



AGENDA

Local Health Authority Commission

March 11, 2024

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
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 – Innercare, Chief Medical Officer	
Christopher Bjornberg	LHA Commissioner-Chief Executive Office of PMHD	
Miguel Figueroa	LHA Commissioner – County of Imperial – Chief Executive Officer	
Paula Llanas	LHA Commissioner – County of Imperial – Director of Social Services	
Ryan E. Kelley	LHA Commissioner – County of Imperial – Board of Supervisors	
Pablo Velez	LHA Commissioner – ECRMC Chief Executive Officer	
Yvonne Bell	LHA Vice-Chair – Chief Executive Officer – Innercare	
Lee Hindman	LHA Chairperson – Joint Chambers of Commerce representing the public	

I. CALL TO ORDER

Lee Hindman, Chair

A. Roll Call

Donna Ponce, Commission Clerk

B. Approval of Agenda

1. Items to be pulled or added from the Information/Action/Closed Session Calendar
2. Approval of the order of the agenda

II. 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 Commission on any matter within the Commission's jurisdiction. Any action taken as a result of public comment shall be limited to the direction of staff. When addressing the Commission, state your name for the record prior to providing your comments. Please address the Commission as a whole, through the Chairperson. Individuals will be given three (3) minutes to address the board.



III. CONSENT CALENDAR

All items appearing on the consent calendar are recommended for approval and will be acted upon by one motion, without discussion. Should any Commissioner or other person express their preference to consider an item separately, that item will be addressed at a time as determined by the Chair.

- A. Approval of Minutes from 2/12/2024
- B. Acceptance of the following financial reports as recommended by the Finance and Executive Committees (*Mark Southworth, CFO*)
 - 1. January 2024 Cash Transactions
 - 2. January 2024 Statement of Activity
 - 3. January 2024 Statement of Financial Position
 - 4. January 2024 Year-To-Date Statement of Activity

IV. CLOSED SESSION

Larry Lewis, CEO

Pursuant to Welfare and Institutions Code § 14087.38 (n) Report Involving Trade Secret new product discussion (estimated date of disclosure, 01/2024)

- 1. Update/Action on Contract with Health Net Community Solutions, Inc.

V. ACTION CALENDAR

- A. Motion to authorize the Chief Financial Officer to enter into additional contracts with Chase Bank as needed to secure the best possible interest yield on operating funds (As recommended by the Finance Committee)

VI. INFORMATION

- A. Health Services Report (*Dr. Gordon Arakawa, CMO*)
- B. Financial Services Report (*Mark Southworth, CFO*)
- C. Compliance Report (*Elysse Tarabola, CCO*)
- D. Human Resources and Community Relations Report (*Michelle S. Ortiz-Trujillo, HRCR*)
- E. CEO Report (*Larry Lewis, CEO*)
- F. Other new or old business (*Lee Hindman, Chair*)
- G. Commissioner Remarks (*Lee Hindman, Chair*)

Adjournment:

Next Meeting: April 8th, 2024



IMPERIAL COUNTY

Local Health Authority Commission

MINUTES

February 12, 2024

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
Dr. Theodore Affue	LHA Commissioner – Imperial County Medical Society	R
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 – Innercare, Chief Medical Officer	✓
Christopher Bjornberg	LHA Commissioner-Chief Executive Office of PMHD	--
Miguel Figueroa	LHA Commissioner – County of Imperial – Chief Executive Officer	✓
Paula Llanas	LHA Commissioner – County of Imperial – Director of Social Services	A
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 – Innercare	A
Lee Hindman	LHA Chairperson – Joint Chambers of Commerce representing the public	✓

1. Call to Order Lee Hindman, Chair
Meeting called to order at 5:33 p.m.
2. Roll Call Donna Ponce, Commission Clerk
Roll call taken and quorum confirmed. Attendance is as shown.
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
(Ramirez/Wu) To approve the agenda. Motion carried.
4. Public Comment Lee Hindman, Chair

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None

CONSENT CALENDAR

All items appearing on the consent calendar are recommended for approval and will be acted upon by one motion, without discussion. Should any Commissioner or other person express their preference to consider an item separately, that item will be addressed at a time as determined by the Chair.

5. Approval of Minutes from January 8th, 2024

(Sampat/Ramirez) To approve the consent calendar. Motion carried.

CLOSED SESSION

Larry Lewis, CEO

6. 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. Compliance Reports
 - c. Public Employee Contract Amendment Discussion

ACTION

7. Report on actions taken in closed session. *No action taken.*

- a. Motion to approve the amendment to the Chief Executive Officer employment agreement.

(Ramirez/Wu) To approve the amendment to the Chief Executive Officer employment agreement

8. Motion to accept the financial reports as presented.

Mark A. Southworth, CFO

- a. Revenue & Expenses - December 31, 2023
- b. Statement of Financial Position - December 31, 2023
- c. Cash Transactions - December 31, 2023

(Affue/Ramirez) To accept the financial reports as presented.

9. Motion to approve opening an investment account at City National Bank.

(Sampat/Ramirez) To approve opening an investment account at City National Bank and the restricted deposit with the signiors listed.

10. Motion to approve the 2024 Budget, as presented.

(Ramirez/Sampat) To approve the 2024 Budget, as presented.

11. Motion to approve the Community Advisory Selection Committee (Selection Committee) stakeholder and appoint authority to select the Community Advisory Committee membership.

Michelle Ortiz-Senior Director of Human Resources and Community Relations (SDHRCR) presented a slide show on CAC Selection Committee Recommendations.

