



**AGENDA**

**Executive Committee**

**November 6th, 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
<b>Lee Hindman</b>	LHA Chairperson – Joint Chambers of Commerce Nominee	
<b>Yvonne Bell</b>	LHA Vice-Chair & Finance Committee Vice-Chair – CEO, Inncare	
<b>Dr. Carlos Ramirez</b>	Finance Committee Chair – CEO/Consultant DCRC	
<b>Dr. Unnati Sampat</b>	LHA Commissioner – Imperial Valley Medical Society	
<b>Dr. Allan Wu</b>	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 10/9/2024



- B. Motion to recommend to the full commission the acceptance of monthly financial reports as reviewed and accepted by the Finance Committee.
  - 1. Enrollment Report
  - 2. Statement of Revenues, Expenses, and Changes in Net Position
  - 3. Statement of Net Position (Assets)
  - 4. Statement of Net Position (Liabilities & Net Position)
  - 5. Summarized TNE Calculation
  - 6. Cash Transaction Report

**4. ACTION**

**5. INFORMATION**

- A. Health Services Report (*Dr. Gordon Arakawa, CMO*)
- B. Financial Services Report (*David Wilson, CFO*)
- C. Compliance Report (*Chelsea M. Hardy, Senior Director of Compliance*)
- D. Community Relations Report (*Michelle S. Ortiz-Trujillo, Head of Member Experience Development and Julia Hutchins, Chief Operating Officer*)
- 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, 01/2025)

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

**7. RECONVENE OPEN SESSION**

- A. Report on actions taken in closed session.

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

**9. ADJOURNMENT**



**MINUTES**

**Executive Committee**

**October 9th, 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	✓ L

**1. CALL TO ORDER**

*Lee Hindman, Chair*

*Meeting called to order at 12:03 p.m.*

A. Roll Call

*Donna Ponce, Commission Clerk*

*Roll call taken and quorum 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

*(Sampat/Bell) 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. 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.

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

- A. Approval of Minutes from 9/4/2024
- B. Motion to recommend to the full commission the acceptance of monthly financial reports as reviewed and accepted by the Finance Committee.
  - 1. Enrollment Report
  - 2. Statement of Revenues, Expenses, and Changes in Net Position
  - 3. Statement of Net Position (Assets)
  - 4. Statement of Net Position (Liabilities & Net Position)
  - 5. Summarized TNE Calculation
  - 6. Cash Transaction Report
- C. Motion to recommend to the full commission the acceptance of the updated and new Policy & Procedures as reviewed and accepted by the Regulatory Compliance Oversight Committee.

**4. ACTION**

- A. Motion to recommend to the full commission approval of a resolution to support California Proposition 35 (MCO Tax) *(Larry Lewis, CEO)*  
*(Bell/Sampat) To recommend to the full commission approval of a resolution to support California Proposition 35 (MCO Tax). Motion carried.*
- B. Motion to recommend approval by the full commission the Wakely Statement of Work for CY 26 Medicare Bid preparation, not to exceed \$265,000. *(David Wilson, CFO)*  
*(Ramirez/Bell) To recommend to the full commission the Wakely Statement of Work for CY 26 Medicare Bid preparation, not to exceed \$265,000. Motion carried.*



## 5. INFORMATION

- A. Health Services Report (*Dr. Gordon Arakawa, CMO*)  
*CMO, Dr. Gordon Arakawa, presented updates on DHCS Quality Sanctions and Executive Director of Healthcare Services, Jeanette Crenshaw presented updates on NCQA*
- B. Financial Services Report (*David Wilson, CFO*)  
*None.*
- C. Compliance Report (*Chelsea M. Hardy, Senior Director of Compliance*)  
*SDC, Chelsea Hardy presented the updated and new Policy & Procedures and Delegation Oversight and Monitoring Program.*
- D. Human Resources and Community Relations Report (*Michelle S. Ortiz-Trujillo, SDHRCR*)  
*SDHRCR, Michelle Ortiz updated the commission on the new payroll system, Rippling, DEI training for staff and commissioners, Community Relations, and CAC feedback.*
- E. CEO Report (*Larry Lewis, CEO*)  
*CEO, Larry Lewis, informed the commission regarding a required percentage, up to 5%-7% of our net income, invested in our community. A budget that is a part of the 2025 budget will need to be developed.*  
  
*Larry gave an update regarding leadership changes. Executive Director of D-SNP Strategic Development, Julia Hutchins, will have a title change to Chief Operating Officer. SDHRCR, Michelle Ortiz will be focusing on community engagement and member experience and will be working remotely. Human Resource functions will be through a fractional company with a contract of six months at 20 hours a week.*
- F. Other new or old business (*Lee Hindman, Chair*)  
*None.*

## 6. CLOSED SESSION

Pursuant to Welfare and Institutions Code § 14087.38 (n) Report Involving Trade Secret new product discussion (estimated date of disclosure, 01/2025)  
*Chair Hindman announces the commission will enter closed session to discuss items 6A-6B.*



- A. Update/Action on Contract with Health Net Community Solutions, Inc.
- B. Community Health Group Plan-to-Plan Agreement with Disclosed Planned in by the End of March 2025

**7. RECONVENE OPEN SESSION**

- A. Report on actions taken in closed session.

*Chair Hindman announces the commission has reconvened into open session and reports no action has been taken.*

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

*None.*

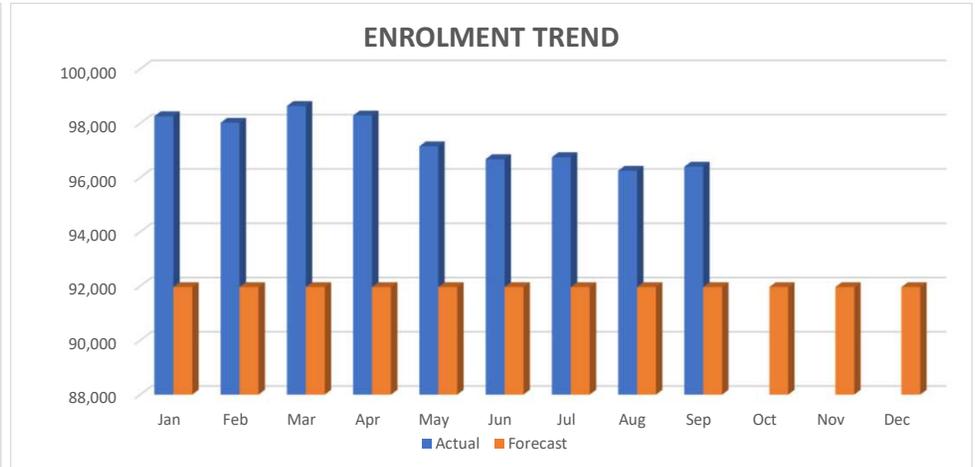
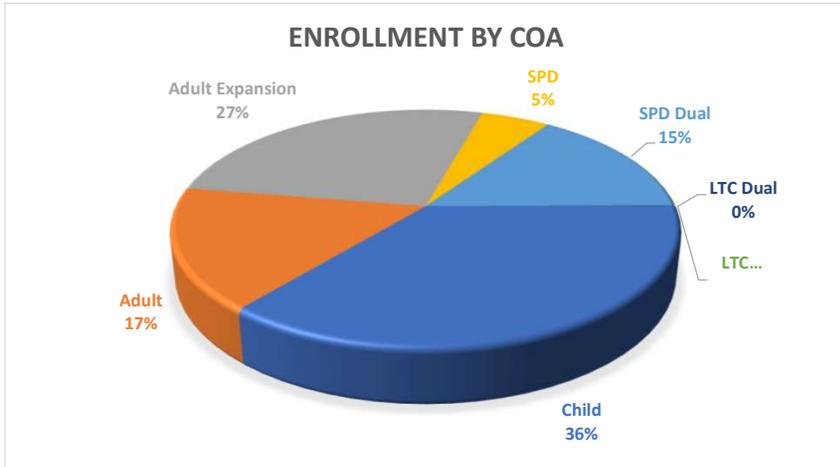
**9. ADJOURNMENT**

