



**REGULAR MEETING OF THE GOVERNING BOARD
OF THE
INLAND EMPIRE HEALTH PLAN**

June 3, 2024 - 9:00 AM

Board Report #349

**Dr. Bradley P Gilbert Center for Learning and Innovation
9500 Cleveland Avenue - Board Room
Rancho Cucamonga, CA 91730**

If disability-related accommodations are needed to participate in this meeting, please contact Annette Taylor, Secretary to the IEHP Governing Board at (909) 296-3584 during regular business hours of IEHP (M-F 8:00 a.m. – 5:00 p.m.)

PUBLIC COMMENT AT INLAND EMPIRE HEALTH PLAN GOVERNING BOARD MEETINGS:

The meeting of the Inland Empire Health Plan Governing Board is open to the public. A member of the public may address the Board on any item on the agenda and on any matter that is within the Board's jurisdiction. Requests to address the Board must be submitted in person to the Secretary of the Governing Board prior to the start of the meeting and indicate any contributions in excess of \$250.00 made by them or their organization in the past twelve (12) months to any IEHP Governing Board member as well as the name of the Governing Board member who received contribution. The Board may limit the public input on any item, based on the number of people requesting to speak and the business of the Board.

All public record documents for matters on the open session of this agenda can be viewed at the meeting location listed above, IEHP main offices at 10801 6th Street, Suite 120, Rancho Cucamonga, CA 91730 and online at <http://www.iehp.org>.

Any member of the public may observe the scheduled proceedings by using the information listed below

https://youtube.com/live/xoaZrCHN_U4?feature=share

AGENDA

- I. Call to Order
- II. Pledge of Allegiance
- III. Roll Call
- IV. Changes to the Agenda
- V. Public Comments on Matters on the Agenda
- VI. Conflict of Interest Disclosure
Please note that Board members who also serve as a member of a legislative body of another public entity, such as San Bernardino County or the County of Riverside, does not by itself constitute a disqualifying conflict of interest that would prevent such members from participating on matters appearing on the agenda for the Inland Empire Health Plan or IEHP Health Access despite their affiliation with both public entities.

AGENDA

VII. Adopt and Approve the Meeting Minutes from the May 13, 2024, Regular Meeting of the Governing Board of the Inland Empire Health Plan

VIII. CONSENT AGENDA

ADMINISTRATION (Jarrod McNaughton)

1. Approve the Funding Agreement with Health Career Connection, Inc.

FINANCE DEPARTMENT (Keenan Freeman)

2. Delegation of Authority to Approve the Workers' Compensation Insurance and Crime Insurance Renewals and Signatory Authority to Execute these Insurance Renewals
3. Update on Property and Casualty and Management, Cyber and Fiduciary Liability Insurance Policy Renewal
4. Approve the Fifth Amendment to the Professional Services Agreement with Conduent Credit Balance Solutions, L.L.C. F/K/A CDR Associates, L.L.C.
5. Approve the First Amendment to the Professional Service Agreement with IMEG Corp.
6. Approve the Second Amendment to the Professional Service Agreement with Kardent Design
7. Approve the Public Works Contract with Mackone Development Inc. for the Pipe Burst Repair Project
8. Delegation of Authority to Approve the Public Works Contract with Mackone Development Inc. for the Southwest Parking Lot Remove and Replace Paving Project

HEALTH SERVICES DEPARTMENT (Takashi Wada, M.D.)

9. Approve the First Amendment to the Professional Service Agreement with Bienestar Is Well-Being
10. Approve the Seventh Amendment to the Professional Service Agreement with Gallagher Benefit Services, Inc.
11. Approve the Memorandum of Understanding with Riverside County Department of Public Social Services In-Home Supportive Services Public Authority
12. Approve the Sixth Amendment to the Professional Service Agreement with Inland Southern California 211+

13. Approve the First Amendment to the Professional Service Agreement with Pacific Interpreters, Inc.

INFORMATION TECHNOLOGY DEPARTMENT (Vinil Devabhaktuni)

14. Delegation of Authority to Approve Contractual Documents with SAS Institute Inc.
15. Approve Amendment No. 3 for the Reallocation of Funds with Clinical Architecture, LLC.
16. Rescind Minute Order 21-038 and Approve Service Order to the Customer Relationship Agreement with SecureWorks, Inc.

QUALITY DEPARTMENT (Edward Juhn, M.D.)

17. Approve the First Amendment to the Professional Services Agreement with MEDIS, LLC
18. Approve the First Amendment to the Professional Services Agreement with Press Ganey Associates, LLC.