(Sampat/Ahmad) To approve the Community Advisory Selection Committee stakeholder and appoint authority to select the Community Advisory Committee membership.

INFORMATION

12. Administrative Reports

a. Health Services

Dr. Arakawa, CMO

Chief Medical Officer (CMO) Gordan Arakawa, updated the commission on the following:

- *Population Health & Health Equity Efforts-Intro*
- *Completing Rosters for PAC & QIHEC*

b. Finance Services

Mark A. Southworth, CFO

Chief Financial Officer (CFO) Mark Southworth, updated the commission on the following:

- *December 2023 Commission P&L Variance Report*
- *December 2023 YTD Statement of Activity*

c. Compliance

Elysse Tarabola, CCO

Chief Compliance Officer (CCO) Elysse Tarabola and Senior Director of Compliance (SDC) Chelsea Hardy updated the Commission on the following:

updated the commission on the following:

- *Compliance Presentation*
- *2023 Year-End Review*

d. Human Resources and Community Relations

Michelle S. Ortiz-Trujillo, SDHRCR

Senior Director of Human Resources and Community Relations, (SDHRCR), Michelle S. Ortiz-Trujillo updated the commission on the following:

- *Updates with Paychex*
- *Member Escalations to DHCS in collaboration with Compliance*
- *Events to Participate in 2024*

e. CEO Report

Larry Lewis, CEO

CEO, Larry Lewis updated the Commission on the following:

- *Landscape bids for CHPIV facility*
- *Enhanced security for CHPIV facility*
- *Strategy Sessions with CHPIV and Health Net*
- *CalAIM meeting at CHPIV*
- *LHPC Strategic Planning meeting*

13. Other new or old business

Lee Hindman, Chair

None.

14. Commissioner Remarks

Lee Hindman, Chair

Chair Hindman announced that Finance/Executive Committee will be split into two separate meetings: Finance Committee and Executive Committee beginning in March 2024.

Adjournment

The meeting was adjourned at 7:36 p.m.

Community Health Plan of Imperial Valley
January 2024 Transactions

Date	Description	Full name	Amount
Chase Checking			
01/02/2024	Dividend Income - Dec 2023	Chase Checking	\$ 43,694.73
01/03/2024	ORIG CO NAME:MID ATLANTIC TR ORIG ID:XXXXXX9253 DE	Chase Checking	(8,049.36)
01/03/2024	Chase Bill Pay - Invoice: 23-10360	Chase Checking	(561.46)
01/03/2024	Chase Bill Pay - December Statement	Chase Checking	(215.00)
01/03/2024	Chase Bill Pay - Invoice: 2433	Chase Checking	(3,300.00)
01/03/2024	Chase Bill Pay - Invoice: OE-65163-1	Chase Checking	(213.39)
01/03/2024	Chase Bill Pay - Invoice: OE-QT-30096-1	Chase Checking	(837.69)
01/03/2024	Chase Bill Pay - Invoice: OE-QT-30096-2	Chase Checking	(1,071.53)
01/03/2024	Chase Bill Pay - Service Date: 11/22/23 - 12/21/23	Chase Checking	(2,265.24)
01/03/2024	Chase Bill Pay - Invoice: 35536233 (01/36)	Chase Checking	(440.70)
01/03/2024	Chase Bill Pay - Invoice: OE-QT-31148-1	Chase Checking	(2,773.48)
01/03/2024	Chase Bill Pay - Invoice: 0467-001698496	Chase Checking	(325.74)
01/03/2024	Chase Bill Pay - Invoice: WO 11107	Chase Checking	(1,200.00)
01/03/2024	Chase Bill Pay - Invoice: 23-10284	Chase Checking	(730.94)
01/03/2024	Chase Bill Pay - Invoice: WA2782311	Chase Checking	(45.00)
01/12/2024	Check: 6652 - IC Tax Collector 1st Installment Late Penalty	Chase Checking	(480.61)
01/12/2024	Chase Bill Pay - Invoice: OE-65421-1	Chase Checking	(541.25)
01/12/2024	Chase Bill Pay - Application 1	Chase Checking	(165,157.50)
01/12/2024	Chase Bill Pay - Invoice: 001	Chase Checking	(350.00)
01/12/2024	Chase Bill Pay - Invoice: 206100-0000008	Chase Checking	(46,440.00)
01/12/2024	Chase Bill Pay - Invoice: 206100-0000010	Chase Checking	(14,206.25)
01/12/2024	Chase Bill Pay - Invoice: 2023-69	Chase Checking	(40.99)
01/12/2024	Chase Bill Pay - Invoice: 556628	Chase Checking	(4,140.90)
01/12/2024	Chase Bill Pay - Invoice: 1001699223	Chase Checking	(673.13)
01/12/2024	Chase Bill Pay - Invoice: VDC3-0904	Chase Checking	(3,004.88)
01/12/2024	Chase Bill Pay - Invoice: 97177	Chase Checking	(237.50)
01/12/2024	Chase Bill Pay - Invoice: OE-QT-31148-1	Chase Checking	(2,773.48)
01/12/2024	Check: 6653 - November Invoice	Chase Checking	(545.00)
01/12/2024	Check: 6653 - December Invoice	Chase Checking	(600.00)
01/12/2024	Chase Bill Pay - Invoice: 10966	Chase Checking	(1,732.50)
01/12/2024	December Service Charges	Chase Checking	(2,275.07)
01/19/2024	Chase Bill Pay - Application No. 02	Chase Checking	(61,655.00)
01/19/2024	Chase Bill Pay - Application No. 03	Chase Checking	(11,937.50)
01/19/2024	Chase Bill Pay - Invoice: 22797	Chase Checking	(94.82)
01/19/2024	Chase Bill Pay - Invoice: WA2782312	Chase Checking	(45.00)
01/19/2024	Chase Bill Pay - Invoice: 22438	Chase Checking	(542.13)
01/19/2024	Chase Bill Pay - Invoice: 878282	Chase Checking	(337.50)
01/19/2024	Chase Bill Pay - Invoice: 8894	Chase Checking	(150.00)
01/19/2024	Chase Bill Pay - Invoice: 9023	Chase Checking	(22.00)
01/19/2024	Chase Bill Pay - Invoice: 23-12-011	Chase Checking	(2,100.00)
01/26/2024	Chase Bill Pay - Invoice: OE-65478	Chase Checking	(703.46)
01/26/2024	Chase Bill Pay - Invoice: 23-10387	Chase Checking	(389.17)
01/26/2024	Chase Bill Pay - Invoice: 181373	Chase Checking	(535.00)
01/26/2024	Chase Bill Pay - Invoice: 35742855 (2/36)	Chase Checking	(306.01)
01/26/2024	Chase Bill Pay - Invoice: 1609	Chase Checking	(552.50)
01/26/2024	Chase Bill Pay - Reimbursement for check received in error.	Chase Checking	(6,000.00)
01/26/2024	Chase Bill Pay - Julia Hutchins - Travel Reimbursement	Chase Checking	(319.38)
01/26/2024	Chase Bill Pay - Invoice: 13-15979	Chase Checking	(412.14)
01/26/2024	Chase Bill Pay - Invoice: 0800350011724	Chase Checking	(129.97)
01/26/2024	Chase Bill Pay - Invoice: 0800350011724	Chase Checking	(2,739.59)
01/31/2024	End-of-Day Investment Sweep - 01/02/24	Chase Checking	10,729,947.47
01/31/2024	End-of-Day Investment Sweep - 01/31/24	Chase Checking	(10,186,916.65)