*The meeting was adjourned at 1:11 p.m.  
Next meeting: November 6, 2024*

**Imperial County Local Health Authority  
DBA Community Health Plan of Imperial Valley  
Enrollment Report  
For September 2024**

Category of Aid (COA)	2024*												YTD Months	YTD Δ	
	January	February	March	April	May	June	July	August	September	October	November	December			
Child	34,676	34,687	35,020	37,747	35,024	34,820	34,754	34,461	34,586					315,775	-0.3%
Adult	17,191	17,152	17,133	14,133	16,014	15,872	15,855	15,764	15,841					144,955	-7.9%
Adult Expansion	26,741	26,461	26,559	26,341	25,975	25,717	25,798	25,590	25,435					234,617	-4.9%
SPD	5,039	4,985	5,070	5,059	5,095	5,105	5,177	5,158	5,291					45,979	5.0%
SPD Dual	14,520	14,644	14,767	14,903	14,940	15,063	15,061	15,167	15,141					134,206	4.3%
LTC	11	11	10	18	16	14	17	20	19					136	72.7%
LTC Dual	81	79	76	84	87	85	88	90	87					757	7.4%
<b>Total Medicaid</b>	<b>98,259</b>	<b>98,019</b>	<b>98,635</b>	<b>98,285</b>	<b>97,151</b>	<b>96,676</b>	<b>96,750</b>	<b>96,250</b>	<b>96,400</b>					<b>876,425</b>	<b>-1.9%</b>
<i>Monthly Change</i>		-0.2%	0.6%	-0.4%	-1.2%	-0.5%	0.1%	-0.5%	0.2%					-0.2%	

\* Source: DHCS Remittance summary; includes retroactivity



**Medi-Cal Rates by COA (PMPM)<sup>†</sup>**

COA	SIS		UIS	
	Rate	%	Rate	%
Child	\$ 114.38	98%	\$ 32.59	2%
Adult	\$ 229.31	95%	\$ 156.28	5%
Adult Expansion	\$ 263.91	97%	\$ 143.07	3%
SPD	\$ 842.58	98%	\$ 462.92	2%
SPD Dual	\$ 206.61	100%	\$ 59.89	0%
LTC	\$ 7,969.68	78%	\$ 1,145.35	22%
LTC Dual	\$ 7,117.92	99%	\$ 113.51	1%

<sup>†</sup> Does not include Maternity, AIHS and GEMT

**September At Risk Revenue**

COA	Base Rate	ECM	GEMT	Maternity	Total
Child	\$ 3,781,669	\$ 84,826	\$ 15,634	\$ -	\$ 3,882,129
Adult	\$ 3,342,738	\$ 191,034	\$ 19,552	\$ 593,760	\$ 4,147,085
Adult Expansion	\$ 6,209,778	\$ 424,445	\$ 45,718	\$ 112,333	\$ 6,792,273
SPD	\$ 4,221,986	\$ 235,915	\$ 31,946	\$ -	\$ 4,489,847
SPD Dual	\$ 3,004,292	\$ 123,076	\$ 28,538	\$ -	\$ 3,155,905
LTC	\$ 150,223	\$ 520	\$ 552	\$ -	\$ 151,294
LTC Dual	\$ 616,714	\$ 1,568	\$ 274	\$ -	\$ 618,556
<b>Total</b>	<b>\$ 21,327,400</b>	<b>\$ 1,061,384</b>	<b>\$ 142,212</b>	<b>\$ 706,094</b>	<b>\$ 23,237,090</b>

**Imperial County Local Health Authority  
DBA Community Health Plan of Imperial Valley  
Statement of Revenues, Expenses, and Changes in Net Position  
For September 2024**