PROVIDER CONTRACTING DEPARTMENT (Susie White)

19. Ratify and Approve the Eleventh Amendment to the Hospital Per Diem Agreement with Bear Valley Community Hospital – Big Bear Lake
20. Ratify and Approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Children’s Hospital at Mission – Mission Viejo
21. Ratify and Approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Children’s Hospital of Orange County – Orange
22. Ratify and Approve the Fourth Amendment to the Hospital Per Diem Agreement with Keck Medical Center of USC dba Keck Hospital of USC – Los Angeles
23. Ratify and Approve the Second Amendment to the Hospital Per Diem Agreement with Keck Medical Center of USC dba USC Kenneth Norris Jr. Hospital – Los Angeles
24. Ratify and Approval of a Standard Template
 - 1) Behavioral Health Master Agreement (Medi-Cal, Medicare, and Covered California)
25. Approval of the Evergreen Contracts
 - 1) Rosario Retino MD Inc - Capitated Primary Care Provider Agreement (Excluding Medicare) – Ontario
 - 2) The Childrens Doctor Professional Corporation - Capitated Primary Care Provider Agreement (Excluding Medicare) – Riverside

- 3) USC Care Medical Group Inc - Participating Provider Agreement – Specialist – Los Angeles
- 4) RMC Surgery Center Inc - Ancillary Agreement – Ancillary - Riverside
- 5) Healthcare in Action Medical Group - Enhancement Care Management Provider Agreement – Long Beach
- 6) Syed F Azam Medical Associates Inc - Enhancement Care Management Provider Agreement – Rancho Mirage
- 7) Active Life Inc - Ancillary Agreement – West Covina
- 8) Brittany Johnson Wolf – Participating Provider Agreement - Behavioral Health - Rancho Cucamonga
- 9) Kristen Rawlings dba Kristen Rawlings LMFT– Participating Provider Agreement - Behavioral Health– Ontario
- 10) Lisa Axelrod – Participating Provider Agreement - Behavioral Health – San Jacinto
- 11) Mark D Turney dba Mark D Turney MFT Inc – Participating Provider Agreement - Behavioral Health – Riverside
- 12) Rafik W Philobos dba Sierra Counseling LLC – Participating Provider Agreement - Behavioral Health - Corona
- 13) Richard Anthony Robbins – Participating Provider Agreement - Behavioral Health - Temecula
- 14) Sue Bushrow – Participating Provider Agreement - Behavioral Health - Temecula
- 15) Childrens Primary Care Medical Group Inc - Capitated Primary Care Provider Agreement (Excluding Medicare) - Fallbrook
- 16) W Maier Inc dba Walter M Maier MD – Fee-For-Service Primary Care Provider Agreement (No Medicare) – Lake Arrowhead
- 17) Autism Behavior Consultants – Participating Provider Agreement – QASP - Norco
- 18) Riverside County Office of Education – Participating Provider Agreement – QASP - Riverside
- 19) Anke-Juliana Thiel - Participating Provider Agreement – Specialist – Dana Point
- 20) Faiz U Rahman DO – Participating Provider Agreement – Specialist – Upland
- 21) Friendly OB GYN Medical Group Inc – Participating Provider Agreement – Specialist – Moreno Valley
- 22) Michael Peter Koumjian MD dba Michael P Koumjian MD APC – Participating Provider Agreement – Specialist – Murrieta
- 23) Peter M Jamieson MD Inc – Participating Provider Agreement – Specialist – Palm Springs
- 24) R & N Gupta MD Professional Corporation dba Patient First Physicians Group - Participating Provider Agreement – Specialist – San Jacinto
- 25) San Bernardino Foot Clinic Inc - Participating Provider Agreement – Specialist – San Bernardino
- 26) Wound Healing Care Specialists Inc – Participating Provider Agreement – Specialist – Rancho Cucamonga
- 27) Childrens Hospital of Orange County dba CHOC Childrens Specialists – Participating Provider Agreement – Specialist - Cerritos
- 28) Khaled M El Said MD Inc dba Premium Care Clinic - Urgent Care Provider Agreement - Corona
- 29) Quynh Tran Optometry Inc – Participating Provider Agreement - Vision– Chino

AGENDA

IX. POLICY AGENDA AND STATUS REPORT ON AGENCY OPERATIONS

ADMINISTRATION (Jarrod McNaughton)

26. Chief Executive Office Update

FINANCE DEPARTMENT (Keenan Freeman)

27. Review of the Monthly Financials

X. Comments from the Public on Matters not on the Agenda

XI. Board Member Comments

XII. Closed Session

1. With respect to every item of business to be discussed in closed session pursuant to Government Code Section 54957.6:

Conference with labor negotiator: Agency Negotiator Supriya Sood, Chief People Officer;
Re: unrepresented employee (Chief Executive Officer).

2. Conference with Legal Counsel – Existing Litigation: (Subdivision (d)(1) of Government Code Section 54956.9)

a. Inland Empire Health Plan v. Fanous (San Bernardino County Superior Court Case No. CIVDS1939428).

