

**2024 Q4 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 Follow up: 12/10/2024	CAP Validation in Progress	
Medi-Cal	AlphaCare Medical Group	SPD File Review	IEHP Audit	Standard not met for 2 consecutive months.	11/7/2024	12/18/2024 Follow up: 3/18/2025	CAP Validation in Progress	
Medi-Cal	Dignity Health Medical Network	Report Submission Timeliness (Quarterly)	IEHP Monitoring	Standard not met for 2 consecutive quarters.	10/11/2024	10/30/2024 Follow up: 1/30/25	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	10/28/2024 Follow up: 1/28/2025	CAP Validation in Progress	
Medi-Cal	Inland Faculty Medical Group	Impact Analysis - Delay Notifications	IEHP Audit	Standard not met.	11/15/2024	12/12/2024 Follow up: 1/17/2025	CAP in Progress	
Medi-Cal	Inland Faculty Medical Group	Denial File Review Score	IEHP Audit	Standard not met for 2 consecutive months.	12/6/2024	1/6/2025	CAP in Progress	
Medi-Cal	Inland Faculty Medical Group	Appeal Overturn Rate	IEHP Audit	Standard not met for 2 consecutive months.	12/6/2024	1/6/2025	CAP in Progress	
Medi-Cal	LaSalle Medical Associates	Impact Analysis - Delay Notifications	IEHP Monitoring	Standard not met.	11/5/2024	1/7/2025	CAP 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	PrimeCare	Appropriate use of Criteria	IEHP Audit	Standard not met for more than 2 consecutive months.	5/7/2024	IEHP response due 12/05/2024. IHEP Response due 1/9/2025	CAP in Progress	
Medicare	PrimeCare	Denial Notification Timeliness Rate	IEHP Audit	Standard not met for more than 2 consecutive months.	11/7/2024	1/7/2025	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	12/15/2024 Follow - Up: 1/15/2025	The CAP Validation is 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	11/08/2024 Follow - Up: 1/08/2025	The CAP Validation is in progress.	
Medicare	Riverside Medical Clinic	Demand to Cure	IEHP Monitoring	Standard not met.	6/27/2024	12/30/2024 Follow - Up: 1/31/2025	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	12/30/2024 Follow - Up: 1/31/2025	CAP in Progress	
Medicare	Riverside Medical Clinic	Correct Template	IEHP Audit	Standard not met for more than 2 consecutive months.	8/7/2024	12/30/2024 Follow - Up: 1/31/2025	CAP in Progress	
Medicare	Riverside Medical Clinic	CM File Review	IEHP Audit	Standard not met for more than 2 consecutive months.	8/7/2024	12/30/2024 Follow - Up: 1/31/2025	CAP in Progress	
Medicare	Riverside Medical Clinic	Report Submission Timeliness	IEHP Audit	Standard not met for 2 consecutive quarters.	10/7/2024	12/30/2024 Follow - Up: 1/31/2025	CAP in Progress	
Medicare	HPN - Desert Oasis Health Care	Encounter	IEHP Audit	Standard not met for more than 8 consecutive months.	8/7/2024	TBD	CAP in Progress	
Medicare	HPN - Desert Oasis Health Care	Report Submission Timeliness	IEHP Audit	Standard not met 2 consecutive months.	5/7/2024	IPA response due 10/07/2024. Pending IEHP leadership's response.	CAP in Progress	

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Medicare	HPN - RMG	Report Submission Timeliness	IEHP Audit	Standard not met 2 consecutive months.	5/7/2024	IPA response due 10/07/2024. Pending IEHP leadership's response.	CAP in Progress	
Medicare	HPN - RMG	Denial Notification Timeliness Rate	IEHP Audit	Standard not met 2 consecutive months.	11/7/2024	12/12/2024 Follow up: 1/15/2025	CAP in Progress	
Medicare	Epic	Denial Notification Timeliness Rate	IEHP Monitoring	Standard not met 2 consecutive months.	9/6/2024	1/07/2025 Follow up: 02/03/2025	CAP in Progress	
Medicare	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medicare Appeals; % processed within 72 hours (Part D expedited) metric (GA9) performed below the threshold of 95% during the months of October 2024 through November 2024.	12/26/2024	TBD	CAP In Progress	1098
Medi-Cal	IEHP	Appeals: Timeliness	IEHP Monitoring	Metric for Medi-Cal Appeals; % processed within 72 hours (expedited) metric (GA5) performed below the threshold of 95% during the months of October 2024 through November 2024.	12/26/2024	TBD	CAP In Progress	1097
Medi-Cal	IEHP	Grievances: Resolution	IEHP Monitoring	Metric for Medi-Cal Grievances; % processed within 72 hours (expedited) metric (GA2) performed below the threshold of 95% during the months of September 2024 through November 2024.	12/23/2024	TBD	CAP In Progress	1097
Medi-Cal	IEHP	Transportation Dashboard	IEHP Monitoring	The metric (TR-8) for Average Response Time, performed below the threshold of 2 minutes for the months of September and October 2024.	12/12/2024	TBD	CAP In Progress	1264
Medi-Cal	IEHP	Transportation Dashboard	IEHP Monitoring	The metric (TR-4) for Abandonment Rate, performed below the threshold of 5% for the months of September and October 2024.	12/12/2024	TBD	CAP In Progress	1264
Medi-Cal	IEHP	Transportation Dashboard	IEHP Monitoring	The metric (TR-2) for Service Level, performed below the threshold of 80% during the months of September and October 2024.	12/12/2024	TBD	CAP In Progress	1264

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Medi-Cal	IEHP	Grievances: Resolution	IEHP Monitoring	Metric for Medi-Cal Grievances; % processed within 30 days (standard) metric (GA1) performed below the threshold of 95% during the months of September through October 2024.	12/3/2024	TBD	CAP In Progress	1095
Medicare	IEHP	Member Services Call Log	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	10/15/2024	CAP Accepted Validation Scheduled	3361209
Medicare	IEHP	Member Services Call Log	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	10/15/2024	CAP Accepted Validation Scheduled	3361209
Medi-Cal	IEHP	Member Services Call Log	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	10/15/2024	CAP Accepted Validation Scheduled	3361209
Medi-Cal	IEHP	Member Services Call Log	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	10/15/2024	CAP Accepted Validation Scheduled	3361209
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to inform the Beneficiary of call recording.	9/5/2024	10/14/2024	CAP Accepted Validation Scheduled	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to fully discuss CMS' required questions and topics regarding Beneficiary needs prior to an Enrollment.	9/5/2024	10/14/2024	CAP Accepted Validation Scheduled	4331266
Medicare	IEHP	D-SNP Sales Process	IEHP Audit	The Plan failed to accurately represent the Plan's benefits.	9/5/2024	10/14/2024	CAP Accepted Validation Scheduled	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	TBD	CAP In Progress	1240
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	12/1/2024	CAP Accepted Validation Scheduled	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	9/1/2024	CAP Accepted Validation Scheduled	3360704

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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	10/28/2024	CAP Accepted Validation Scheduled	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	5/1/2024	CAP Accepted Validation Scheduled	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to update the individualized care plan, at minimum on an annual basis, and failed to complete the necessary outreach attempts.	5/2/2024	10/28/2024	CAP Accepted Validation Scheduled	3360704
Medicare	IEHP	HRA and ICP & ICT Development	IEHP Audit	The Plan failed to identify an interdisciplinary care team.	5/2/2024	6/19/2024	CAP Accepted Validation Scheduled	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	10/28/2024	CAP Accepted Validation Scheduled	3360704