	August		September			September (YTD)			Current Month Explanations
	Actual	Actual	Forecast	Variance - B/(W) vs. Forecast vs. Prior Month		Actual	Budget	Variance - B/(W)	
<b>REVENUE</b>									
Premium	\$ 23,210,332	\$ 23,237,090	\$ 22,249,362	\$ 987,728	\$ 26,758	\$ 205,246,954	\$ 200,244,255	\$ 5,002,699	
Pass-Through	353,313	352,208	883,592	(531,384)	(1,105)	5,386,785	7,952,325	(2,565,540)	
HN Settlements	-	-	-	-	-	602,764	1,135,000	(532,236)	
Government Grants	-	-	-	-	-	134,859	-	134,859	
<b>TOTAL REVENUE</b>	<b>23,563,645</b>	<b>23,589,298</b>	<b>23,132,953</b>	<b>456,344</b>	<b>25,653</b>	<b>211,371,362</b>	<b>209,331,580</b>	<b>2,039,782</b>	Favorable due to member volume (\$1.1M), offset by rate/mix (-\$0.7M)
<b>HEALTH CARE COSTS</b>	<b>\$ 22,867,335</b>	<b>\$ 22,892,195</b>	<b>\$ 22,465,472</b>	<b>\$ (426,722)</b>	<b>\$ (24,860)</b>	<b>\$ 204,379,757</b>	<b>\$ 202,189,252</b>	<b>\$ (2,190,504)</b>	
<b>Gross Margin</b>	<b>696,310</b>	<b>697,103</b>	<b>667,481</b>	<b>29,622</b>	<b>793</b>	<b>6,991,605</b>	<b>7,142,328</b>	<b>(150,722)</b>	
<b>ADMINISTRATIVE EXPENSE</b>									
Salaries & Wages	\$ 234,558	\$ 192,808	\$ 238,122	\$ 45,314	\$ 41,750	\$ 2,145,744	\$ 2,084,000	\$ (61,744)	Salaries and Wages favorable due to recalls of travel to Other Admin
Benefits and Bonus	39,147	56,590	77,707	21,117	(17,443)	445,576	680,630	235,053	
<b>Total Labor Costs</b>	<b>273,705</b>	<b>249,398</b>	<b>315,828</b>	<b>66,431</b>	<b>24,307</b>	<b>2,591,320</b>	<b>2,764,630</b>	<b>173,310</b>	
Consulting, Legal, & Other Professional	\$ 195,637	\$ 133,982	\$ 15,508	\$ (118,473)	\$ 61,655	\$ 688,590	\$ 99,575	\$ (589,015)	Legal, consulting related to DSNP and finance transition
Insurance and Banking	3,934	3,934	6,380	2,446	-	32,522	57,422	24,900	
IT Hardware/Software	6,370	1,255	34,820	33,565	5,115	12,687	168,377	155,690	
Office Expense	25,625	95,830	14,606	(81,224)	(70,204)	407,206	131,454	(275,752)	Largely due to NCQA fees, LHPC fees, and Manifest MedEx
Other Admin	4,831	50,437	12,443	(37,994)	(45,605)	118,560	81,656	(36,904)	Reclass of travel expenses from Salaries & Wages
<b>Total Administrative Expense</b>	<b>510,102</b>	<b>534,835</b>	<b>399,586</b>	<b>(135,249)</b>	<b>(24,732)</b>	<b>3,850,885</b>	<b>3,303,113</b>	<b>(547,772)</b>	
<b>Non-Operating Income</b>									
Dividend, Interest & Investment Income	\$ 119,586	\$ 84,221	\$ 100,347	\$ (16,125)	\$ (35,364)	\$ 726,360	\$ 789,626	\$ (63,266)	
Rental Income	1,450	1,450	-	1,450	-	13,050	-	13,050	
<b>Total Non-Operating Income</b>	<b>121,036</b>	<b>85,671</b>	<b>100,347</b>	<b>(14,675)</b>	<b>(35,364)</b>	<b>739,410</b>	<b>789,626</b>	<b>(50,216)</b>	
<b>Depreciation &amp; Amortization</b>									
<b>Change in Net Position</b>	<b>\$ 307,243</b>	<b>\$ 247,939</b>	<b>\$ 368,241</b>	<b>\$ (120,302)</b>	<b>\$ (59,304)</b>	<b>\$ 3,880,130</b>	<b>\$ 4,628,840</b>	<b>\$ (748,711)</b>	
<b>Key Metrics</b>									
Enrollment	96,250	96,400	91,964	4,437	150	876,425	827,672	48,754	
Revenue PMPM	\$244.82	\$244.70	\$251.54	(\$6.84)	(\$0.11)	\$241.17	\$252.92	(\$11.74)	
MLR	97.04%	97.04%	97.1%	7 bps	0 bps	96.8%	96.6%	(17) bps	
Admin Ratio	2.2%	2.3%	1.7%	(54) bps	(11) bps	1.8%	1.6%	(24) bps	
Net Income PMPM	\$3.19	\$2.57	\$4.00	(\$1.43)	(\$0.62)	\$4.43	\$5.59	(\$1.17)	
Net Income %	1.3%	1.0%	1.6%	(54) bps	(25) bps	1.8%	2.2%	(37) bps	

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Statement of Net Position  
As of September 30, 2024**

**ASSETS**

Current Assets	<u>Aug 2024</u>	<u>Sep 2024</u>	<u>Change</u>
Cash and Investments			
Chase - Checking	\$ 200,000	\$ 198,000	\$ (2,000)
Chase - Money Market	3,040,694	2,779,241	(261,453)
JPMorgan Securities	11,765,894	12,254,545	488,651
First Foundation Bank	202,021	300,264	98,243
Receivables			
Accounts Receivable	2,773	2,773	-
Dividend Receivable	11,266	21,758	10,492
Interest Receivable	21,212	7,702	(13,510)
Premium Receivable	23,210,332	23,237,090	26,758
Pass-Through Receivable	353,313	352,208	(1,105)
Other Current Assets			
Prepaid Expenses	44,623	138,844	94,221
<b>Total Current Assets</b>	<b>38,852,129</b>	<b>39,292,426</b>	<b>440,297</b>
Noncurrent Assets			
Restricted Deposit			
First Foundation Bank - Restricted	300,000	300,000	-
Capital Assets			
Buildings - Net	2,991,696	2,983,148	(8,548)
Computers & Office Equipment - Net	8,404	8,236	(168)
Improvements - Net	47,625	47,217	(408)
Intangible Assets - Net	20,953	20,557	(395)
Operating ROU Asset (Copier) - Net	7,601	7,319	(281)
<b>Total Noncurrent Assets</b>	<b>3,376,278</b>	<b>3,366,478</b>	<b>(9,800)</b>
<b>Total Assets</b>	<b><u>\$ 42,228,407</u></b>	<b><u>\$ 42,658,903</u></b>	<b><u>\$ 430,496</u></b>

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Statement of Net Position  
As of September 30, 2024**

**LIABILITIES**

CURRENT LIABILITIES	<u>Aug 2024</u>	<u>Sep 2024</u>	<u>Change</u>
Payables			
Accounts Payable	\$ 35,256	\$ 144,398	\$ 109,142
Capitation Payable	22,514,022	22,539,132	25,110
Pass-Through Payable	353,313	352,208	(1,105)
Credit Card Payable	10,170	19,160	8,990
Other Current Liabilities			
Short Term Lease Liability - Copier	3,329	3,344	15
Bonus Accrual	95,356	107,275	11,919
Salaries Accrual	106,627	129,146	22,520
Vacation Accrual	98,930	105,152	6,222
<b>Total Current Liabilities</b>	<b>23,217,001</b>	<b>23,399,815</b>	<b>182,813</b>
NON-CURRENT LIABILITIES			
Long Term Lease Liability - Copier	4,426	4,140	(286)
<b>Total Noncurrent Liabilities</b>	<b>4,426</b>	<b>4,140</b>	<b>(286)</b>
<b>Total Liabilities</b>	<b>23,221,428</b>	<b>23,403,955</b>	<b>182,527</b>

**NET POSITION**

Net investment in Capital Assets	3,376,278	3,366,478	(9,800)
Restricted by Legislative Authority	300,000	300,000	-
Unrestricted	11,698,540	11,708,341	9,800
Net Revenue	3,632,161	3,880,130	247,969
<b>Total Net Position</b>	<b>19,006,979</b>	<b>19,254,948</b>	<b>247,969</b>
<b>Total Liabilities and Net Position</b>	<b>\$ 42,228,407</b>	<b>\$ 42,658,903</b>	<b>\$ 430,496</b>

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Summarized Tangible Net Equity Calculation  
As of September 30, 2024**

Net Equity	\$	19,254,948
Add: Subordinated Debt and Accrued Subordinated Interest	\$	0
Less: Report 1, Column B, Line 27 including: Unsecured Receivables from officers, directors, and affiliates; Intangibles	\$	0
Tangible Net Equity (TNE)	\$	19,254,948
Required Tangible Net Equity *	\$	4,330,716
TNE Excess (Deficiency)	\$	14,924,232

Full Service Plan		
<b>A.</b> Minimum TNE Requirement	\$	1,000,000
<b>B. REVENUES:</b>		
2% of the first \$150 million of annualized premium revenues (lines 1, 2, 4, 5, 7, 9 from Income Statement)	\$	3,000,000
Plus		
1% of annualized premium revenues in excess of \$150 million	\$	1,330,716
<b>Total</b>	\$	4,330,716

* Calculated Required Tangible Net Equity	
23,589,298 - Current Month Premium	
x 12	
283,071,576 - Annualized	
150,000,000	←
x 2%	
3,000,000	
133,071,576	←
x 1%	
1,330,716	
4,330,716 - Required TNE	