XIII. Adjournment

The next meeting of the IEHP Governing Board will be held on July 8, 2024, at the Dr. Bradley P. Gilbert Center for Learning and Innovation in Rancho Cucamonga.

ADMINISTRATION

1. APPROVE THE FUNDING AGREEMENT WITH HEALTH CAREER CONNECTION, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Funding Agreement with Health Career Connection, Inc (HCC) for the HCC Summer Internship Partnership for an amount not to exceed \$90,000.00 through April 8, 2025.

Contact:

Supriya Sood, Chief People Officer

Background:

HCC is a national non-profit agency that inspires and empowers undergraduate students, recent graduates, and HCC alumni, particularly those from under-represented or disadvantaged backgrounds, to choose and successfully pursue authentic healthcare and public health careers. For over 33 years, HCC’s innovative programs have connected health employers with over 5000 talented, underrepresented college students through internship, training, and mentorship opportunities. HCC’s program unlocks the passions and talents of its interns and channels them to advance the priority projects of partner organizations and the health of the communities they serve.

HCC inspires and empowers interns and alumni with real world exposure, experience, mentoring and networking that assists them in achieving their goals, while supporting host organizations to meet their workforce, diversity, community health and other priority goals. HCC’s mission aligns with IEHP’s goal to improve access to healthcare, foster a diverse workforce and grow the pipeline of healthcare professionals in the Inland Empire.

Discussion:

IEHP will provide HCC with a one-time \$90,000.00 funding amount for the HCC Summer Internship Partnership, to fund 10 interns to complete a 10-week, full-time, 400-hour internship at their respective site, which include IEHP, A Greater Hope, Alzheimer’s Assoc., Big Brothers Big Sisters, CA Health Collaboration, El Sol, HASC IEHP AIM, Sankofa Birthworkers Collective, Sigma Beta Xi, Symba Center. The program costs \$9,000 per intern, which covers HCC’s candidate matching, implementation and the intern’s stipend. The funds will be provided in one lump sum by June 14, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	D. Ferguson 5/22/2024	N/A	M. Popka 5/22/2024	M. Palafox 5/17/2024	S. Sood 5/17/2024

FINANCE DEPARTMENT**2. DELEGATION OF AUTHORITY TO APPROVE THE WORKERS' COMPENSATION INSURANCE AND CRIME INSURANCE RENEWALS AND SIGNATORY AUTHORITY TO EXECUTE THESE INSURANCE RENEWALS****Recommended Action**

That the Governing Board of the Inland Empire Health Plan (IEHP) delegate the authority to approve the renewal of the Workers' Compensation and Crime insurance policies for Policy Period July 1, 2024 through June 30, 2025 to the Chief Executive Officer or his designee for the Total Amount Request not to exceed \$2,687,927 for insurance costs and \$1,804,340 for collateral trust account(s). IEHP is also seeking authority for the Chief Executive Officer or his designee, after legal review and approval, to sign policy and collateral trust documents pertaining to the insurance renewal.

Contact

Keenan Freeman, Chief Financial Officer

Background

Alliant Services (Alliant) was contracted by IEHP to procure required insurance for Workers' Compensation and Crime policies based on IEHP's risk exposure. American Zurich Insurance Company (Zurich) has been the incumbent carrier for IEHP Workers' Compensation insurance policy since July 2018. The procurement process involved Alliant identifying appropriate insurance companies who can provide adequate insurance coverage at a reasonable cost based on IEHP's coverage needs.

Discussion

The insurance marketplace has proven to be a challenging space recently in securing competitive quotes. IEHP is diligently working with Alliant to explore different Workers' Compensation renewal options. Based on the information provided so far, we estimate the costs as follows:

Item	Renewal (Est.)	Expiring
Workers' Compensation Premium (Statutory, Employer's Liability coverage: \$2 million)	\$ 785,607	\$ 655,786
Claim handling fees ⁽¹⁾	62,650	32,550
20% contingency ⁽²⁾	235,913	137,667
Claim losses ⁽³⁾	1,230,112	1,090,453
Loss Fund Escrow Account ⁽⁴⁾	331,310	0
Workers' Compensation Insurance Costs	\$2,645,592	\$1,916,456
Crime Policy Premium (\$10 million coverage)	39,935	37,884
Taxes and fees	2,400	0
Crime Insurance Costs	\$42,335	\$37,884
Total Insurance Costs	2,687,927	1,954,340
Collateral Trust account ⁽⁵⁾	1,804,340	1,300,000
Total Amount	\$4,492,267	\$3,254,340

*The Workers' Compensation expiring insurance cost is subject to reconciliation based on actual data at the end of coverage period.

The premium for Workers’ Compensation policy is subject to reconciliation based on actual data at the end of the coverage period. Any amount in excess of \$4,492,267 will be presented to the Governing Board of IEHP for approval.

