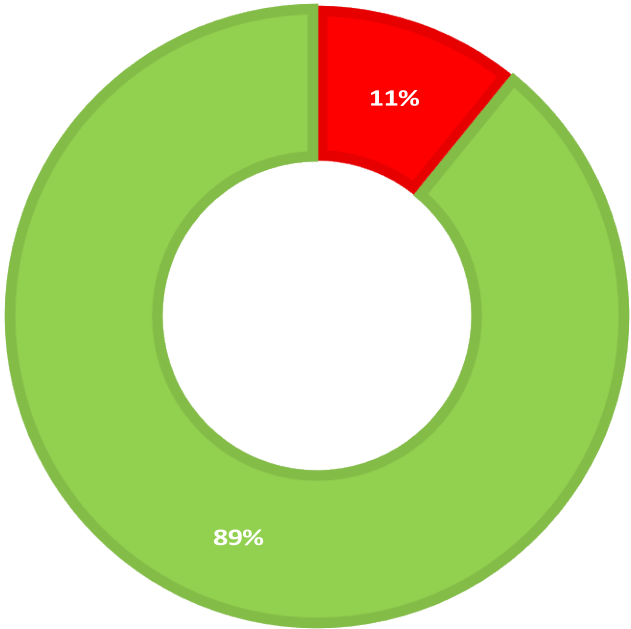
# Pre-Delegation Audit: Overall Status

Phase	Audit Scope/Category	Scope Overview	Audit Status
1	Processes and workflows	Review Health Net's processes and workflows to ensure readiness to meet Plan-to-Plan and DHCS requirements	Review of Corrective Action Plans (CAPs) in progress
2	Key Performance Indicators and Finance Reports	Tests Health Net's ability to submit complete and accurate data to CHPIV. Data elements are required to measure compliance and performance	Final Report Issued
3	DHCS 2023 All Plan Letter (APL) Implementation	Validated Health Net's timely implementation of regulatory changes issued by DHCS in 2023	Review of Health Net Documents in progress

# Pre-Delegation Audit: Phase 2 Report

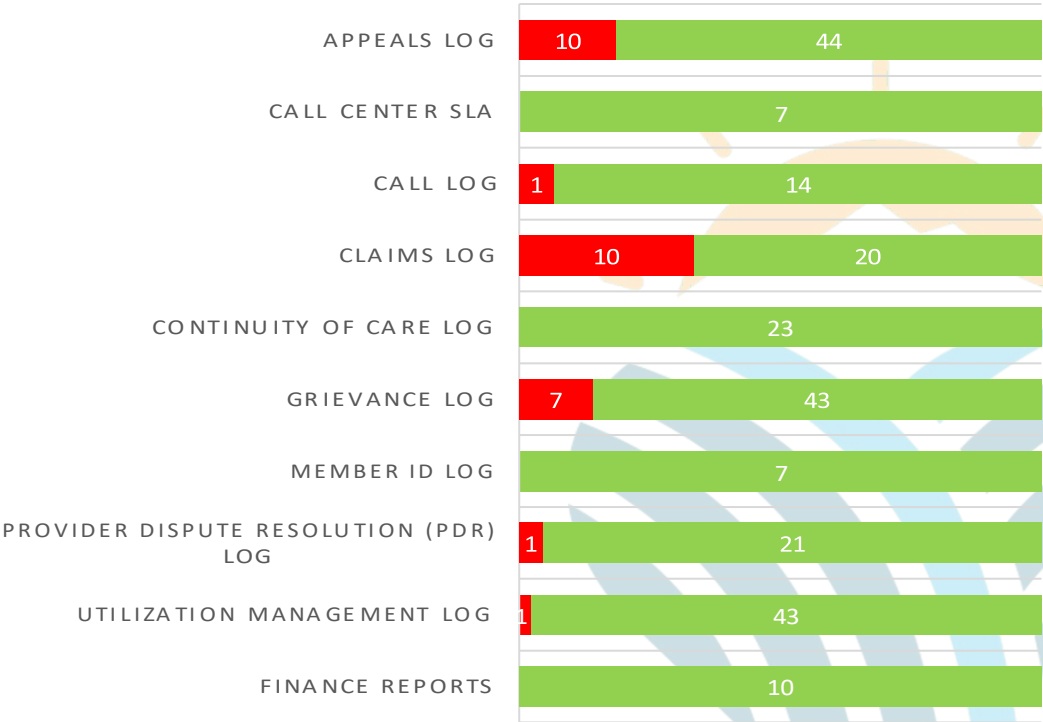
## OVERALL

■ Insufficient ■ Sufficient



## AUDIT AREAS

■ No ■ Yes



# Pre-Delegation Audit: Phase 2 Trends

## Data Field Compliance

- Unable to validate multiple data fields that are not required by regulatory audit logs but are tied to regulatory requirements and Service Level Agreement (SLA) performance standards.
  - For example, the “Time written notification was sent to member” for expedited appeals and grievances is not required for DHCS and DMHC audit logs but is required to measure timeliness of expedited appeals and grievances.
  - Health Net's performance in these areas cannot be measured without these data fields.

## Timeliness of Acknowledgment

- There are specific fields like "Date Claim Acknowledged" and "Type of Provider Dispute Resolution (PDR) Submission" required for monitoring acknowledgment timeliness, which are essential for compliance with regulatory and SLA citations.

## Comprehensive Reporting

- Incomplete call log submissions, lacking category-specific templates for validation.
  - For example, CHPIV could not validate that the Call Log covered the full scope of member calls as Health Net noted calls that resulted in grievances, for example, were in a different log.
  - Additionally, CHPIV was unable to validate UM authorization types due to a lack of crosswalks and system screenshots, which is critical for monitoring authorization timeliness.

# Pre-Delegation Audit: Phase 2

- CHPIV CCO and Health Net CCO met on 11/22/23 to discuss Phase 2 findings.
- In lieu of requiring CAPs, CHPIV requested additional information from Health Net that will ensure CHPIV is provided the necessary data to measure performance for critical and high-risk areas, starting 1/1/24.
  - Pending response from Health Net CCO.



# Questions







## Human Resources & Community Relations Updates:

### Human Resources:

1. Gov. Gavin Newsom signed SB 616, which guarantees employees five paid sick days per year, up from three days previously. The law requires employers of all sizes to provide 40 hours of accrued sick leave or paid time off by the 200th calendar day of employment or each calendar year or in each 12-month period. It permits employers to limit carryover sick leave to 40 hours or five days per year. It will take effect Jan. 1, 2024.
2. Clinical Quality Review LVN Position Updates: Position still vacant.

### Community Relations:

1. Website Updates: Website is close to fully completed. More information is now available to CHPIV Members.
2. Presentations being scheduled for the month of December to different organizations in the community.
3. Community Advisory Committee meeting 12/18/2023 at 2:00pm.