



AGENDA

Executive Committee

August 7th, 2024

12:00 PM

512 W. Aten Rd., Imperial, CA 92251

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

Committee Members	Representing	Present
Lee Hindman	LHA Chairperson – Joint Chambers of Commerce Nominee	
Yvonne Bell	LHA Vice-Chair & Finance Committee Vice-Chair – CEO, Inncare	
Dr. Carlos Ramirez	Finance Committee Chair – CEO/Consultant DCRC	
Dr. Unnati Sampat	LHA Commissioner – Imperial Valley Medical Society	
Dr. Allan Wu	LHA Commissioner – Inncare	

1. 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

2. 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.

3. CONSENT AGENDA

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 7/2/2024



B. Recommend to the Full Commission, the Acceptance of Monthly Financial Reports as reviewed and accepted by the Finance Committee.

1. June 2024 P&L Variance Report
2. June 2024 Cash Transactions
3. June 2024 Statement of Revenues, Expenses, and Changes in Net Position
4. June 2024 Statement of Net Position
5. June 2024 Statement of Revenues, Expenses, and Changes in Net Position (YTD)

4. ACTION

5. INFORMATION

- A. Health Services Report (*Dr. Gordon Arakawa, CMO*)
- B. Financial Services Report (*Tony Godinez, Senior Manager of Accounting*)
- C. Compliance Report (*Chelsea M. Hardy, Senior Director of Compliance*)
- 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*)

6. CLOSED SESSION

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.

7. RECONVENE OPEN SESSION

- A. Report on actions taken in closed session.

8. COMMISSIONER REMARKS (*Lee Hindman, Chair*)

9. ADJOURNMENT



MINUTES

Executive Committee

July 2nd, 2024

12:00 PM

512 W. Aten Rd., Imperial, CA 92251

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

Committee Members	Representing	Present
Lee Hindman	LHA Chairperson – Joint Chambers of Commerce Nominee	✓
Yvonne Bell	LHA Vice-Chair & Finance Committee Vice-Chair – CEO, Innercare	✓
Dr. Carlos Ramirez	Finance Committee Chair – CEO/Consultant DCRC	✓
Dr. Unnati Sampat	LHA Commissioner – Imperial Valley Medical Society	✓
Dr. Allan Wu	LHA Commissioner – Innercare	✓ R

1. CALL TO ORDER

Lee Hindman, Chair

Meeting called to order at 12:02 p.m.

A. Roll Call

Donna Ponce, Commission Clerk

Roll call taken and quorum was confirmed. Attendance is as shown.

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

(Bell/Sampat) Approved to move closed session items to the end and approved the order of the agenda. Motion carried.

2. 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.
None.

3. CLOSED SESSION

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



- A. Employee Benefits
- B. Update/Action on Contract with Health Net Community Solutions, Inc.

4. RECONVENE OPEN SESSION

- A. Report on actions taken in closed session.
No action taken.

5. CONSENT AGENDA

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 6/5/2024
- B. Recommend to the Full Commission, the Acceptance of Monthly Financial Reports as reviewed and accepted by the Finance Committee.
 - 1. May 2024 P&L Variance Report
 - 2. May 2024 Cash Transactions
 - 3. May 2024 Cash Reconciliation
 - 4. May 2024 Statement of Revenues, Expenses, and Changes in Net Position
 - 5. May 2024 Statement of Net Position
 - 6. May 2024 Statement of Revenues, Expenses, and Changes in Net Position (YTD)

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

6. ACTION

- A. Recommend to the Full Commission Health Management Associates (HMA) Interim CFO Agreement
CEO, Larry Lewis reported that an agreement will be taken to the full commission meeting for approval. The proposal is up to \$225k, at an hourly rate based on which fractional CFO will be involved. CFO, Aaron Ramthun, will be the primary person at a lower rate. Mr. Ramthun is a former VP for Medicare programs for United Healthcare nationally. The second CFO, Michael Engelhard, is an Associate Principal of HMA. Both candidates are working with SMA, Tony Godinez, to oversee work and participate in other projects that are in the works.

(Bell/Ramirez) To recommend to the full commission Health Management Associates (HMA) Interim CFO Agreement.



7. INFORMATION

- A. Health Services Report (*Dr. Gordon Arakawa, CMO*)
CMO, Dr. Gordon Arakawa updated the commission on the following:
- 1. Q2 QIHEC*
 - 2. National Commission for Quality Assurance (NCQA) Accreditation*
 - 3. Meeting with Health Net Counterparts*
- B. Financial Services Report (*Tony Godinez, Senior Manager of Accounting*)
SMA, Tony Godinez updated the commission on the following:
May 2024 Financial Reports
- C. Compliance Report (*Elysse Tarabola, CCO*)
CCO, Elysse Tarabola and Senior Director of Compliance, Chelsea Hardy, updated the commission on the following:
Delegation Oversight Monitoring Program Report
- D. Human Resources and Community Relations Report (*Michelle S. Ortiz-Trujillo, HRCR*)
SDHRCR, Michelle Stephanie Ortiz-Trujillo updated the commission on the following:
- 1. Human Resources*
 - a. Workplace Violence Prevention Training near completion*
Chair Hindman asked if there were any plans on installing plexiglass protection in the reception area for security purposes. Michelle responded that there have not been any issues as of now and it is not required. Michelle added that the reception area is armed, and front door is locked and only unlocked by staff manually as the office receives visitors.
 - 2. Community Relations*
 - a. Building Connections with CBOs*
 - b. Community Advisory Committee Q3 06-06-2024*
 - c. Selection Committee Meeting Minutes*
 - d. Imperial Valley Food Bank Volunteers Presentation*
- E. CEO Report (*Larry Lewis, CEO*)
CEO, Larry Lewis reported on the following:
- 1. CFO Recruitment*
Interviews will be held within the next three weeks
 - 2. Facilities*
Three air conditioning units have been replaced.
- F. Other new or old business (*Lee Hindman, Chair*)
None.
- G. Commissioner Remarks (*Lee Hindman, Chair*)
None.