01/31/2024	Wire transfer to FFB Payroll - 01/10/24	Chase Checking	(100,000.00)
01/31/2024	Wire transfer to FFB Payroll - 01/24/24	Chase Checking	(125,000.00)
01/31/2024	Retirement Contributions - 01/12 Payroll	Chase Checking	(3,949.35)
01/31/2024	Retirement Contribution - 01/26 Payroll	Chase Checking	(3,988.58)
Total for Chase Checking Account			\$ (412.14)

FFB Payroll

01/31/2024	01/05 ACH Payment - Deluxe	FFB Payroll	\$ (330.00)
01/31/2024	01/05 ACH Payment - Blue Shield	FFB Payroll	(18,613.21)
01/31/2024	01/11 ACH Payment - Payce, Inc.	FFB Payroll	(38,021.29)
01/31/2024	01/11 ACH Payment - Imperial County	FFB Payroll	(57,858.15)
01/31/2024	01/25 ACH Payment	FFB Payroll	(13,497.71)
01/31/2024	Wire transfer from Chase - 01/24/24	FFB Payroll	125,000.00
01/31/2024	01/25 ACH Payment - Payroll	FFB Payroll	(61,021.78)
01/31/2024	01/10 Wire Fee	FFB Payroll	(10.00)
01/31/2024	01/24 Wire Fee	FFB Payroll	(10.00)
01/31/2024	01/24 ACH Payment - Taxes	FFB Payroll	(630.01)
01/31/2024	Wire transfer from Chase - 01/10/24	FFB Payroll	100,000.00
01/31/2024	01/25 ACH Payment - Taxes	FFB Payroll	(37,301.22)
Total for FFB Payroll Account			\$ (2,293.37)

Imperial County LHA Funds

01/31/2024	Canceled Check #712907 - Smith Kandal	Imperial County LHA Funds	\$ 2,490.39
01/31/2024	Correction transfer made in error - 12/19 Transfer	Imperial County LHA Funds	100,000.00
01/31/2024	Quarterly Interest - County Allocated	Imperial County LHA Funds	2,017.57
Total for Imperial County LHA Funds			\$ 104,507.96

Imperial County Local Health Authority

Statement of Activity

January 2024

	TOTAL
Revenue	
DHCS Pass-Through	883,592.00
DHCS Premium	22,249,361.00
Interest Income	44,659.55
Total Revenue	\$23,177,612.55
Cost of Goods Sold	
Healthcare Capitation	21,581,880.00
Healthcare Pass-Through	883,592.00
Total Cost of Goods Sold	\$22,465,472.00
GROSS PROFIT	\$712,140.55
Expenditures	
Contract & Professional Fees	535.00
Insurance	
Liability insurance	1,428.93
Total Insurance	1,428.93
Interest paid	45.26
Labor Costs	
Benefits Expense	
Employee Health Insurance	18,613.21
Employee Retirement Plan Contributions	7,937.93
Workers' compensation insurance	56.09
Total Benefits Expense	26,607.23
Salaries & wages	169,446.18
Total Labor Costs	196,053.41
Meals and Entertainment	1,675.55
Employee Appreciation	632.50
Total Meals and Entertainment	2,308.05
Occupancy	
Cleaning	687.50
Rent	2,500.00
Utilities	514.87
Total Occupancy	3,702.37
Office expenses	8,901.98
Bank fees & service charges	500.61
Memberships & subscriptions	1,144.98
Small tools & equipment	703.46
Software & apps	1,278.17
Total Office expenses	12,529.20
Phone	155.15
Repairs & maintenance	779.63
Supplies	813.49