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

Date	Account	Vendor	Memo/Description	Amount
<b>Chase Checking</b>				
09/03/2024	Chase Checking	Jones Brothers Glass Co. Inc.	Chase Bill Pay - Invoice 34777	\$ -3,837.25
09/03/2024	Chase Checking	Conveyor Group	Chase Bill Pay - Invoice 11232	-1,830.00
09/03/2024	Chase Checking	Imperial Irrigation District	Chase Bill Pay - Service Period: 07/25/24 - 08/22/24	-1,809.87
09/03/2024	Chase Checking	Jeffrey Scott Agency	Chase Bill Pay - Invoice 08/10/24	-1,760.89
09/03/2024	Chase Checking	State Compensation Insurance Fund	Chase Bill Pay - Invoices 1002048094 / 1002048095	-1,630.16
09/03/2024	Chase Checking	American Trust Retirement Services	Chase Bill Pay - Invoice 446798	-1,483.58
09/03/2024	Chase Checking	CLEANBC, LLC	Chase Bill Pay - Invoice 011	-700.00
09/03/2024	Chase Checking	VDC Arellano 3 LLC	Chase Bill Pay - Invoice VDC-1023	-417.00
09/03/2024	Chase Checking	Brawley Rotary Club	Chase Bill Pay - Jul & Aug 2024 Statements	-415.00
09/03/2024	Chase Checking	VDC Arellano 3 LLC	Chase Bill Pay - Invoice 99527	-380.00
09/03/2024	Chase Checking	Rick's Roadrunner Lock & Safe	Chase Bill Pay - Invoice 22876	-347.01
09/03/2024	Chase Checking	Great America Financial Services	Chase Bill Pay - Invoice 37257013	-306.01
09/03/2024	Chase Checking	Quench USA	Chase Bill Pay - Invoices INV07607365 / INV07737380	-258.60
09/03/2024	Chase Checking	Imperial Desert Landscape	Chase Bill Pay - Invoice 24-195	-250.00
09/03/2024	Chase Checking	I.V. Termite & Pest Control	Chase Bill Pay - Invoice 340785	-120.00
09/03/2024	Chase Checking	KY Cakes	Chase Bill Pay - Invoices 0006 & 0007	-120.00
09/03/2024	Chase Checking	ADT Security Services	Chase Bill Pay - Service Period: 08/21/24 - 09/28/24	-66.31
09/03/2024	Chase Checking	AccuSourceHR	Chase Bill Pay - Invoice 56525	-57.09
09/03/2024	Chase Checking	Great America Financial Services	Chase Bill Pay - Invoice WA2782408	-45.00
09/06/2024	Chase Checking	JPMorgan Chase	Dividend Income - Aug 2024	11,266.21
09/06/2024	Chase Checking	JPMorgan Chase	Service Charges - Aug 2024	-2,008.14
09/06/2024	Chase Checking	Department of Managed Health Care	Chase Check# 6673	-181.69
09/06/2024	Chase Checking	Shalom Events Professionals	Chase Check# 6674 - Tables and Chair Rental	-129.00
09/10/2024	Chase Checking	Liebert, Cassidy Whitmore	Chase Bill Pay - Invoices 267838 / 271212 / 275827	-11,024.00
09/10/2024	Chase Checking	Epstein, Becker and Green PC	Chase Bill Pay - Invoice 1170618	-6,049.00
09/10/2024	Chase Checking	Dancing For A Dream	Chase Bill Pay - Dancing For A Dream Sponsorship	-2,000.00
09/10/2024	Chase Checking	Law Offices of William Smerdon	Chase Bill Pay - Invoice 2612	-907.50
09/10/2024	Chase Checking	PMH Foundation	Chase Check# 6676 - PMH Foundation Sponsorship	-800.00
09/10/2024	Chase Checking	Junior's Café	Chase Bill Pay - Invoice 13-16892	-452.57
09/10/2024	Chase Checking	AM Copiers	Chase Bill Pay - Invoice INV5624	-407.28
09/10/2024	Chase Checking	Rotary Club of El Centro	Chase Bill Pay - Invoices 9139 / 9189 / 9235	-252.00
09/10/2024	Chase Checking	Stericycle, Inc.	Chase Bill Pay - Invoice 8007721358	-225.08
09/10/2024	Chase Checking	City of Imperial	Chase Bill Pay - Service Period: 07/25/24 - 08/24/24	-169.46
09/13/2024	Chase Checking	Department of Health Care Services	09/12 Receipt - DHCS	1,191.58
09/13/2024	Chase Checking	Department of Health Care Services	09/12 Receipt - DHCS	23,737.43
09/13/2024	Chase Checking	Department of Health Care Services	09/12 Receipt - DHCS	59,125.05
09/13/2024	Chase Checking	Department of Health Care Services	09/12 Receipt - DHCS	428,681.80
09/13/2024	Chase Checking	Department of Health Care Services	09/12 Receipt - DHCS	23,050,908.80
09/13/2024	Chase Checking	Mid Atlantic Trust Company	09/09 - ACH Payment	-7,468.45
09/20/2024	Chase Checking	Local Health Plans of California	09/24 - Online Payment	-106,936.79
09/20/2024	Chase Checking	Health Management Associates, Inc.	Chase Bill Pay - Invoice 206100-000018	-36,731.25
09/20/2024	Chase Checking	Smith-Kandal Insurance Agency	Chase Bill Pay - Invoice 5399	-6,484.61
09/20/2024	Chase Checking	AM Copiers	Chase Bill Pay - Invoice IN5839	-527.96
09/20/2024	Chase Checking	Great America Financial Services	Chase Bill Pay - Invoice 37466187	-373.79
09/20/2024	Chase Checking	Shalom Events Professionals	Chase Bill Pay - Rental Dates 09/25/24 and 10/24/24	-271.00
09/20/2024	Chase Checking	Republic Services	Chase Bill Pay - Invoice 0467-001721916	-141.17
09/20/2024	Chase Checking	ADT Security Services	Chase Bill Pay - Service Period: 09/21/24 - 10/28/24	-139.84
09/20/2024	Chase Checking	Quench USA	Chase Bill Pay - Invoice INV07849462	-129.30
09/30/2024	Chase Checking	Health Net	Rental Income - Sep 2024	1,450.00
09/30/2024	Chase Checking	Health Net	09/27/24 - Health Net Payment	-22,867,344.70
09/30/2024	Chase Checking	Mid Atlantic Trust Company	09/24 - ACH Payment	-15,942.96
09/30/2024	Chase Checking	Smith-Kandal Insurance Agency	09/26 - Online Payment	-14,161.20
09/30/2024	Chase Checking	Rippling, Inc.	Direct Deposit Test #1	0.06
09/30/2024	Chase Checking	Rippling, Inc.	Direct Deposit Test #2	0.06
<b>First Foundation Bank</b>				
09/30/2024	FFB Payroll	First Foundation Bank	09/03/24 - Wire Fee	-10.00
09/30/2024	FFB Payroll	First Foundation Bank	09/04/24 - Credit Card Payment	-10,269.18
09/30/2024	FFB Payroll	Paychex, Inc.	09/05/24 - Paychex Payroll	-69,502.80
09/30/2024	FFB Payroll	Paychex, Inc.	09/05/24 - Paychex Taxes	-37,123.92
09/30/2024	FFB Payroll	Paychex, Inc.	09/06/24 - Paychex EIB Invoice	-49.48
09/30/2024	FFB Payroll	Paychex, Inc.	09/13/24 - Paychex HRS PMT	-60.00
09/30/2024	FFB Payroll	First Foundation Bank	09/13/24 - Wire Fee	-10.00
09/30/2024	FFB Payroll	Paychex, Inc.	09/19/24 - Paychex Payroll	-76,545.63
09/30/2024	FFB Payroll	Paychex, Inc.	09/19/24 - Paychex Taxes	-38,056.36
09/30/2024	FFB Payroll	Paychex, Inc.	09/20/24 - Paychex EIB Invoice	-49.48
09/30/2024	FFB Payroll	Paychex, Inc.	09/20/24 - Paychex OAB Invoice	-49.50
09/30/2024	FFB Payroll	First Foundation Bank	09/30/24 - Wire Fee	-10.00
09/30/2024	FFB Payroll	Pablo Velez	Commission Member Check# 10301 - Pablo Velez	-100.00
<b>J.P. Morgan Securities</b>				
09/30/2024	J.P. Morgan Securities	J.P. Morgan Securities	Investment Income - Sep 2024	\$ 76,008.89



## **Health Services Report**

1. Community Health Improvement Project Update
2. NCQA Update



# Local Health Authority Commission

Executive Summary: CHPIV Compliance Department Update November 2024

## Delegation Oversight Monitoring Program - 2024 Quarter 2

The CHPIV Delegation Oversight reviewed Health Net's performance across various high-risk delegated functions for 2024 Quarter 2 (April through June) and issued the Q2 final scorecard on 09/30/2024.

CHPIV Delegation Oversight identified three KPIs that failed to meet compliance standards for two consecutive quarters, triggering Corrective Action Plans (CAPs). These areas include Member Services - ID Cards with 90.61% issuance timeliness, Utilization Management with 90.2% provider notification timeliness, and Continuity of Care with 80% processing timeliness. Health Net was required to submit CAPs to CHPIV by 10/14/2024.

The table below highlights the KPIs that were noncompliant for two consecutive quarters:

Category	KPI	Q1 Results	Q2 Results	Thresholds*	CAP Status
Member Services	MS003: Timely Issuance of Member ID Cards	<b>81.3%</b>	<b>90.6%</b>	Green: 100% Yellow: NA Red: <100%	<b>Not approved;</b> revised CAP due 11/1/24
Continuity of Care	COC001: CoC Processing Timeliness	<b>73.1%</b>	<b>80%</b>	Green: >96% Yellow: 95-96% Red: <95%	<b>Approved;</b> Health Net is in the process of implementing corrective actions
Utilization Management	UM003: Provider Notification Timeliness	<b>89.1%</b>	<b>90.2%</b>	Green: >96% Yellow: 95-96% Red: <95%	<b>Not approved;</b> revised CAP due 11/1/24

\* Thresholds are established based on the performance standards outlined in Exhibit A-5 of CHPIV's Plan-to-Plan agreement with Health Net

Noncompliant KPIs from Quarter 2 2024:

Functional Area	KPI #	KPI	Quarter 2 Results	Thresholds
CoC	COC001	CoC Processing Timeliness	<b>80%</b>	Green: 100% Yellow: NA Red: <100%
Member Services	MS003	Timely Issuance of Member ID cards	<b>90.61%</b>	Green: >96% Yellow: 95-96% Red: <95%
UM	UM002	Member Notification Timeliness	<b>94.6%</b>	Green: >96% Yellow: 95-96% Red: <95%
UM	UM003	Provider Notification Timeliness	<b>90.2%</b>	Green: >96% Yellow: 95-96% Red: <95%

See **Exhibit A: Quarter 2 2024 Monitoring Scorecard** for all quarter 2 results.

## Delegation Oversight Monitoring Program - 2024 Quarter 3

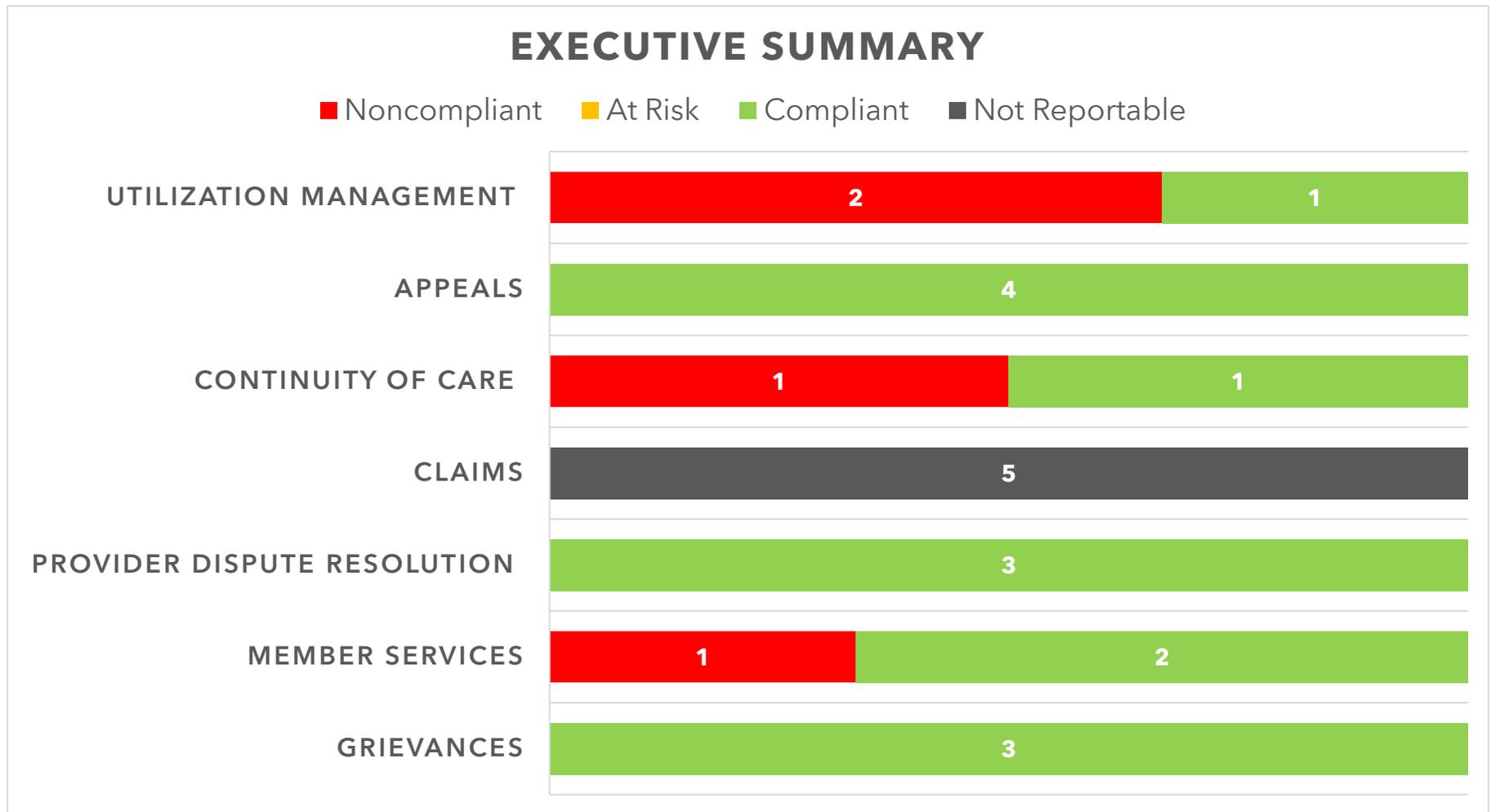
The CHPIV Delegation Oversight team is currently collecting quarter 3 logs and performing data validation to ensure accuracy which is expected to be completed by 11/22/2024. Once the data is deemed accurate, the Delegation Oversight team will move forward with the compliance calculations. Scorecards are schedule to be disseminated by 11/27/2024.

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

The CHPIV Delegation Oversight Monitoring Program ensures continuous oversight of high-risk and critical delegated activities that have high member impact and regulatory focus. The Executive Summary provides a concise overview of the performance metrics and categorizes each area into compliant (green), areas at risk (yellow), non-compliant (red), and not reportable (grey) giving a clear snapshot of where performance is strong and where improvements are needed. The thresholds are defined in Exhibit 1, in accordance with the Plan-to-Plan agreement. KPIs that are deemed not reportable are due to CHPIV being unable to calculate compliance because the data was either unavailable or inaccurate.



# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

This section provides an overview of Health Net’s high-performing areas, non-compliant areas, and necessary actions. It highlights the sections where the program excels, identifies specific areas needing improvement, highlights logs that could not be validated, and outlines next steps.

### HIGH PERFORMING AREAS

- ✓ 100% Appeals Acknowledgement, Decision, Effectuation of Overturned Appeals and Member Notification Timeliness
- ✓ 100% Continuity of Care Notification Timeliness
- ✓ 98.11% Calls Answered within 30 seconds
- ✓ 0.78% Call Center Abandonment Rate Level
- ✓ 100% Grievance Resolution and Member Notification Timeliness
- ✓ 97.9% Grievance Acknowledgement Timeliness
- ✓ 99.92% PDR Written Determination Timeliness
- ✓ 100% PDR Acknowledgement and Interest Payment on Late PDRs Timeliness
- ✓ 99.6% UM Decision Timeliness



### NON-COMPLIANT AREAS

- ✗ 90.61% Timely Issuance of Member ID Cards
- ✗ 94.6% UM Member Notification Timeliness
- ✗ 90.2% UM Provider Notification Timeliness
- ✗ 80% Continuity of Care Processing Timeliness



### NOT REPORTABLE

- ▶ Claims Log

### ACTIONS REQUIRED

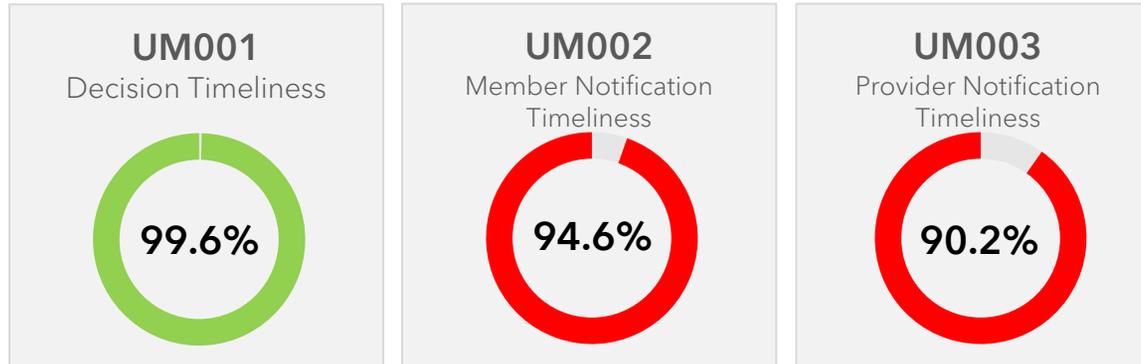
FUNCTIONAL AREA	ACTION	DUE DATE
UTILIZATION MANAGEMENT	TBD	TBD
APPEALS	None	NA
CONTINUITY OF CARE	TBD	TBD
CLAIMS	TBD	TBD
PROVIDER DISPUTE RESOLUTION	None	NA
MEMBER SERVICES	TBD	TBD
GRIEVANCES	None	NA

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### UTILIZATION MANAGEMENT



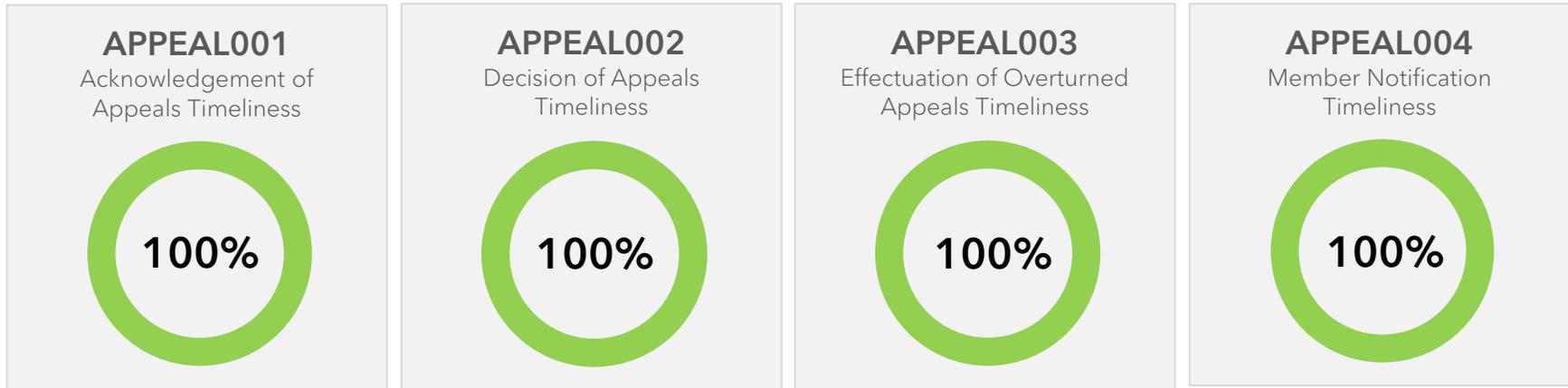
KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>UM001</b>	<b>Decision Timeliness</b>	<b>98.3%</b>	<b>99.6%</b>		
UM001SP	▶ Standard Preservice	98.3%	98.3%		
UM001EP	▶ Expedited Preservice	95.2%	100%		
UM001C	▶ Concurrent	98.9%	100%		
UM001R	▶ Retrospective	100%	100%		
UM001PS	▶ Post Stabilization	No cases	No cases		
<b>UM002</b>	<b>Member Notification Timeliness</b>	<b>96%</b>	<b>94.6%</b>		
UM002SP	▶ Standard Preservice	100%	98.3%		
UM002EP	▶ Expedited Preservice	86.8%	66.7%		
UM002C	▶ Concurrent	97%	93.2%		
UM002R	▶ Retrospective	100%	100%		
<b>UM003</b>	<b>Provider Notification Timeliness</b>	<b>89.1%</b>	<b>90.2%</b>		
UM003SP	▶ Standard Preservice	89.7%	100%		
UM003EP	▶ Expedited Preservice	85.4%	100%		
UM003C	▶ Concurrent	89.2%	86.4%		
UM003R	▶ Retrospective	100%	100%		

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### APPEALS



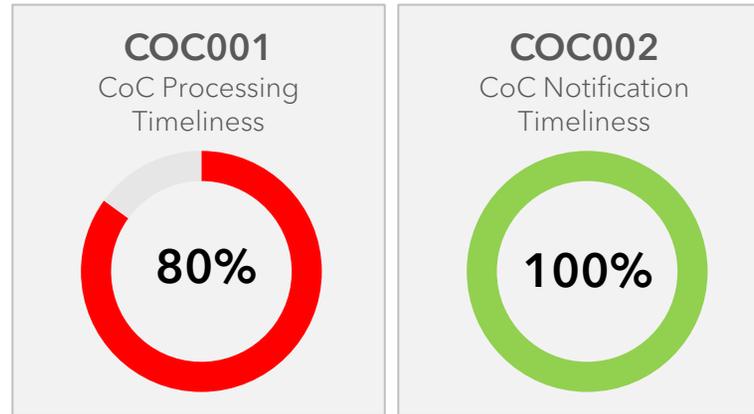
KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>APPEAL001</b>	<b>Acknowledgement of Appeals Timeliness</b>	100%	100%		
<b>APPEAL002</b>	<b>Decision of Appeals Timeliness</b>	100%	100%		
APPEAL002S	▶ Standard	100%	100%		
APPEAL002E	▶ Expedited	No cases	100%		
<b>APPEAL003</b>	<b>Effectuation of Overturned Appeals Timeliness</b>	80%	100%		
<b>APPEAL004</b>	<b>Member Notification Timeliness</b>	100%	100%		
APPEAL004S	▶ Standard	100%	100%		
APPEAL004E	▶ Expedited	No cases	100%		

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### CONTINUITY OF CARE



KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>COC001</b>	<b>CoC Processing Timeliness</b>	<b>73.08%</b>	<b>80%</b>		
COC001N	▶ Non-Urgent	100%	80%		
COC001I	▶ Immediate	No Cases	No Cases		
COC001U	▶ Urgent	36.36%	No Cases		
<b>COC002</b>	<b>CoC Notification Timeliness</b>	<b>100%*</b>	<b>100%</b>		
COC002N	▶ Non-Urgent	100%	100%		
COC002I	▶ Immediate	No Cases	No Cases		
COC002U	▶ Urgent	100%	No Cases		

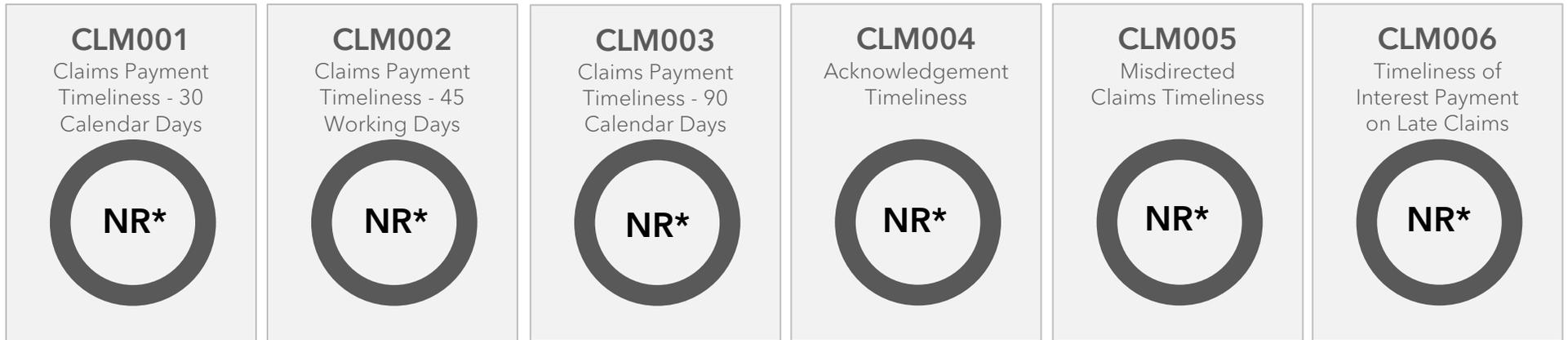
\*Percentage does not include the backlog of cases that have not been completed/processed and have passed the required timeframe

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### CLAIMS



KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
CLM001	Claims Payment Timeliness - 30 Calendar Days	99.86%	Not Reportable*		
CLM002	Claims Payment Timeliness - 45 Working Days	100%	Not Reportable*		
CLM003	Claims Payment Timeliness - 90 Calendar Days	100%	Not Reportable*		
CLM004	Acknowledgement Timeliness	99.76%	Not Reportable*		
CLM004E	▶ Acknowledgement Timeliness - Electronic	100%	Not Reportable*		
CLM004P	▶ Acknowledgement Timeliness - Paper	93.69%	Not Reportable*		
CLM005	Misdirected Claims Timeliness	99.9%	Not Reportable*		
CLM006	Timeliness of Interest Payment on Late Claims	0%	Not Reportable*		

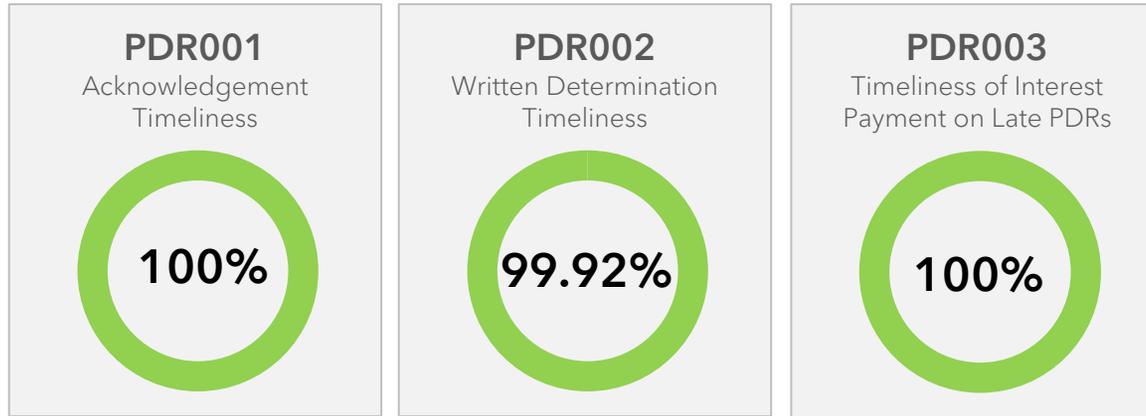
\* Data did not pass data validation, pending resubmission of Claims log

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### PROVIDER DISPUTE RESOLUTION



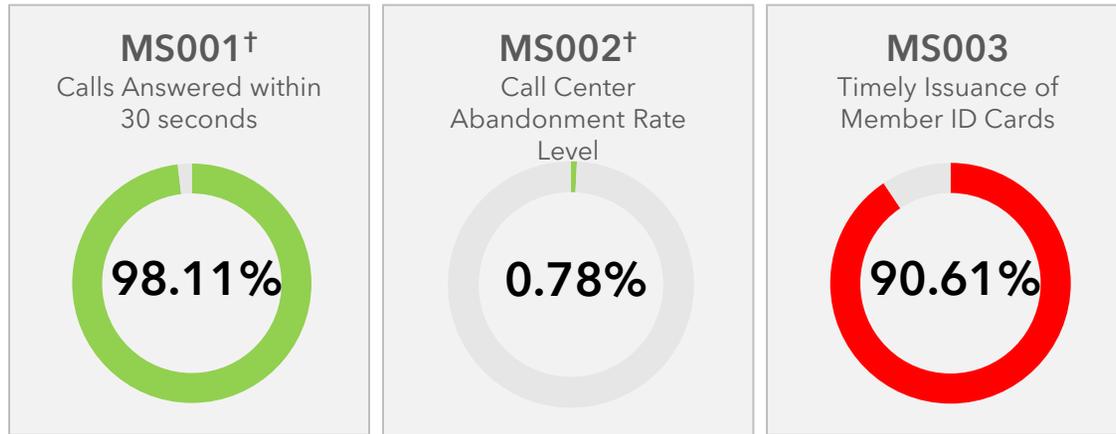
KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>PDR001</b>	<b>Acknowledgement Timeliness</b>	<b>99.25%</b>	<b>100%</b>		
PDR001E	▶ Acknowledgement Timeliness - Electronic	No Cases	No Cases		
PDR001P	▶ Acknowledgement Timeliness - Paper	99.25%	100%		
<b>PDR002</b>	<b>Written Determination Timeliness</b>	<b>100%</b>	<b>99.92%</b>		
<b>PDR003</b>	<b>Timeliness of Interest Payment on Late PDRs</b>	<b>100%</b>	<b>100%</b>		

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### MEMBER SERVICES



KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
MS001	Calls Answered within 30 seconds	83.17%†	98.11%†		
MS002	Call Center Abandonment Rate Level	3.42%†	0.78%†		
MS003	Timely Issuance of Member ID Cards	81.27%	90.61%		

† Self-reported compliance rate

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### GRIEVANCES



KPI #	KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>GRV001</b>	<b>Acknowledgement Letter Timeliness</b>	<b>95.3%</b>	<b>97.9%</b>		
<b>GRV002</b>	<b>Grievance Resolution Timeliness</b>	<b>100%</b>	<b>100%</b>		
GRV002S	▶ Standard	100%	100%		
GRV002E	▶ Expedited	100%	100%		
<b>GRV003</b>	<b>Member Notification Timeliness</b>	<b>100%</b>	<b>100%</b>		
GRV003S	▶ Standard	100%	100%		
GRV003E	▶ Expedited	100%	100%		

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

### Appendix 1 - KPI Details

This appendix provides comprehensive details for each Key Performance Indicator (KPI), including the KPI type, predefined thresholds, and the specific log used to calculate the KPI compliance rate.

Functional Area	KPI Type	KPI #	KPI	Thresholds			Log
				Green	Yellow	Red	
Utilization Management (UM)	Quantitative	UM001	Decision Timeliness	>96%	95-96%	<95%	UM Authorizations Log
Utilization Management (UM)	Quantitative	UM002	Member Notification Timeliness	>96%	95-96%	<95%	UM Authorizations Log
Utilization Management (UM)	Quantitative	UM003	Provider Notification Timeliness	>96%	95-96%	<95%	UM Authorizations Log
Appeals	Quantitative	APPEAL01	Timely Acknowledgement of Appeals	>96%	95-96%	<95%	Appeal Log
Appeals	Quantitative	APPEAL02	Timely Decision of Appeals	>96%	95-96%	<95%	Appeal Log
Appeals	Quantitative	APPEAL03	Timely Effectuation of Overturned Appeals	>96%	95-96%	<95%	Appeal Log
Appeals	Quantitative	APPEAL04	Member Notification Timeliness	>96%	95-96%	<95%	Appeal Log
Continuity of Care	Quantitative	COC001	CoC Processing Timeliness	>96%	95-96%	<95%	CoC Log
Continuity of Care	Quantitative	COC002	CoC Notification Timeliness	>96%	95-96%	<95%	CoC Log
Claims	Quantitative	CLM001	Claims Payment Timeliness - 30 Calendar Days	>91%	90-91%	<90%	Claims Log
Claims	Quantitative	CLM002	Claims Payment Timeliness - 45 Working Days	>96%	95-96%	<95%	Claims Log
Claims	Quantitative	CLM003	Claims Payment Timeliness - 90 Calendar Days	>99%	99%	<99%	Claims Log
Claims	Quantitative	CLM004	Claims Acknowledgement Timeliness	>96%	95-96%	<95%	Claims Log
Claims	Quantitative	CLM005	Misdirected Claims Timeliness	>96%	95-96%	<95%	Claims Log
Claims	Quantitative	CLM006	Timely Interest Payment on Late Claims	>96%	95-96%	<95%	Claims Log

# DELEGATION OVERSIGHT

## Health Net 2024 Quarter 2 Preliminary Scorecard

Report Issued: September 13, 2024

Functional Area	KPI Type	KPI #	KPI	Thresholds			Log
				Green	Yellow	Red	
Provider Dispute Resolution (PDR)	Quantitative	PDR001	PDR Acknowledgement Timeliness	>96%	95-96%	<95%	PDR Log
Provider Dispute Resolution (PDR)	Quantitative	PDR002	PDR Written Determination Timeliness	>96%	95-96%	<95%	PDR Log
Provider Dispute Resolution (PDR)	Quantitative	PDR003	Timeliness of Interest Payment on Late PDRs	>96%	95-96%	<95%	PDR Log
Member Services	Quantitative	MS001	Calls Answered within 30 seconds	>90%	80%-90%	<80%	Call Center SLA Log
Member Services	Quantitative	MS002	Call Center Abandonment Rate Level	less than 5%	5%	>5%	Call Center SLA Log
Member Services	Quantitative	MS003	Timely Issuance of Member ID cards	100%	NA	<100%	Member ID Cards Log
Grievances	Quantitative	GRV001	Timely Acknowledgement Letter	>96%	95-96%	<95%	Grievance Log
Grievances	Quantitative	GRV002	Timely Grievance Resolution	>96%	95-96%	<95%	Grievance Log Call Log
Grievances	Quantitative	GRV003	Member Notification Timeliness	>96%	95-96%	<95%	Grievance Log