Adjournment: *The meeting was adjourned at 12:35 p.m.*

IMPERIAL COUNTY LOCAL HEALTH AUTHORITY
dba Community Health Plan of Imperial Valley
Year to Date P&L Variance
1/1/2024 to 6/30/2024

	June	June	June	Year To Date	
	Forecast	Actual	Variance	Variance	Explanation
REVENUE					
HN Settlements	1,000,000	-	(1,000,000)	(397,377)	\$603K profit share received in prior month.
Premium	22,249,362	23,093,850	844,488	2,149,067	Actual premium more than projected.
Pass-Through	883,592	376,851	(506,741)	(985,748)	Actual pass-through less than projected.
TOTAL REVENUE	24,132,953	23,470,701	(662,253)	765,942	
HEALTH CARE COSTS	22,465,472	22,777,885	312,413	1,002,263	
Gross Margin	1,667,481	692,815	(974,666)	(236,321)	
ADMINISTRATIVE EXPENSE					
Salaries	236,186	204,181	(32,004)	1,831	Decrease attributed to vacant CFO position.
Benefits and Bonus	77,093	88,839	11,746	(159,816)	
Total Labor Costs	313,279	293,021	(20,258)	(157,985)	
Consulting, Audit, Legal, other Prof	10,508	83,425	72,916	194,892	Increase fluctuation due to legal fees.
Office Occupancy	14,606	12,926	(1,680)	35,080	
Other Misc Admin	53,643	69,058	15,415	66,181	Increase fluctuation due to membership fees.
Total Administrative Expense	392,036	458,429	66,393	138,168	
Non-Operating Income					
Dividend & Investment Income	100,347	99,193	(1,154)	(76,215)	
Rental Income	-	2,900	2,900	8,700	
Total Non-Operating Income	100,347	102,093	1,746	(67,515)	
Excess Revenues from Operations	1,375,791	336,479	(1,039,313)	(442,004)	

**Community Health Plan of Imperial Valley
June 2024 Cash Transactions**

Date	Account	Vendor	Memo/Description	Amount
Chase Checking				
06/21/2024	Chase Checking	Department of Health Care Services	06/13 Receipt - DHCS	\$ 24,136,673.14
06/21/2024	Chase Checking	Department of Health Care Services	06/13 Receipt - DHCS	406,353.69
06/21/2024	Chase Checking	Department of Health Care Services	06/13 Receipt - DHCS	59,552.90
06/21/2024	Chase Checking	Department of Health Care Services	06/13 Receipt - DHCS	23,925.41
06/21/2024	Chase Checking	Department of Health Care Services	06/13 Receipt - DHCS	1,044.63
06/07/2024	Chase Checking	JPMorgan Chase	Dividend Income - May 2024	17,680.91
06/07/2024	Chase Checking	Health Net	Rental Income - Jun 2024	1,450.00
06/28/2024	Chase Checking	Health Net	Rental Income - Jun 2024	1,450.00
06/28/2024	Chase Checking	Health Net	06/28 - Health Net Payment	-23,900,861.00
06/07/2024	Chase Checking	JPMorgan Chase	Service Charges - May 2024	-1,048.02
06/17/2024	Chase Checking	AccuSourceHR	Background Check - Ariday Rosales	-55.32
06/17/2024	Chase Checking	Imperial Desert Landscape	Chase Bill Pay 06/17/24 - Invoice# 40052 / 41358	-375.00
06/17/2024	Chase Checking	AM Copiers Inc.	Chase Bill Pay 06/17/24 - Invoice# IN5312	-350.16
06/17/2024	Chase Checking	America's Finest Fire Pro	Chase Bill Pay 06/17/24 - Invoice# 26M 903963 / 26M 905328	-1,958.55
06/17/2024	Chase Checking	Brawley Chamber of Commerce	Chase Bill Pay 06/17/24 - Invoice# 23246	-100.00
06/17/2024	Chase Checking	Brawley Rotary Club	Chase Bill Pay 06/17/24 - Statement for May 2024	-105.00
06/17/2024	Chase Checking	City of Imperial	Chase Bill Pay 06/17/24 - Service Period: 04/23/24 - 05/24/24	-190.81
06/17/2024	Chase Checking	CLEANBC, LLC	Chase Bill Pay 06/17/24 - Invoice# 008	-700.00
06/17/2024	Chase Checking	Epstein Becker & Green, P.C.	Chase Bill Pay 06/17/24 - Invoice# 1160658 / 1160659	-8,783.00
06/17/2024	Chase Checking	Health Management Associates, Inc.	Chase Bill Pay 06/17/24 - Invoice# 206100-0000016	-3,956.25
06/17/2024	Chase Checking	i.Access, Inc.	Chase Bill Pay 06/17/24 - Invoice# WA2782405	-45.00
06/17/2024	Chase Checking	Imperial Valley Food Bank	Chase Bill Pay 06/17/24 - Invoice# CHP1V0624	-500.00
06/17/2024	Chase Checking	Imperial Valley Food Bank	Chase Check# 6670 - Harvest Bowl Sponsorship	-1,200.00
06/17/2024	Chase Checking	I.V. Termite & Pest Control	Chase Bill Pay 06/17/24 - Invoice# 0338268	-120.00
06/17/2024	Chase Checking	KY Cakes	Chase Bill Pay 06/17/24 - Invoice# 0005	-30.00
06/17/2024	Chase Checking	Law Office of William S. Smerdon	Chase Bill Pay 06/17/24 - Invoice# 2551	-687.50
06/17/2024	Chase Checking	Local Health Plans of California	Chase Bill Pay 06/17/24 - Invoice# 2024-24	-53,468.40
06/17/2024	Chase Checking	Moss Adams	Chase Bill Pay 06/17/24 - Invoice# *****4501	-10,500.00
06/17/2024	Chase Checking	Quench USA	Chase Bill Pay 06/17/24 - Invoice# INV07466186	-129.30
06/21/2024	Chase Checking	Southworth, Mark (Former Employee)	M. Southworth - Final Paycheck	-10,059.04
06/21/2024	Chase Checking	Mid Atlantic Trust Company	06/10 - ACH Payment	-9,243.90
06/21/2024	Chase Checking	Mid Atlantic Trust Company	06/21 - ACH Payment	-8,022.75
06/28/2024	Chase Checking	Great America Financial Services	Chase Bill Pay - Invoice# 36814250	-306.01
06/28/2024	Chase Checking	Republic Services	Chase Bill Pay - Invoice# WA2782406	-141.17
06/28/2024	Chase Checking	Vic's Air Conditioning & Electrical	Chase Bill Pay - Invoices# 98296 / 98325 / 98767	-9,037.00
First Foundation Bank				
06/28/2024	FFB Payroll	Paychex, Inc.	06/17 - Paychex TPS Taxes	2,631.23
06/28/2024	FFB Payroll	Paychex, Inc.	06/17 - Paychex Payroll	5,230.30
06/28/2024	FFB Payroll	Paychex, Inc.	06/13 - Paychex TPS Taxes	-35,078.46
06/28/2024	FFB Payroll	Paychex, Inc.	06/13 - Paychex Payroll	-66,660.30
06/28/2024	FFB Payroll	Paychex, Inc.	06/14 - EIB Invoice	-50.64
06/28/2024	FFB Payroll	Paychex, Inc.	06/18 - EIB Invoice	-24.64
06/28/2024	FFB Payroll	Paychex, Inc.	06/20 - OAB Invoice	-49.50
06/28/2024	FFB Payroll	Paychex, Inc.	06/27 - Paychex TPS Taxes	-31,737.82
06/28/2024	FFB Payroll	Paychex, Inc.	06/27 - Paychex Payroll	-68,228.40
06/28/2024	FFB Payroll	Paychex, Inc.	06/28 - EIB Invoice	-54.12
06/28/2024	FFB Payroll	First Foundation Bank	06/12 - Wire Fee	-10.00
06/28/2024	FFB Payroll	First Foundation Bank	06/24 - Wire Fee	-10.00
06/28/2024	FFB Payroll	First Foundation Bank	06/24 - Wire Fee	-10.00
06/28/2024	FFB Payroll	Pablo Velez	06/10 - Check# 10181	-100.00
J.P. Morgan Securities				
06/28/2024	J.P. Morgan Securities	J.P. Morgan Securities	Investment Income - Jun 2024	\$ 84,578.95

Community Health Plan of Imperial Valley
Statement of Revenues, Expenses, and Changes in Net Position
For June 2024

REVENUES

DHCS Premium	\$ 23,093,850
DHCS Pass-Through	376,851
Total Operating Revenues	23,470,701

OPERATING EXPENSES

Medical Expenses	
Healthcare Capitation	22,401,034
Healthcare Pass-Through	376,851
Total Medical Expenses	22,777,885

Administrative Expenses

Salaries, Wages, and Employee Benefits	293,021
Professional fees	83,425
Office Expenses & Administrative	68,963
Occupancy - Cleaning, Landscape, Rent, Utilities	3,355
Supplies & Services	95
Depreciation and Amortization	9,571
Total Administrative Expenses	458,429

Total Operating Expenses	23,236,315
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OPERATING INCOME	234,386
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NON-OPERATING REVENUES

Dividend Income - Chase Money Market	14,614
Investment Income - J.P. Morgan Securities	84,579
Rental Income - HealthNet Office Space	2,900
Total Non-Operating Revenues	102,093

Increase In Net Position	336,479
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NET POSITION, beginning of period	18,110,908
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NET POSITION, ending of period	\$ 18,447,387
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Community Health Plan of Imperial Valley
Statement of Net Position
As of June 30, 2024

ASSETS

Current Assets

Cash and Investments	
Chase - Checking	\$ 198,800
Chase - Money Market	2,771,975
JPMorgan Securities	9,404,065
First Foundation Bank	196,549
Receivables	
Accounts Receivable	2,028,239
Dividend Receivable	14,614
Premium Receivable	23,093,850
Pass-Through Receivable	376,851
Other Current Assets	
Prepaid Expenses	7,534
Total Current Assets	38,092,476

Noncurrent Assets

Restricted Deposit	
First Foundation Bank - Restricted	300,000
Capital Assets	
Buildings - Net	3,008,791
Computer Hardware & Office Equipment - Net	8,740
Improvements - Net	20,883
Intangible Assets - Net	21,743
Operating ROU Asset (Copier) - Net	8,164
Total Noncurrent Assets	3,368,321
Total Assets	<u>\$ 41,460,797</u>

Community Health Plan of Imperial Valley
Statement of Net Position
As of June 30, 2024

LIABILITIES

CURRENT LIABILITIES

Payables	
Accounts Payable	\$ 87,258
Capitation Payable	22,401,034
Pass-Through Payable	376,851
Credit Card Payable	8,255
Other Current Liabilities	
Short Term Lease Liability - Copier	3,298
Bonus Accrual	71,517
Vacation Accrual	60,204
Total Current Liabilities	23,008,417

NON-CURRENT LIABILITIES

Long Term Lease Liability - Copier	4,994
Total Noncurrent Liabilities	4,994
Total Liabilities	23,013,410

NET POSITION

Net investment in Capital Assets	3,368,321
Restricted by Legislative Authority	300,000
Unrestricted	11,706,497
Net Revenue	3,072,568
Total Net Position	18,447,387
Total Liabilities and Net Position	\$ 41,460,797

Community Health Plan of Imperial Valley
Statement of Revenues, Expenses, and Changes in Net Position
As of June 30, 2024

REVENUES

DHCS Premium	\$ 135,645,238
DHCS Pass-Through	4,315,801
Profit Share Revenue	602,764
Health Net Contributions	134,859
Total Operating Revenues	140,698,662

OPERATING EXPENSES

Medical Expenses	
Healthcare Capitation	131,479,297
Healthcare Pass-Through	4,315,801
Total Medical Expenses	135,795,098

Administrative Expenses	
Salaries, Wages, and Employee Benefits	1,661,326
Professional fees	271,176
Office Expenses & Administrative	174,390
Occupancy - Cleaning, Landscape, Rent, Utilities	66,694
Supplies & Services	22,064
Depreciation and Amortization	56,418
Total Administrative Expenses	2,252,067

Total Operating Expenses	138,047,165
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OPERATING INCOME	2,651,496.72
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NON-OPERATING REVENUES

Dividend Income - Chase Money Market	137,958
Investment Income - J.P. Morgan Securities	272,395
Interest Income - County of Imperial	2,018
Rental Income - HealthNet Office Space	8,700
Total Non-Operating Revenues	421,071

Increase In Net Position	3,072,568
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NET POSITION, beginning of year	15,374,819
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NET POSITION, ending of period	\$ 18,447,387
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Health Services Report

1. Q2 QIHEC Summary
 - a. PPT Presentation
2. NCQA Update

Q2 CHPIV Quality Improvement Health Equity Committee Presentation

Utilization Management Metrics

Utilization Management Key Metrics

2024-Q1	Combined
Admissions per Thousand	44.2
Bed Days per Thousand	176.9
Average Length of Stay	4.0
Percent 30-Day Readmission	8.6%
ER per Thousand	344.5
Outpatient Surgery per Thousand	85.4

ED Utilization Recommendations:

1. Comparison to 2023 CHW data
 - Consistent with 2023 data
2. Explore further characterization
 - Q by Q comparisons
 - By Condition(s)
 - By Provider

Appeals & Grievances

Appeals & Grievances

Grievance “Severity”

- Quality of Service (QOS)
- Quality of Care(QOC)
- Potential Quality Issue (PQI)

Appeals & Grievances

Top QOS Grievance Types

QOS	
Transportation - General Complaint Vendor	20
Access to Care - Prior Authorization delay	12
Administrative Issues - Health Plan	6
Access to Care - Network Availability	5
Administrative Issues - Incorrect Info - Health Plan	4
Administrative Issues - Unhappy with Benefits	4

Appeals & Grievances

Top QOC Grievance Types

QOC	
Quality of Care - PCP - Delay in referral by PCP	2
Quality of Care - PCP - Refusal to Treat	1
Quality of Care - Specialist - Inadequate Care	1
Quality of Care - PCP - Misdiagnosis	1

Appeals & Grievances

PQIs

- For Q1, there were 0 Cases or Investigations

HEDIS Measures RY2024

Healthcare Effectiveness Data & Information Set (HEDIS) Measures RY2024

Asthma Medication Ratio	Breast Cancer Screening	Controlling Blood Pressure	Cervical Cancer Screening	Chlamydia Screening (women)	Combo - 10	Combo - 2	Postpartum Care	Prenatal Care Timeliness	10-15 Months	First 15 Months	Child/Adolescent WCV	Follow up ED Substance Abuse	Follow up ED Mental Illness	Poor Hb A1c Control	Lead Screening	Developmental Screening	Topical Fluoride
<25	75	50	25	25	50	75	<25	<25	50	25	50	50	<25	90	75	50	<25
268	0	0	23	2	0	0	11	17	0	2	0	0	21	0	0	0	3412

HEDIS Measures RY2024

Measure Performance – Takeaway Points

1. 10/18 Measures > 50%ile.
2. RY2024 results do not impact CHPIV directly.
3. Regarding the 8 “failed” measures:
 - 2 measures (AMR, Topical Fluoride) appeared out of reach.
 - 6 measures required < 25 Members to pass.
4. Leverage ECM and CHWs to help address the failed measures.

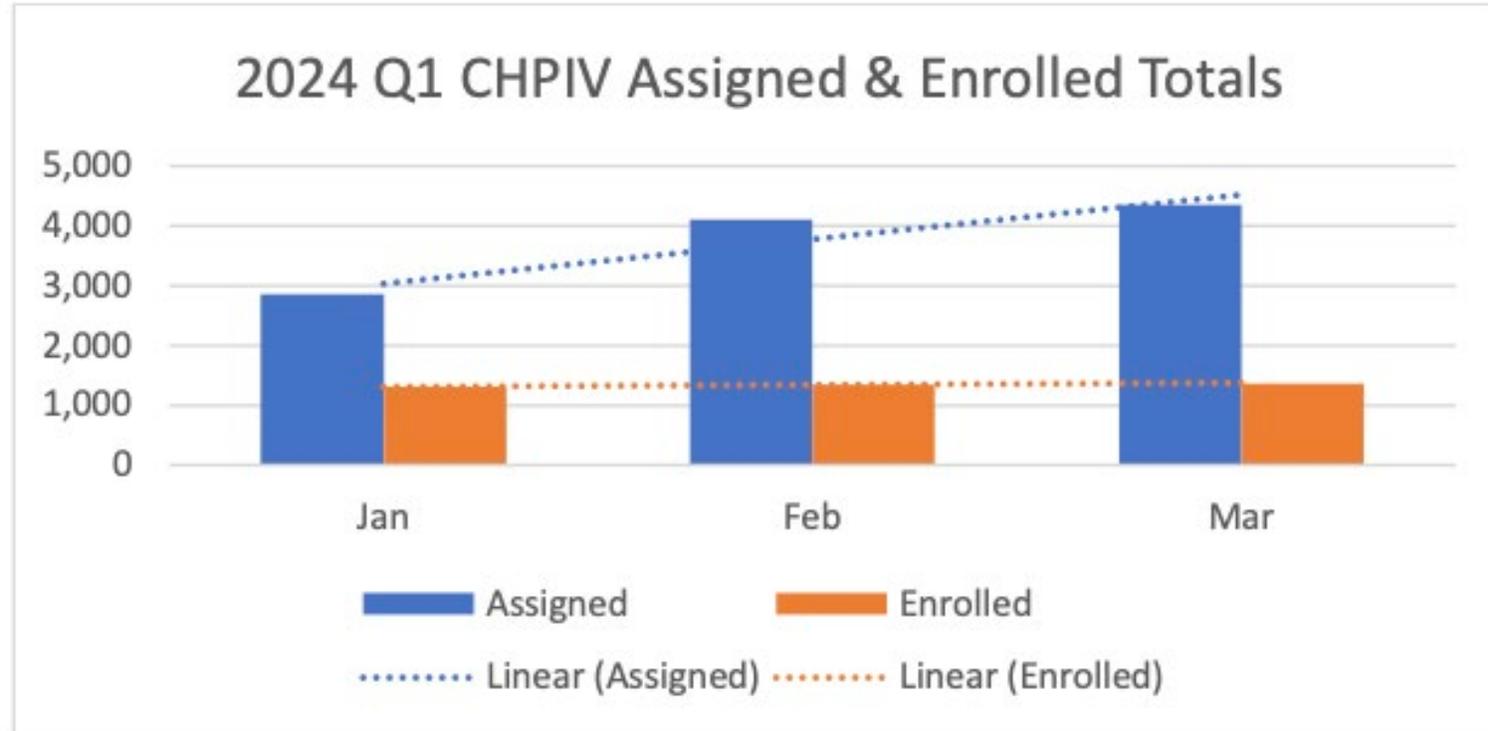
HEDIS Measure Recommendations:

1. Provider engagement
 - Cozeva Utilization
 - **Cozeva Integration**
 - Provider Relations
 - Funding opportunities (e.g., EDGE funding)
2. Explore ways to identify trends earlier
 - Health Net has extensive tracking system

Enhanced Care Management (ECM) & Community Supports (CS)

Enhanced Care Management (ECM) & Community Supports (CS)

ECM Enrollment



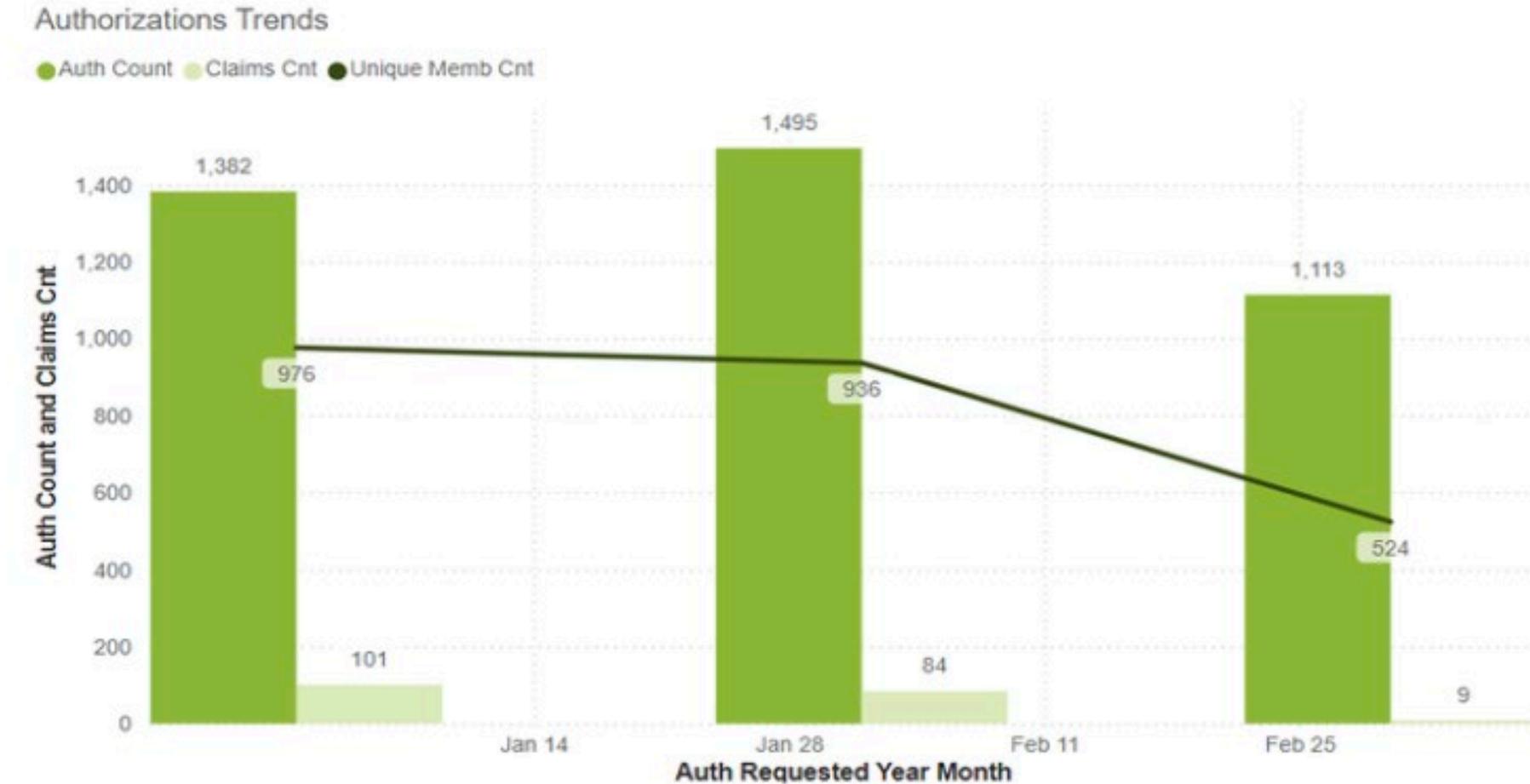
Q1-Q4 Cumulative Enrollment Totals			
County	Assigned	Membership	% Enrolled
Imperial	4,352	1,370	31.5%

ECM Recommendations

1. Elucidate the Member assignment process
2. Explore ways to increase enrollment ratios

Enhanced Care Management (ECM) & Community Supports (CS)

CS Authorizations to Claims Count



Behavioral Health

Behavioral Health/SUD

IMPERIAL COUNTY

Q1 2024 Screening Tools Completed:

Screening Tool Type	202401	202402	202403	Total
Adult	17	11	4	32
MCP (NSMHS)	14	10	4	28
MHP (SMHS)	3	1	0	4
Youth	5	6	2	13
MCP (NSMHS)	5	6	2	13
MHP (SMHS)	0	0	0	0
Grand Total	22	17	6	45

Behavioral Health/Substance Abuse Disorder Recommendations

1. Explore ways to evaluate the true volume of BH/SUD screening taking place
 - Physician's Offices, County Behavioral Health/SUD

Quality Improvement Projects

Quality Improvement Projects - 2024

IHI/DHCS Child Health Equity Initiative - Increase Completion of Well Child Visits (WCV)

12 Month Collaborative Sprint (4/24 - 4/25)

Population of Focus: 0-18-year-old Members

Imperial County - **Dr. Vishwa Kapoor**

Five Interventions to be completed at each Pilot Site

1. Focused Intervention each 1-3 months
2. Test and Implement Changes

Quality Improvement Projects - 2024

IHI/DHCS Child Health Equity Initiative

1. Equity and Transparent, Stratified, and Actionable Data
2. Understand Provider and Patient/Caregiver Experiences
3. Reliable and Equitable Scheduling Processes
4. Asset Mapping and Community Partnerships
5. Partnering for Effective Education and Communication

Peer Review Credentialing

Peer Review Credentialing and Access Reports

Investigations

For Q1

1. 0 Investigative Cases brought before Peer Review Committee
2. 0 incidences of Appointment Availability Resulting in Substantial Harm
3. 0 incidences of Adverse Injury Occurred During a Procedure by a Contracted Practitioner

Credentialing/Recredentialing

Q1 & Q2 Data to be presented at Q3 QIHEC

Questions & Comments



Local Health Authority Commission

Executive Summary: CHPIV Compliance Department Update August 2024

Delegation Oversight Monitoring Program - 2024 Quarter 1

The CHPIV Delegation Oversight Monitoring Program is currently evaluating Health Net's performance across various high-risk delegated functions for 2024 Quarter 1 (January through March). Performance metrics are classified into four categories based on data accuracy and availability: compliant (green), at risk (yellow), non-compliant (red), and not reportable (grey).

The final quarter 1 scorecard (**Exhibit 1**) was delivered to Health Net on July 11, 2024. High performing areas are appeals timeliness of acknowledgement, decisions, and member notifications, continuity of care notification timeliness, calls answered within 30 seconds, call center abandonment rates, and grievance timeliness of resolutions and member notifications.

The following table outlines the non-compliant areas identified:

Functional Area	Non-compliant areas	Corrective Actions Required
Utilization Management	<ul style="list-style-type: none">92.10% UM Decision Timeliness49.48% UM Member Notification Timeliness46.37% UM Provider Notification Timeliness	
Appeals	<ul style="list-style-type: none">80% Effectuation of Overturned Appeals	
Continuity of Care	<ul style="list-style-type: none">73.08% Continuity of Care Processing Timeliness	
Claims	Reporting Issues <ul style="list-style-type: none">Incorrect dates for claims acknowledgementInability to pull Remittance Advice (RA) and Explanation of Benefit (EOB) mailed date.	Letter of Non-Compliance Issued on July 11, 2024. Resubmission of Q1 Log due on July 19, 2024.
Provider Dispute Resolution (PDR)	Reporting Issues <ul style="list-style-type: none">Incorrect reporting of dispute number, dispute submission type, resolution dateInability to pull Remittance Advice (RA) and Explanation of Benefit (EOB) mailed date.	Letter of Non-Compliance Issued on July 11, 2024. Resubmission of Q1 Log due on July 19, 2024.
Member Services	<ul style="list-style-type: none">81.27% Timely Issuance of Member ID Cards	

COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



Human Resources | Member Services | Community Relations

August 2024

Human Resources:

1. We have been working on reviewing other payroll systems that will enhance employee experience and productivity. Once we make a decision, we will come back to the commission to share.

Member Services:

1. We have worked on tracking and logging the ongoing traffic within the CHPIV to ensure that the physical staff we have on board is enough to address the needs of our community. Moving forward we will present a report on what ongoing inquiries we receive, and how many people on average in the month stop by the office.

Community Relations:

1. Dr. Gordon Arakawa and Michelle S. Ortiz-Trujillo participated in the Imperial Valley Food Bank's 2 day training where they were able to introduce ECM & CS support to over 100 members in the course of two days.
2. With the success of the presentation, we have enrolled in Marketing Training from the HN Marketing Team, at no cost to us, to continue to make county-wide presentations with information to better serve our members and providers.
3. Community Advisory Committee Q3 09/26/2024 at 12 PM.
 - a. Link to register: [please click here](#).

Member Services Call Log Data Analysis

Monthly: JUNE 2024

Generated/Monitored by:

Ariday L. Rosales - *Member Services
Coordinator*

Michelle S. Ortiz-Trujillo - *Senior Director of HR
& Community Relations*

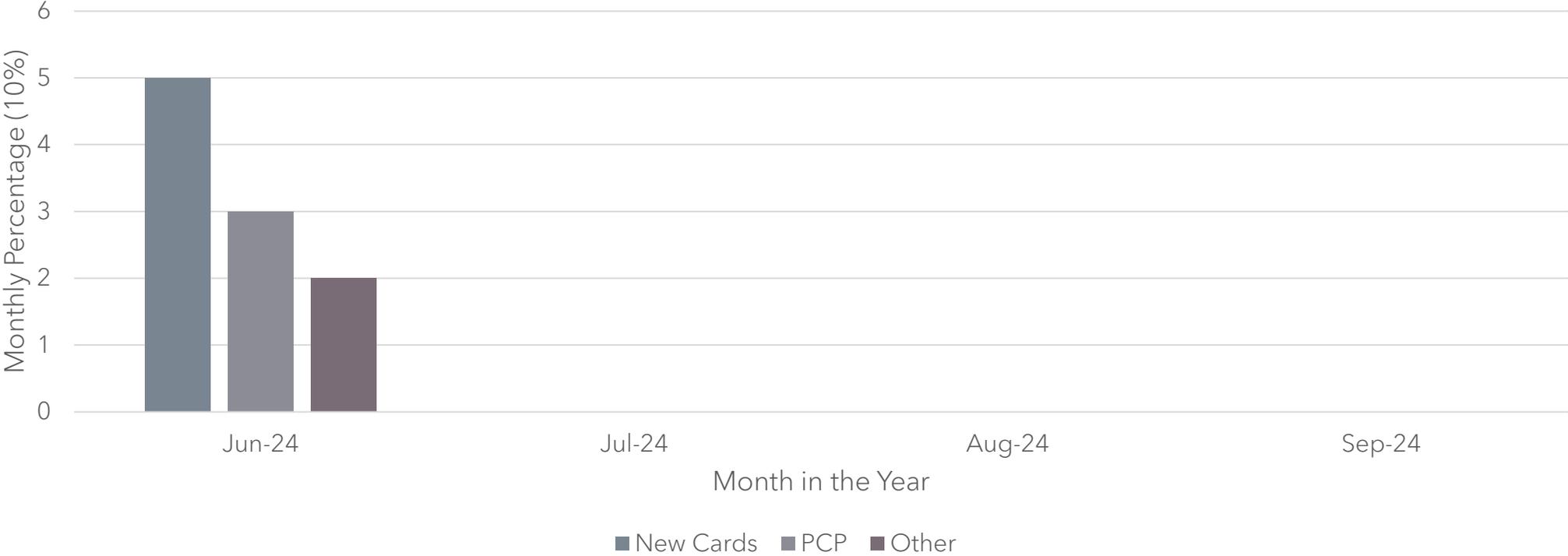


**Community
Health Plan**

OF IMPERIAL VALLEY

JUNE 2024 - Data Entry

Call Log Data Analysis



JUNE 2024 - Data Logistics

- In the month of June, the prominent issue leading by
 - **10/20 50% - New Member cards (New & Returning Members)**
 - not being acquired (existing members)
 - requested but not yet received [New/Updated Cards/Members]
- Following up, the second leading member issue by
 - **6/20 30% - PCP and/or Specialist**
 - policy changes (unauthorized & authorized)
 - treatment/procedure approvals
 - incorrect PCP shown on Member Cards (resulting in PCP denying treatments/visits)
- Lastly, the most infrequent member issues by
 - **4/20 20% - Pharmacy, Billing, Dental**
 - pharmacies denying member medications
 - Member receiving medical billing to at home address stating 'Past Due',
 - Dental procedures not being covered by practices/providers in the Imperial Valley

Summary

- In accordance with each member, [Ariday R] has been able to successfully assist, resolve and guide member(s) to the appropriate/corresponding agency for quality assurance.
- The following report will be generated on/before the fifth day of every month for data analysis purposes.

You Can Help Improve Community Health Plan of Imperial Valley Medi-Cal

JOIN AN ADVISORY COMMITTEE AND BE THE VOICE OF YOUR COMMUNITY!

Help us better serve you and your community!

Local Community Advisory Committees provide a forum for Medi-Cal members to express the needs of the communities Community Health Plan of Imperial Valley serves. Advisory Committee Members meet with Community Health Plan of Imperial Valley every three months to suggest health programs and services for their counties.



Your voice matters

When **you join** a Community Advisory Committee **your voice** helps to let Community Health Plan of Imperial Valley know what your **community needs**. Advisory Members also learn about policy and help shape health equity decisions by:

- **Bringing local level ideas to address:**
 - Quality
 - Health equity
 - Health care disparities
- **Sharing your views on:**
 - Population health
 - Children's services
 - Important Community Health Plan of Imperial Valley projects
- **Giving feedback on our Cultural and Linguistic Services Program**

Date	
Time	
Location	
Zoom link	

Why attend an Advisory Committee meeting?

- 1 Discuss your health care needs and concerns
- 2 Learn about health and local resources
- 3 Share your ideas

Best of all, Advisory Committees bring Community Health Plan of Imperial Valley and members together to improve the Community Health Plan of Imperial Valley Medi-Cal program!

Join us and help shape the future of healthcare.

Are you in?

Contact us at cac@chpiv.org

 Call Member Services (toll free) **833-236-4141 (TTY: 711)**
24 hours a day, 7 days a week

Scan the QR Code
Here to Register!



Nondiscrimination Notice

Community Health Plan of Imperial Valley follows State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

Community Health Plan of Imperial Valley provides:

- Free aids and services to people with disabilities to communicate better with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services or to request this document in an alternative format, contact the Community Health Plan of Imperial Valley (CHPIV) at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.

If you believe that Community Health Plan of Imperial Valley has failed to provide these services or unlawfully discriminated in another way, you can file a grievance with Community Health Plan of Imperial Valley by phone, in writing, in person or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-833-236-4141. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service.
- In writing: Fill out a complaint form or write a letter and send it to Community Health Plan of Imperial Valley Member Appeals and Grievances Department P.O. Box 10287 Van Nuys CA 91410-0287.
- In person: Visit your doctor's office or Community Health Plan's office and say you want to file a grievance.
- By fax: Community Health Plan of Imperial Valley Member Appeals and Grievances Dept. 1-833-405-0312.
- Electronically: Visit Community Health Plan of Imperial Valley's website at <http://chpiv.org/>.

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing or electronically:

- By phone: Call 916-440-7370. If you cannot speak or hear well, please call 711.
- In writing: Fill out a complaint form or write a letter and send it to Deputy Director, Office of Civil Rights, Department of Health Care Services, Office of Civil Rights, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413.

Complaint forms are available at <http://www.dhcs.ca.gov/Pages/Language Access.aspx>.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

If you believe you have been discriminated against because of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

- By phone: 1-800-368-1019 (TDD: 1-800-537-7697).
- In writing: Fill out a complaint form or send a letter to U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

English: If you, or someone you are helping, need language services, call 1-833-236-4141 (TTY: 711). Aids and services for people with disabilities, like accessible PDF and large print documents, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت، أو أي شخص تساعد، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم 1-833-236-4141 (TTY: 711) تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الملفات المنقولة (PDF) التي يمكن الوصول إليها والمستندات المطبوعة الكبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-833-236-4141 (TTY` 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-833-236-4141 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការបាន និងឯកសារព្រីនអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតតម្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或者您正在帮助的人需要语言服务，请致电1-833-236-4141 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如无障碍 PDF 和大字版文档。这些服务免费为您提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-833-236-4141 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद करे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-833-236-4141 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-833-236-4141 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-833-236-4141 (TTY: 711) にお問い合わせください。障がいをお持ちの方のために、アクセシブルなPDFや大きな文字で書かれたドキュメントなどの補助・サービスも提供しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-833-236-4141 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-833-236-4141 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອື່ນດ້ວຍ, ເຊັ່ນ ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix Janx-kaeqv waac gong, Heuc 1-833-236-4141 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dongh eix PDF Caux Bunh Fiev dimc, Haih yaac kungx nyei. Deix gong Haih buac Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-833-236-4141 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਦੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-833-236-4141 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF или напечатанные крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-833-236-4141 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-833-236-4141 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng naa-access na PDF at mga dokumentong malaking print. Wala kang babayaran para sa mga serbisyonang ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-833-236-4141 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น PDF ที่เข้าถึงได้และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-833-236-4141 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-833-236-4141 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.