Imperial County Local Health Authority

Statement of Activity

January 2024

	TOTAL
Travel	
Airfare	237.79
Parking & tolls	30.00
Vehicle rental	39.81
Total Travel	307.60
Total Expenditures	\$218,658.09
NET OPERATING REVENUE	\$493,482.46
Other Expenditures	
Amortization expenses	281.51
Depreciation	8,741.04
Total Other Expenditures	\$9,022.55
NET OTHER REVENUE	\$ -9,022.55
NET REVENUE	\$484,459.91

Imperial County Local Health Authority

Statement of Financial Position

As of January 31, 2024

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Chase Checking	199,587.86
Chase Money Market	10,186,916.65
FFB Payroll	53,761.14
FFB Restricted	300,000.00
Imperial County LHA Funds	-32,980.37
Total Bank Accounts	\$10,707,285.28
Accounts Receivable	
Accounts Receivable (A/R)	2,773.48
Interest Receivable	42,641.98
Pass-Through Receivable	883,592.00
Premium Receivable	22,249,361.00
Total Accounts Receivable	\$23,178,368.46
Other Current Assets	
Prepaid expenses	28,342.36
Total Other Current Assets	\$28,342.36
Total Current Assets	\$33,913,996.10
Fixed Assets	
Accumulated depreciation	-26,223.12
Buildings	3,077,173.09
Computer Hardware & Office Equipment	10,084.49
Construction In Progress	0.00
Improvements	3,031.00
Operating ROU Asset	10,134.16
ROU Accumulated Amortization	-563.01
Total Fixed Assets	\$3,073,636.61
TOTAL ASSETS	\$36,987,632.71
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable (A/P)	6,811.10
Capitation Payable	21,581,880.00
Pass-Through Payable	883,592.00
Total Accounts Payable	\$22,472,283.10
Credit Cards	
First Foundation Bank Credit Card	8,711.75

Imperial County Local Health Authority

Statement of Financial Position

As of January 31, 2024

	TOTAL
Total Credit Cards	\$8,711.75
Other Current Liabilities	
Payroll wages and tax to pay	243.00
Short Term Lease Liability	2,948.36
Unearned Revenue	0.00
Vacation Accrual	60,203.51
Total Other Current Liabilities	\$63,394.87
Total Current Liabilities	\$22,544,389.72
Long-Term Liabilities	
Long Term Lease Liability	6,665.49
Total Long-Term Liabilities	\$6,665.49
Total Liabilities	\$22,551,055.21
Equity	
3000 Retained Earnings	13,952,117.59
Opening balance equity	0.00
Net Revenue	484,459.91
Total Equity	\$14,436,577.50
TOTAL LIABILITIES AND EQUITY	\$36,987,632.71

Imperial County Local Health Authority

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Total Benefits Expense	26,607.23
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Total Occupancy	3,702.37
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Imperial County Local Health Authority

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NET OTHER REVENUE	\$ -9,022.55
NET REVENUE	\$484,459.91



Health Services Report

1. Meetings
 - a. CHA/CHIP
 - b. CalAIM Collaborative
2. NCQA Accreditation
3. Health Services Monitoring/Auditing Meetings

Financial Services Full Commission Package

March 2023

Consent Calendar Items

Acceptance of the following financial reports as recommended by the Finance and Executive Committees:

1. January 2024 Cash Transactions
2. January 2024 Statement of Activity
3. January 2024 Statement of Financial Position
4. January 2024 Year-to-date Statement of Activity









Action Items

1. Motion to authorize the Chief Financial Officer to enter into additional contracts with Chase Bank as needed to secure the best possible interest yield on operating funds. (As recommended by the Finance Committee.)

Information Financial Services Report (*Mark Southworth, CFO*)

1. Finance Governance Dashboard
2. January 2024 Commission P&L Variance Report

**Imperial County Local Health Authority
Finance Committee Governance Dashboard
March, 2024**

Risk	Urgency	Issue	Date Added	Description	Status Date	Status
		Financial Audit	3/1/2024	Moss Adams annual financial audit for CY2023. Planned to be finished in April.		We may need to move some \$1.13m 2024 budgeted revenue into 2023 accruals. We also need to convene an audit committee to review the draft and final audit report
		Chase Sweep Floor	3/1/2024	After our first \$20m capitation revenue from the State Chase reduced our daily swept amount to the contract minimum of \$3m (from a variable \$10m+). This costs us \$4,000 a day in lost interest	2/28/2024	Mathew, our contract manager is working with their cash team to figure out what happened and design a solution
		County Fund Close-Out	3/1/20024	Close to shutting the county 'claim on cash' fund.	3/1/2023	Tony found \$100k in double booked outflows which will be favorable to us in the close-out
		Investment Account Setup	3/1/2024	We need to designate reserve funds, an investment manager, and move reserves into a diversified account.	3/1/2023	Account creation waiting on a few details from signatories

IMPERIAL COUNTY LOCAL HEALTH AUTHORITY
dba Community Helath Plan of Imperial Valley
Year to Date P&L Variance
1/1/2024 to 1/31/2024