- (1) The estimated claim handling fees are based on the projected number of claims for 2024-25 policy period.
- (2) The 20% contingency will be used to cover any additional amounts that IEHP may owe resulting from payroll reconciliation, incurred losses and the associated claims handling fees, fees associated with Collateral Trust and Loss Fund Escrow accounts, and any other applicable taxes and fees.
- (3) The estimated losses are based on the average of claims incurred in the past six years below \$500,000.
- (4) IEHP is required to maintain a Loss Fund Escrow account, which will be utilized to fund the deductible portion of Workers’ compensation claims. The account was initially set up since 2018-19 policy year and currently has a balance of \$60,000. In the event if IEHP decides to change insurance carrier at the next renewal, the escrow account will remain in effect until all outstanding claims for all policy periods are closed. Any remaining amount will then be refunded to IEHP.
- (5) IEHP is required to have Collateral Trust account(s) in the event IEHP fails to pay the deductible portion on Workers Compensation claims. Currently, IEHP has a balance of \$4,750,000 in a Collateral Trust account for prior policy periods since July 1, 2018. Similar to the Loss Fund Escrow account, the Collateral Trust account will remain in effect until all outstanding claims for all policy periods are closed. Any remaining amount will then be refunded to IEHP.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	NA	N/A	NA	NA	K. Freeman 5/23/24

FINANCE DEPARTMENT

3. UPDATE ON PROPERTY AND CASUALTY AND MANAGEMENT, CYBER AND FIDUCIARY LIABILITY INSURANCE RENEWALS

Recommended Action:

Review and file.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

On February 5, 2024 under Minute Order #24-033, the Governing Board delegated authority to the Chief Executive Officer or his designee to approve and sign policy documents for insurance renewals of Property and Casualty policies for Policy Period March 29, 2024 through March 28, 2025 and Management, Cyber, and Fiduciary Liability policies for Policy Period April 1, 2024 through March 31, 2025 for an estimated total cost not to exceed \$3.7 million. The estimated total cost covers applicable taxes and fees and a 20% contingency on the Property & Casualty policies for procuring additional coverage as may be necessary throughout the policy year.

Discussion:

The grid below summarizes the final results of IEHP’s insurance renewal process.

Insurance Policy	Insurance Carrier/Broker	Expiring Program ⁽¹⁾	Renewal Program ⁽¹⁾	Coverage/Deductible Change(s)
Commercial General Liability	Chubb	\$59,117	\$80,907	Prior coverage was with Zurich.
Commercial Auto Liability	Chubb	\$30,713	\$26,567	Prior coverage was with Zurich.
Commercial Property	Chubb	\$112,384	\$115,396	Prior coverage was with Zurich. Includes up to \$25 million in primary flood coverage depending on property location. Flood deductible is location specific.
	Steadfast	\$15,000	\$33,000	Vacant building coverage plus \$1 million primary flood coverage for the Indio location.
Commercial Umbrella Liability (\$40 million)	Chubb	\$33,835	\$28,049	Prior coverage was with Zurich. Primary \$10 million coverage; includes Communicable Diseases coverage.
	Liberty Mutual	\$44,844	\$50,500	Excess \$15 million coverage; includes Communicable Diseases coverage.
	CNA	\$26,250	\$30,000	Excess \$15 million coverage; excludes Communicable Diseases coverage.
DIC - Earthquake (\$100 million)	Arrowhead ⁽²⁾	\$418,000	\$480,000	Increased Total Insured Value.
DIC - Earthquake (\$4.625 million)	Starstone Specialty	\$15,813	\$30,120	Coverage is for the Indio location.
DIC – Flood (\$4.625 million)	Great American	\$2,782	\$5,585	Excess flood coverage for the Indio location.
Total - Property & Casualty		\$758,738⁽³⁾	\$880,124	

CONSENT AGENDA

Insurance Policy	Insurance Carrier/Broker	Expiring Program ⁽¹⁾	Renewal Program ⁽¹⁾	Coverage/Deductible Change(s)
Primary D&O/EPL (\$5 million shared)	Starr	\$376,114	\$380,876	No changes
Excess D&O/EPL (\$5 million)	AWAC	\$215,000	\$217,100	No changes
Excess D&O Side A (\$5 million)	RSUI	\$50,000	\$50,000	No changes
Primary MCE&O (\$5 million)	TDC	\$283,895	\$272,431	No changes
Excess MCE&O (\$5 million)	AWAC	\$175,000	\$160,000	No changes
Excess MCE&O (\$10 million)	Ironshore	\$161,455	\$95,000	Ironshore will provide excess \$5 million coverage instead of \$10 million and Chatham will provide the remaining \$5 million.
	Chatham	\$0	\$66,998	
Total - Management Liability		\$1,261,464	\$1,242,405	
Primary Cyber (\$10 million)	Beazley	\$525,000	\$525,000	Full policy limits for Bricking and Reputational Harm compared to \$5 million previously.
Excess Cyber (\$10 million)	Allianz	\$446,250	\$446,250	Full policy limits for Bricking and Reputational Harm compared to \$5 million previously.
Excess Cyber (\$10 million)	CNA	\$0	\$334,688	Procured additional \$10 million coverage.
Total - Cyber Liability		\$971,250	\$1,305,938	
Fiduciary Liability (\$10 million)	Hudson Insurance	\$16,036	\$30,215	Coverage procured through Alliant Services; increased policy limits from \$5 million to \$10 million.
Total		\$3,007,488	\$3,458,682	

⁽¹⁾ Premiums do not include taxes and fees.

⁽²⁾ There are multiple insurance carriers involved in the Earthquake tower to spread the risk among partners. The ones involved in the renewal policy are: Primary layer (\$25 million) – Covington (40%), Palomar (40%), and QBE (20%); Excess layer (\$75 million) – Lexington (25%), Everest (33.33%), GSIC of AZ (10%), QBE (26.67%), and Transverse (15%).

⁽³⁾ Expiring annual premiums include pro-rated premium in the amount of \$33,595 for adding the 83240 Highway 111, Indio, CA building to the Commercial Property, Commercial General Liability, and DIC-Earthquake policies.

Highlighted insurance coverage changes are listed below:

- Property and Casualty policies: Commercial Property policy will continue to offer up to \$25 million in primary flood coverage depending on property location despite switching insurance carrier from Zurich to Chubb. Flood deductible is location specific.
- Cyber Liability policies: Full policy limits for Bricking and Reputational Harm.

The final renewal premium for 2024-2025 is 15%, or \$451,194, higher than the expiring premium for the insurance policies discussed above.

Expiring Premium	Renewal Premium	Dollar Difference	% Increase (Decrease)
\$3,007,488	\$3,458,682	\$451,194	15%

CONSENT AGENDA

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	NA	N/A	NA	NA	K. Freeman 5/23/24

FINANCE DEPARTMENT

4. APPROVE THE FIFTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH CONDUENT CREDIT BALANCE SOLUTIONS, L.L.C. F/K/A CDR ASSOCIATES, L.L.C.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Fifth Amendment to the Professional Services Agreement (“Agreement”) with Conduent Credit Balance Solutions, L.L.C. f/k/a/CDR Associates, L.L.C. (“Conduent”) for Credit Balance Recovery Products and Services effective July 1, 2024 through October 31, 2024.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

Conduent identifies, validates, and recovers claims overpayments (credit balances) from hospital providers. All payments made under this agreement are contingency based where IEHP pays Conduent a percentage of the recovered overpayment.

Conduent, has been providing Credit Balance Recovery Products and Services to IEHP since 2013.

The Governing Board had previously approved the contractual agreements with Conduent as follows:

Date Approved	MO#	Purpose	Term Expiration	Commission Rate	Recovered Funds
04/08/2013	13-73	Approval of Credit Balance Recovery Products and Services.	03/30/2016	11%	Legacy Accounting System
02/01/2018	16-64	First Amendment – term extension	03/31/19	11%	Legacy Accounting System
04/11/2019	19-43	Second Amendment – term extension	03/31/2024	11%	\$6,829,072
09/18/2023	16-64	Third Amendment Regulatory Attachments per Department of Managed Health Care (“DMHC”)	03/31/2024	N/A	N/A

Date Approved	MO#	Purpose	Term Expiration	Commission Rate	Recovered Funds
04/08/2024	24-057	Fourth Amendment – term extension	06/30/2024	11%	4,413,893
Total Recovered Funds to Date:					\$11,242,965
Total Commission Cost:					\$1,236,726

Discussion:

The Fifth Amendment extends the agreement through October 31, 2024. All other items and conditions of the Agreement remain in full force and effect. All payments made under this agreement are contingency based (11%), where IEHP pays Conduent a percentage of the recovered overpayment. All costs for this Agreement are covered by recovered payments from hospital providers.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
None	S. McCalley 5/22/204	C. Andrade 5/16/2024	M. Popka 5/22/24	K. Dibrell 5/17/2024	K. Freeman 5/17/2024

FINANCE DEPARTMENT

5. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH IMEG CORP.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Service Agreement (Agreement) with IMEG Corp. (IMEG) for the provision of Mechanical, Electrical, Plumbing and Structural Tenant Improvement Design Services for an additional amount not to exceed \$500,000.00 and extend the term an additional one (1) year through June 22, 2024. The total amount payable under this Agreement shall not exceed \$1,000,000.00 through June 22, 2025.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

IEHP requires as-needed and on-call mechanical, electrical, plumbing, and structural (MEPS) tenant improvement design services to prepare engineered designs, specifications, drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects for all IEHP properties.

IEHP has contracted with IMEG since June 21, 2023, for MEPS tenant improvement design services. IMEG was selected as a result of Request for Proposal (RFP) # 22-04162.

The Governing Board had previously approved the Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
06/05/23	23-124	Professional Service Agreement	06/22/24	\$500,000.00
Total Cost to date:				\$500,000.00
New Cost				\$500,000.00
Total Cost				\$1,000,000.00

Discussion:

IEHP continues to partner with IMEG to provide as-needed and on-call MEPS tenant improvement design services to prepare engineered designs, specifications, drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects for all IEHP properties.

IEHP will be extending the Agreement with IMEG for an additional one (1) year. The additional cost of this First Amendment shall not exceed \$500,000.00. The total cost (including this request) of this Amendment shall not exceed \$1,000,000.00 through June 22, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	Shyri McCalley 05/16/2024	Charlene McNair 5/15/24	M. Popka 5/22/24	Richard Fleig 05/14/24	K. Freeman 05/22/24

FINANCE DEPARTMENT

6. APPROVE THE SECOND AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH KARDENT DESIGN

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Second Amendment to the Professional Service Agreement (Agreement) with Kardent Design (Kardent) for the provision of Architectural Tenant Improvement Design Services for an additional amount not to exceed \$500,000.00 and extend the term an additional one (1) year through June 21, 2025. The total amount payable under this Agreement shall not exceed \$2,000,000.00 through June 21, 2025.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

IEHP requires as-needed and on-call, architectural tenant improvement design services to prepare field verification, space planning, interior/exterior design development and construction documentation, specifications and drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects for all IEHP properties.

IEHP has contracted with Kardent since June 22, 2023, for tenant improvement services. Kardent was selected as a result of Request for Proposal (RFP) #22-04161.

The Governing Board had previously approved the Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
06/05/23	23-123	Professional Service Agreement	06/21/24	\$500,000.00
11/13/23	23-246	1 st Amendment	06/21/24	\$1,000,000.00
Total Cost to date:				\$1,500,000.00
New Cost				\$500,000.00
Total Cost				\$2,000,000.00

Discussion:

IEHP continues to partner with Kardent to provide as-needed and on-call, architectural tenant improvement design services to prepare field verification, space planning, interior/exterior design development and construction documentation, specifications and drawings, rough order of magnitude (ROM) costs, and construction administration for planned construction projects for all IEHP properties.

CONSENT AGENDA

IEHP will be extending the Agreement with Kardent for an additional one (1) year. The additional cost of this Second Amendment shall not exceed \$500,000.00. The total cost (including this request) of this Amendment shall not exceed \$2,000,000.00 through June 21, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	Shyri McCalley 05/16/2024	Teri Picarone 5/15/24]	M. Popka 5/22/24	Richard Fleig 05/14/24	K. Freeman 05/22/24

FINANCE DEPARTMENT

7. APPROVE THE PUBLIC WORKS CONTRACT WITH MACKONE DEVELOPMENT INC. FOR THE PIPE BURST REPAIR PROJECT

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Public Works Contract with Mackone Development, Inc. (Mackone) for the Pipe Burst Repair Project for an amount not to exceed \$132,163.58.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

IEHP requires this service because existing sewer lines on the west side of the Dr. Bradley P. Gilbert Center for Learning and Innovation (Center) run adjacent to a line of trees. Over time, the tree roots have fought their way into the sewer lines causing sewer blockages. These blockages make it necessary to shut down the restrooms and gym on the west side of the building until the obstructions can be cleared. Currently, these blockages have occurred twice in the past few years and will continue to cause inconvenience and repair costs until IEHP resolves the situation.

On February 5, 2024, under Minute Order 24-029 (MO 24-029), the IEHP Governing Board approved the Public Works Contract with Mackone for the Parking Lot Tree and Tree Well Removal Project for an amount not to exceed \$133,596.10. The Public Works Contract approved under MO 24-029 is unrelated to the new project request for pipe burst repair.

IEHP procured the new project through The Gordian Group's competitive awarding contract process with Sourcewell, formerly known as the National Joint Powers Alliance (NJPA). IEHP continues to streamline the purchasing process by leveraging combined national purchasing power through cooperative efforts. When selecting a Contractor with ezIQ, IEHP received support from The Gordian Group Account Manager on selecting the best Contractor suited for the type of construction. After extensive review and Gordian Group's recommendations, Mackone was selected as the contractor to complete the Pipe Burst Repair Project. Mackone was awarded the cooperative contract CA-R8-GB-101723-MDI. Upon selection of the vendor, IEHP drafted a Public Works Contract for these services.

Discussion:

Under the Public Works Contract, Mackone will conduct the Pipe Burst Repair Project by digging to the existing pipe and pulling a high-density polyethylene (HDPE) through the length of pipe. As the HDPE pipe is being advanced via a winch system, a cone shaped bursting head breaks the existing pipe into pieces, removing them from the path of the new HDPE pipe. A new HDPE pipe is then pulled into the space formerly occupied by the old pipe. Upon IEHP's issuance of the Notice to Proceed, Mackone shall complete all work required for the Pipe Burst Repair project within 90 calendars days.

CONSENT AGENDA

After final budget review, Mackone’s final bid proposal is \$110,136.32. For unforeseen field conditions or change orders, IEHP has incorporated a 20% contingency of \$22,027.26 to the construction budget. The cost of this Public Works Contract with Mackone shall not to exceed \$132,163.58.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	Shyri McCalley 05/16/2024	Lisa Marroquin 05/16/24	M. Popka 5/22/24	Richard Fleig 05/14/24	K. Freeman 05/22/24

FINANCE DEPARTMENT

8. DELEGATION OF AUTHORITY TO APPROVE THE PUBLIC WORKS CONTRACT WITH MACKONE DEVELOPMENT INC. FOR THE SOUTHWEST PARKING LOT REMOVE AND REPLACE PAVING PROJECT

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign the Public Works Contract with Mackone Development, Inc. (Mackone) for the Southwest Parking Lot Remove and Replace Paving Project for an amount not to exceed \$3,621,230.00.

Contact:

Keenan Freeman, Chief Financial Officer

Background:

IEHP requires this service because the current condition of the southwest parking lot is beyond resurfacing or simple repair and needs full replacement. The recent review of the southwest parking lot which has been blocked off during construction of the solar canopies as part of the Atrium Solar Photovoltaic System has highlighted that the current asphalt has poor water drainage creating puddles throughout the parking lot during rainy season. Years of unrepaired surface cracks has caused water seepage underneath the top layer of the asphalt, causing pits, surface depressions/deterioration resulting in eroded structural subbase. Current major surface cracks and alligator cracks have resulted in “raveling/crumbling” causing large pieces of asphalt to break away, developing in overlapping potholes and surface cracks in excess six to seven inches wide at longitudinal & transverse lengths throughout the entire south parking lot. The condition of the asphalt is no longer safe to drive or walk on and poses a major tripping hazard to all IEHP team members and can cause potential damage to vehicles. New asphalt is also needed to assure the solar canopy column substructures are protected.

On February 5, 2024, under Minute Order 24-029, the Governing Board approved the Public Works Contract with Mackone for the Parking Lot Tree and Tree Well Removal Project in an amount not to exceed \$133,596.10. The Public Works Contract approved under MO 24-029 is unrelated to the new project request for the southwest parking lot paving.

IEHP procured the new project through The Gordian Group’s competitive awarding contract process with Sourcewell, formerly known as the National Joint Powers Alliance (NJPA). IEHP continues to streamline the purchasing process by leveraging combined national purchasing power through cooperative efforts. When selecting a Contractor with ezIQ, IEHP received support from The Gordian Group Account Manager on selecting the best Contractor suited for the type of construction. After extensive review and Gordian Group’s recommendations, Mackone was selected as the contractor to complete the Southwest Parking Lot Remove and Replace Paving Project. Mackone was awarded the cooperative contract CA-R8-GB-101723-MDI. Upon selection of the vendor, IEHP will draft a Public Works Contract for these services.

Discussion:

Under the Public Works Contract, Mackone will conduct the Southwest Parking Lot Remove and Replace Paving Project which involves demo of 228,000 square feet of the current asphalt and subbase. Excavation, trenching, and installation of a two (2) inch water line into the parking lot for a spray washer for the solar canopies. Mackone will reconfigure the driveway curb and swale access on Utica Avenue, and compact and install up to six (6) inches of new subbase and asphalt. After the asphalt has been completed, Mackone will repaint the curbs and restripe the parking lot. Upon IEHP’s issuance of the Notice to Proceed, Mackone shall complete all work required for the South Parking Lot Asphalt Replacement project within 60 calendars days.

After final budget review, Mackone’s final bid proposal is \$3,017,688.41. For unforeseen field conditions or change orders, IEHP has incorporated a 20% contingency of \$603,541.59 to the construction budget.

IEHP requests Delegation of Authority to enter a Public Works Contract with Mackone. The total cost of this Public Works Contract shall not to exceed \$3,621,230.00.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	Shyri McCalley 05/23/2024	Cliff Goss 05/22/24	M. Popka 05/23/24	Richard Fleig 05/22/24	Make Selection 5/23/24

HEALTH SERVICES DEPARTMENT

9. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH BIENSTAR IS WELL-BEING

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with Bienestar is Well-Being (Bienestar) for the coordination of the logistics associated with utilizing IEHP's Community Health food distribution sites as additional sites of care for an additional amount not to exceed \$775,004.94 and extend the term for an additional one (1) year through June 30, 2025. The total amount payable under this Agreement shall not exceed \$1,291,218.94 through June 30, 2025.

Contact:

Takashi Wada, M.D., Chief Medical Officer

Background:

IEHP requires this service as it supports IEHP's timely connection of Members with healthcare and community resources to close care gaps. Bienestar manages several weekly fresh food distributions across California and has extensive transportation and logistics experience necessary to effectively move fresh produce donations across the state. IEHP engaged Bienestar to provide logistical services for coordinating the delivery of food from suppliers to food distribution sites to foster Member engagement. These sites contribute to improving HEDIS scores by increasing the number of sites of care where IEHP staff can interact with Members to collect real-time health data, process referrals, and drive new Member enrollment.

Over the last year, Bienestar has built their social capital within under resourced communities in the IE and has provided IEHP with rich insight into the communities it aims to serve. In collaboration with IEHP's Community Health team, the following 9 locations were identified and are now actively utilized as distribution sites under the Agreement:

1. Riverside Community Church (Riverside)
2. Concerned Family Ministries (Perris)
3. Trona Senior Center (Trona)
4. Hemet SDA Church (Hemet)
5. Hemet Spanish SDA Church (Hemet)
6. Redlands Community Church (Redlands)
7. Maarlene Church (Moreno Valley)
8. Greater Faith Grace Bible Church/Ferguson Park (Rialto)
9. Ontario Spanish SDA Church (Ontario)

During the first nine months of operation, Bienestar registered approximately 25,000 unique individuals. Of those who regularly attended the fresh produce distributions, approximately 40% had no form of health insurance and requested connection to IEHP's enrollment team. Through the assistance of IEHP's Community Health Workers (CHWs), with some of these community members being enrolled with IEHP and able to receive connections to Primary Care Provider

(PCP) appointments, informal Social Determinants of Health (SDoH) assessments, and referral to appropriate resources.

Bienestar was selected through a single source procurement. IEHP determined that a single source procurement was justified because the service is difficult to obtain from existing participants in the food distribution space.

The Governing Board had previously approved the Professional Service Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
06/05/2023	23-133	Professional Services Agreement for Logistical Services	06/30/24	\$506,614.00
Total Cost to date:				\$506,614.00
New Cost				\$ 775,004.94
Total Cost:				\$1,291,218.94

Discussion:

Bienestar and IEHP’s Community Health team have identified 16 additional produce distribution partner sites as beneficial in the execution of the following two initiatives: 1) additional sites of care and 2) rural outreach. The additional 16 sites are as follows:

1. Sierra High School Resource Center Olive Branch (San Bernardino)
2. Warriors of Christ Food Bank (San Bernardino)
3. House of Jubilee Apostolic Assembly (San Jacinto)
4. Chino Spanish SDA Church (Chino)
5. CityLink Food Warehouse (Fontana)
6. Fire House Ministries (Needles)
7. Tri-state Community Healthcare Center (Needles)
8. Park University at Barstow Community College (Barstow)
9. New Hope Village, Inc.—Mobile Food Pantry Program (Barstow)
10. Blythe Emergency Food Pantry—Distribution Center (Blythe)
11. Coachella Valley Rescue Mission (Indio)
12. High Desert Second Chance (Hesperia)
13. St. Paul AME Church (San Bernardino)
14. Innovation High School (Moreno Valley)
15. Water of Life Church (Fontana)
16. Our Lady of Guadalupe Church (San Bernardino)

Under this First Amendment, the distribution frequency will be updated to at least five distributions per week, with each of the now 25 identified partner sites receiving produce approximately two times per month.

Associated costs related to this Amendment, as outlined in the table below, include Site Coordination Fees and a Contingency for the vendor to use to address unforeseen scenarios or emergencies that may arise with their coordination of services. During year 1, emergencies and unforeseen issues have included provision of electric pallet jacks to partner site locations, repairing site infrastructure to increase site capacity for receipt of produce, and mechanical repairs.

DESCRIPTION	YEAR 2 COST
SITE COORDINATION FEES	
UPPER MANAGEMENT	\$ 52,000.00
DIRECT COORDINATION COST	\$ 590,073.24
INDIRECT COSTS (<i>insurance and liability</i>)	\$ 70,808.79
TOTAL COST FOR SITE COORDINATION	\$ 712,882.03
CONTINGENCY	\$ 62,122.91
NOT TO EXCEED TOTAL	\$ 775,004.94

The cost of this First Amendment shall not to exceed \$775,004.94 for an additional one (1) year term effective July 1, 2024, through July 31, 2025. The total cost of this Agreement shall not exceed \$ 1,291,218.94 through July 31, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2023 Budget	L. Herrera 04/12/24	R. Reyes 04/02/24	M. