

**2024 Q3 Corrective Action Plans (CAPs) Log**

LOB	Entity Issued To	Topic/Function	Method of Identification	Description of Issue	Issue Date	Implementation Date	Status	Reference Number
Medi-Cal	AlphaCare Medical Group	Claims: OHC	IEHP Monitoring	Per APL 22-027 Cost Avoidance and Post-Payment Recovery For Other Health Coverage and per IEHP's Reporting Requirements Schedule, IEHP is issuing a CAP due to ACMG failing to submit Discovery of Other Healthcare Coverage reports within the required timeframe.	8/7/2024	9/10/2024	CAP Validation in Progress	
Medi-Cal	Inland Faculty Medical Group	Denial Notification Timeliness Rate	IEHP Audit	Standard not met for 2 consecutive months.	8/7/2024	9/11/2024	CAP in Progress	
Medi-Cal	LaSalle Medical Associates	Claims: OHC	IEHP Monitoring	Standard not met for 3 consecutive months	8/7/2024	9/19/2024	CAP Validation in Progress	
Medi-Cal	Physician Health Network	Claims: OHC	IEHP Monitoring	Standard not met for 2 consecutive months.	7/5/2024	8/05/2024 Follow - Up: 11/05/2024	CAP Validation in Progress	
Medi-Cal	Physician Health Network	Compliance	IEHP Monitoring	Standard not met. Pending additional documentation.	6/7/2024	8/08/2024 Follow - Up: 2/10/2025	CAP Validation in Progress	
Medicare	Choice Physicians Network	Denial File Review	IEHP Monitoring	Standard not met for 2 consecutive months.	7/17/2024	11/15/2024	CAP Validation in Progress	
Medicare	Choice Physicians Network	Correct Template	IEHP Monitoring	Standard not met for 2 consecutive months.	7/17/2024	11/15/2024	CAP Validation in Progress	
Medicare	Dignity Health Medical Network	Denial File Review	IEHP Monitoring	Standard not met for 2 consecutive months.	7/7/2023	8/29/2024 Follow - Up: 11/29/2024	CAP Validation in Progress	
Medicare	Dignity Health Medical Network	Denial Language	IEHP Monitoring	Standard not met for 2 consecutive months.	7/7/2023	8/29/2024 Follow - Up: 11/29/2024	CAP Validation in Progress	
Medicare	PrimeCare	Appropriate use of Criteria	IEHP Audit	Standard not met for more than 2 consecutive months.	5/7/2024	10/2/2024	CAP in Progress	
Medicare	Riverside Medical Clinic	Denial File Review	IEHP Monitoring	Standard not met for 2 consecutive months.	2/7/2023	10/2/2023 Follow - Up: 12/15/2024	CAP Validation in Progress	

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Medicare	Riverside Medical Clinic	Approval Decision Timeliness Rate	IEHP Monitoring	Standard not met for more than 2 consecutive months.	2/7/2024	10/04/2024 Follow - Up: 12/15/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Critical Element #2: Member Language	IEHP Monitoring	Standard not met for 2 consecutive months.	2/7/2023	10/2/2023 Follow - Up: 12/15/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Critical Element #3: Appropriate Use of Criteria	IEHP Monitoring	Standard not met for 2 consecutive months.	2/7/2023	10/2/2023 Follow - Up: 12/15/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Approval Notification Timeliness Rate	IEHP Monitoring	Standard not met for 2 consecutive months.	7/7/2023	9/15/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	CM Files: TOC Element: Upon admission notification, appropriate outreach attempts were completed to notify Member of the care transition process	IEHP Monitoring	Standard not met for more than 7 consecutive months.	5/7/2024	8/7/2024 Follow - Up: 11/08/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Demand to Cure	IEHP Monitoring	Standard not met.	6/27/2024	9/9/2024 Follow - Up: 10/04/2024	CAP Validation in Progress	
Medicare	Riverside Medical Clinic	Denial Decision Timeliness Rate	IEHP Audit	Standard not met for more than 3 consecutive months.	8/7/2024	10/3/2024	CAP in Progress	
Medicare	Riverside Medical Clinic	Correct Template	IEHP Audit	Standard not met for more than 2 consecutive months.	8/7/2024	10/3/2024	CAP in Progress	
Medicare	Riverside Medical Clinic	CM File Review	IEHP Audit	Standard not met for more than 2 consecutive months.	8/7/2024	10/7/2024	CAP in Progress	
Medicare	Riverside Medical Clinic	ODAG CMS Program Audit Universe: Table 3 PYMT_C	IEHP Audit	Standard not met for more than 3 consecutive months.	8/7/2024	10/3/2024	CAP in Progress	
Medicare	HPN - Desert Oasis Health Care	Encounter	IEHP Audit	Standard not met for more than 8 consecutive months.	8/7/2024	10/3/2024	CAP in Progress	

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Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	9/6/2024	10/3/2024	CAP in Progress	
Medicare	IEHP	Member Services Call Log Audit	IEHP Audit	Medicare Organization Determination - (MS 3). In one (1) out of the ten (10) Member calls reviewed, evidence showed that the MMSR failed to correctly identify and classify the call as a grievance.	9/18/2024		CAP In Progress	3361209
Medicare	IEHP	Member Services Call Log Audit	IEHP Audit	Medicare Organization Determination - (MS 4). In one (1) out of the ten (10) Member calls reviewed, evidence showed that the MMSR failed to authenticate the call.	9/18/2024		CAP In Progress	3361209
Medi-Cal	IEHP	Member Services Call Log Audit	IEHP Audit	Medi-Cal Inquiries - (MS 5). In one (1) out of the ten (10) Member calls reviewed, evidence showed that the MSR failed to accurately document all details of the Member call.	9/18/2024		CAP In Progress	3361209
Medi-Cal	IEHP	Member Services Call Log Audit	IEHP Audit	Medi-Cal Inquiries - (MS 6, MS 7). In two (2) out of the ten (10) Member calls reviewed, evidence showed that the MSR failed to correctly identify and classify the call as a grievance.	9/18/2024		CAP In Progress	3361209
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to inform the Beneficiary of the call recording.	9/5/2024		CAP In Progress	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to fully discuss CMS' required questions and topics regarding Beneficiary needs to prior to an Enrollment.	9/5/2024		CAP In Progress	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to accurately represent the Plan's benefits.	9/5/2024		CAP In Progress	4331266
Medi-Cal	IEHP	Initial Health Assessment Timeliness	IEHP Monitoring	The metric (QM-2) for Initial Health Assessment Timeliness: % of IHA completed within 120 days from Member enrollment - Adults, performed below the threshold of 50% for three months post CAP Validation.	5/28/2024		CAP In Progress	1240
Medi-Cal Medicare	IEHP	Potential Quality Incident (PQI) Turnaround Time	IEHP Monitoring	The metric (QM-1) for Potential Quality Incident (PQI) Turnaround Time: % PQI Cases Resolved within 120 days of received date, performed below the threshold of 95% during the months of February, March, and April 2024.	5/28/2024	6/1/2024	CAP Accepted Validation Scheduled	1229

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Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to complete the requisite number/type of attempts to complete the HRA Reassessment.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to develop the individualized care plan within 90 calendar days of the enrollment date.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to update the individualized care plan following the completion of the HRA Reassessment.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to include the required components in the individualized care plan.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to update the individualized care plan, at minimum on an annual bases, and failed to complete the necessary outreach attempts.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to identify an interdisciplinary care team.	5/2/2024		CAP In Progress	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to ensure the interdisciplinary care team is comprised of the appropriate individuals.	5/2/2024		CAP In Progress	3360704
Medi-Cal	IEHP	Open Grievance Process	IEHP Audit	There were 13 findings in total related to the Open Grievance Process.	9/21/2023	2/15/2024	CAP Accepted Validation Scheduled	3357261
Medi-Cal	IEHP	Open Grievance Process	IEHP Audit	There were 8 findings relating to Standard Grievance processing.	9/21/2023	2/15/2024	CAP Accepted Validation Scheduled	3357261
Medi-Cal	IEHP	Open Grievance Process	IEHP Audit	There were 5 findings relating to Exempt Grievance processing.	9/21/2023	2/15/2024	CAP Accepted Validation Scheduled	3357261