	Year To Date			Explanation
	January	January	January	
	Forecast	Actual	Variance	
REVENUE				
HN Settlements	135,000	-	(135,000)	Moss Adams had us move this to 2023
Premium	22,249,362	22,249,361	-1	Accrual due to ~1.5 month lag in data and cashflows
Pass-Through	883,592	883,592	0	Accrual due to ~1.5 month lag in data and cashflows
Interest Income	43,600	44,660	1,060	
TOTAL REVENUE	23,311,553	23,177,613	(133,941)	
HEALTH CARE COSTS	22,465,472	22,465,472	(0)	
Gross Margin	846,081	712,141	(133,940)	
ADMINISTRATIVE EXPENSE				
Salaries	206,532	169,446	(37,085)	No Bonus Accruals yet
Benefits and Bonus	67,694	26,607	(41,086)	403(b) Profit Share not yet in place
Total Labor Costs	274,225	196,053	(78,172)	Will be made whole in later months
Consulting, Audit, Legal, other Prof	10,508	6,373	(4,135)	
Office Occupancy	14,606	12,529	(2,077)	
Other Misc Admin	27,476	3,702	(23,774)	Budget Spread Lumpy Expenses
Total Administrative Expense	326,816	218,658	(108,158)	
Non-Operating	-	-	-	
Excess Revenues from Operations	519,265	484,460	(34,805)	

Compliance Agenda Items

March 2024

1. Compliance Presentation

- Compliance Training Report
- Pre-Delegation Audit
 - Review of current pre-delegation audit activities
- DHCS Transition Monitoring Results
 - Overview of the required bi-weekly transition reporting. The data provides an overview of continuity of care requests and activities as well as member issues reported via the call center and through grievances and appeals.
- Member Issues Escalated to DHCS
 - Summary of the resolution and response process
 - Overview of member issues received to date.



Local Health Authority Commission

Executive Summary: CHPIV Compliance Department Update March 2024

Overview

The executive summary includes a detailed overview of Compliance Training, Pre-Delegation Audit status, DHCS Transition Monitoring Results, and Go-Live Issues. It discusses measures taken to address noncompliance, audit findings with Health Net's readiness, compliance with DHCS requirements, the successful transition of members ensuring continuity of care, and resolution of issues post-go live.

Compliance Training

It is important to note that there have been no changes since the last report, and two Commissioners remain noncompliant. The Compliance Department initiated steps to address noncompliance among Commissioners by escalating issues to the Compliance & Policy Committee on January 2, 2024, and subsequently reporting to the Finance & Executive Committee and the full Commission. We continue to coordinate closely with the Commission Clerk and CEO to follow up with the noncompliant Commissioners. Further, we are revisiting the option to acquire an automated learning management system (LMS). This system would enable the deployment, tracking, and automatic follow-up of compliance training activities, as opposed to the current manual processes. Implementing an automated LMS could streamline the training process, ensure timely completion, and potentially reduce the instances of noncompliance.

Pre-Delegation Audit of Health Net

CHPIV continues to review corrective action plans (CAPs) and documents to close out the audit. Phase 1 required 31 CAPs, with 19 marked satisfactory and 12 unsatisfactory in Utilization Management, Network, Health Services & Quality, Finance, and Appeals. Health Net's response was due on February 14, 2024, however a two-week extension was granted. Health Net submitted their responses on February 28, 2024, and they are currently undergoing review. Similarly, we granted an extension for the submission of the remaining Phase 3 document requests, which caused a two-week delay. The preliminary findings will be sent to Health Net on March 8, 2024.

DHCS Transition Monitoring Results

In the reporting period from January 29 to February 25, 2024, there were 28 continuity of care requests, with 27 approved and one still pending. Notably, transition-related calls have seen a significant decrease. After experiencing a high volume of 317 calls at the beginning of go-live (mainly concerning access to care) the number fell to just 14 by the end of January, ultimately reaching zero by the end of February. Since go-live, there have been 39 grievances filed, with the majority concerning provider availability (13) and transportation issues (16), along with other grievances pertaining to enrollment, pharmacy services, durable medical equipment, authorizations, outpatient physical health, customer service, and providers/staff attitude. There have been no appeals since the go-live date.

Go-Live Issues

Member ID cards were issued with incorrect Primary Care Provider (PCP) phone numbers. Instead of being directed to a CHPIV/Health Net line, the erroneous number redirected 13,377 members to a spam line. The incorrect number was initially intended as a placeholder for members assigned to a Primary Physician Group (PPG) who had not selected a PCP at enrollment. Upon recognizing this error, the Compliance department informed DHCS and proceeded to collaborate with Member Services and Health Net to notify affected members. To ensure clear communication, member notices were printed in both English and Spanish, detailing the issue and were approved by DHCS. These notices, along with new member ID cards, were distributed to all impacted individuals by February 26, 2024. Additionally, CHPIV made sure to extend the communication about this error through their website, posting a message to inform and guide members accordingly.

Compliance Updates

March 2024



**Community
Health Plan**

OF IMPERIAL VALLEY

Agenda

1. Compliance Training
2. Pre-Delegation Audit
3. DHCS Transition Monitoring Results
4. CHPIV I HN Go-Live Issues



Compliance Training



Compliance Training

Completion Report

CHPIV Employees	Count
Complete	16
Incomplete	0
TOTAL	16

CHPIV Commissioners	Count
Completed	9
Incomplete	2
TOTAL	11

Steps Taken to Address Noncompliance

- On 1/2/2024 Compliance escalated noncompliance to the Compliance & Policy Committee
- Compliance reported noncompliance to the Finance & Executive Committee of the Commission on 1/3/2024 and the full Commission on 1/8/2024.
- Compliance continues to coordinate with the Commission Clerk and CEO on following up with the Commissioners who have not completed training.
- On 2/2/2024, the number of noncompliance decreased from 3 to 2.
- **No changes since last month. We have 2 Commissioners who remain noncompliant.**

Pre-Delegation Audit



Pre-Delegation Audit

Phase	Audit Scope	Scope Overview	Status	CAPs Issued
1	Processes and Workflows	Review Health Net's processes and workflows to ensure readiness to meet Plan-to-Plan and DHCS requirements	CAP Review In Progress	Yes
2	KPIs and Finance Reports	Tests Health Net's ability to submit complete and accurate data to CHPIV to measure compliance and performance	Closed	NA
3	DHCS 2022	Validate Health	Audit	Bandi



Pre-Delegation Audit - Phase 1

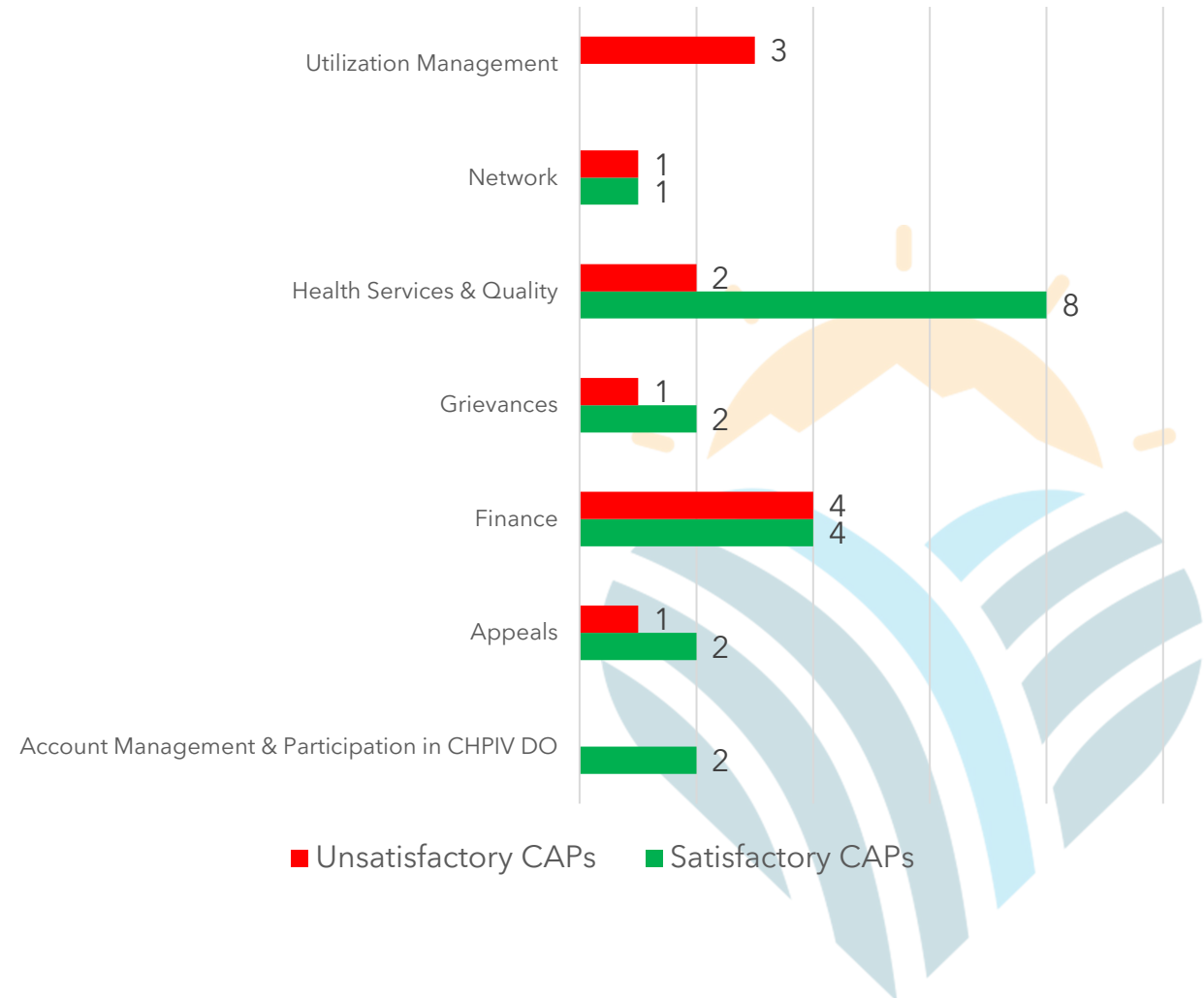
Refresher

- CHPIV issued total of **31 Corrective Action Plans (CAPs)**
 - 19 of the 31 CAPs have been marked as **satisfactory** and can be closed
 - 12 of the 31 CAPs have been marked as **unsatisfactory** due to pending documentation or not addressing deficiency and require CAP follow-up

Update

- Health Net's CAP response original deadline was February 14, 2024
- CHPIV granted request for a two-week extension
- Health Net submitted their CAP responses on February 28, 2024, and they are currently undergoing review.

CHPIV Pre-Delegation Audit - Phase 1 CAPs



Pre-Delegation Audit - Phase 3

CHPIV has completed the review of Health Net's implementation of the DHCS 2023 All Plan Letters (APLs)

Date	Action
January 31	Preliminary results were sent to Health Net
February 14	Health Net's response for Phase 3 preliminary results due
Two-week delay	
February 28	2-week extension granted; Phase 3 preliminary results due
March 8	CHPIV will review Health Net's responses to the preliminary findings, along with any supplemental documents provided. CHPIV will issue the audit report along with any applicable Corrective Action Plans (CAPs)

DHCS Transition Monitoring Results



DHCS Transition Monitoring Results

- **Purpose:** Enables DHCS to monitor potential access to care or technical issues resulting from the transition.
- **Report Frequency:** every 2 weeks
- **Survey focus:**
 - Continuity of care (CoC)
 - ✓ All members & special populations (SP),
 - ✓ Enhanced Care Management (ECM) & Community Supports (CS) services & providers
 - Member issues
 - ✓ Reported via call centers
 - ✓ Reported through appeals & grievances (A&G).

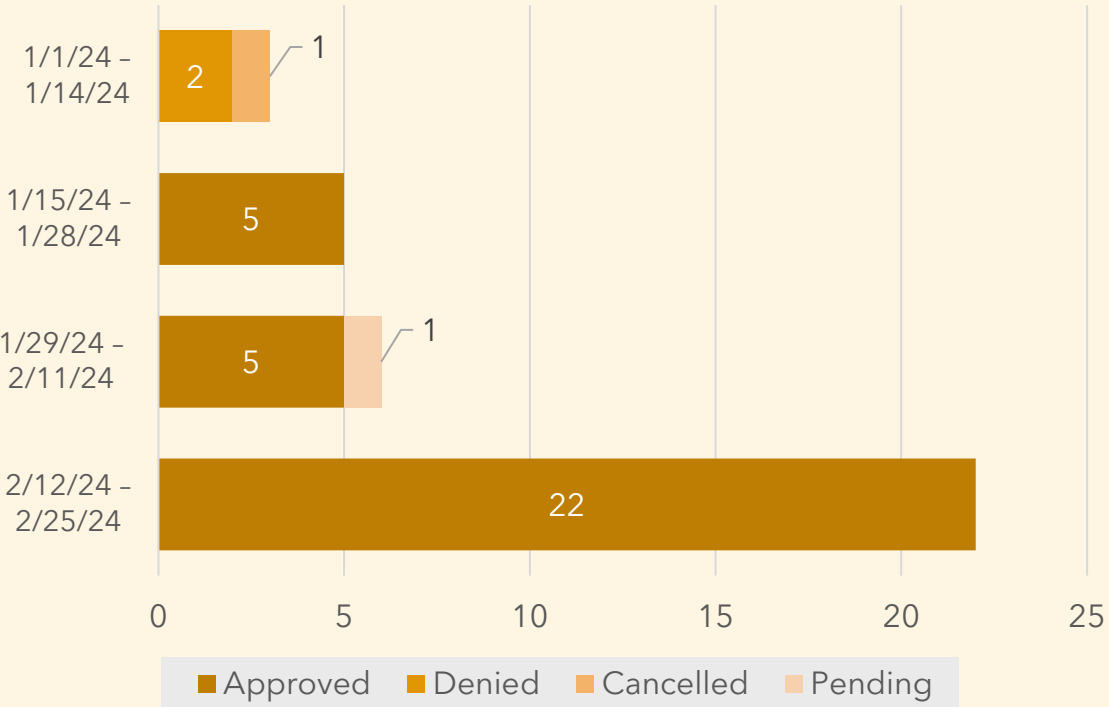


DHCS Transition Monitoring Results

Continuity of Care

All Members

CoC Requests per Reporting Period



Special Populations

As of 2/8/2024, 10 eligible Specialty Population Providers were identified.

- 3 providers were brought into the network
- 7 providers entered CoC agreements

Community Supports

- 9 transitioning members automatically authorized to receive CS services
- No identified Community Supports providers out of network- all are in-network with CHPIV

Enhanced Care Management

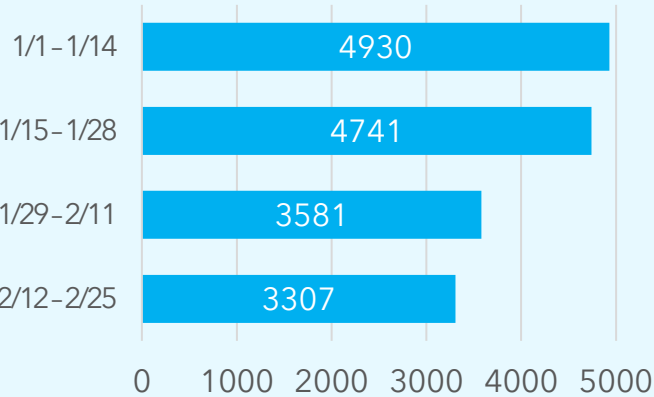
- 212 members automatically authorized to receive ECM services
- No identified Enhanced Care Management providers out of network- all are in-network with CHPIV

DHCS Transition Monitoring Results

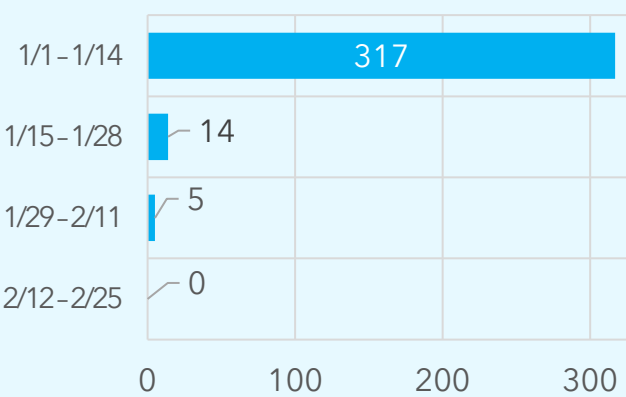
Member Issues

Call Center

Total Calls per Report Period



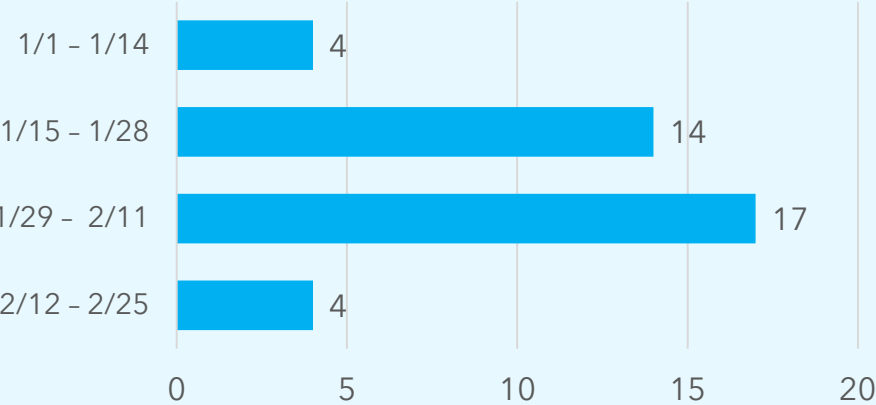
Transition-Related Calls per Report



- Transition-related calls dropped significantly over the observed reporting periods with the eventual drop to zero by the end of February 2024
- At the start of go-live, there was a high volume of transition-related calls specifically related to access to care (308 calls) which dropped to 7 calls at the end of January. February 2024 had zero access related calls.
- Low volume of other transition-related calls, including 11 calls on general transition and 10 calls regarding Continuity of Care for Transportation.

Grievances & Appeals

Transition-Related Grievances per Reporting Period



- **39** total grievances since go-live
 - ▶ Highest grievance categories are Provider Availability (13 grievances) & Transportation (16 grievances)
 - ▶ Other grievances related to enrollment, Pharmacy, DME, Authorization, OP Physical Health, Plan Customer Service, Provider/Staff Attitude & CoC
- **0** total appeals reported since go-live

CHPIV I HN Go-Live Issues



CHPIV | HN Go-Live Issues

Issue	Issue Description	Current Status	Remediation Activities	Summary of changes since last month
Member ID Cards - PCP Phone # Issue	HN issued member ID cards with an incorrect PCP phone # which redirected members to a spam line. The phone number was intended to be a placeholder with a CHPIV/Health Net line for members assigned to a PPG who had not yet selected a PCP at the time of enrollment but was mistakenly entered. This issue affected 13,377 CHPIV members.	Resolved	CHPIV promptly informed DHCS upon receiving notice from HN. Member notices were created with 2-side printing in English and Spanish that were approved by DHCS, to notify the member of the ID card issue. Notices were mailed to all affected members along with new member ID cards by 2/26/2024. Additionally, a message regarding the ID card error was posted on the CHPIV website.	NEW
PCP Contract Types	Provider contract types displaying incorrectly for some CHPIV capitated providers and Clinics are not showing in production, which is preventing members from being assigned to providers and Member ID cards being mailed without the PCP name.	In Progress	HN's IT department tried fixing the issue on 01/25 with a system update but were not able to resolve it. HN has an upcoming meeting to determine next steps, still pending resolution.	None
CH&W Newborn Claims	CH&W newborn claims for DOS 01/01/24 and after are being routed to HN and being placed in pending status, when claims should be automatically denying for member not eligible on date of service (DOS).	In Progress	HN is working with their IT Department to determine the cause and working on resolving issue by having the claims automatically deny for member not eligible when claim gets submitted by the provider.	None

Questions





Human Resources | Member Services | Community Relations

Human Resources:

1. Onboarded/Hired Julia Hutchins

Member Services:

1. Member Escalations to DHCS: none reported as of 02/29/2024

Community Relations:

1. CAC Selection Committee Recommendation (Slide Attached)
2. Proposed CAC Selection Committee Meeting Date: **03-28-2024 12 PM.**
3. 2024 Dates established to meet:
 - a. Q1 March 21st 2024
 - b. Q2 June 6th 2024
 - c. Q3 September 26th 2024.
 - d. Q4 December 13th 2024
4. **Events to participate in this year:**
 - a. Blues, Brews, & BBQ (Imperial) 03/23/2024
 - b. Taco Festival (Brawley) 05/04/2024
 - c. Summer Kick Off Pool Party (El Centro) 06/08/2024
 - d. Cattle Call Week (Brawley) 11/02/2024

Proposed Selection Committee Stakeholders

Contract requirement: Demonstrate a good faith effort to ensure the CAC Selection Committee is comprised of a representative sample of Safety Net Providers to bring different perspectives, ideas and views to the CAC.

- Required to have Medi-Cal Members and a stakeholder from each of the categories below.

Proposed stakeholders for Community Advisory Selection Committee:

County	FQHCs or Indian Health Service (IHS)	Behavioral Health	Regional Center	Local Education Authorities	Dental	Home & Community Based Services	Community Based Organizations
Imperial	<u>InnerCare</u>	Dr. Bushra Ahmad	San Diego / Imperial Regional Center	ICOE		Dr. Carlos Ramirez	<ul style="list-style-type: none">• Women Haven• Sister Evelyn <u>Mourey</u> Center <u>2ndary Target List:</u> <ul style="list-style-type: none">• Cancer Resource Center of the Desert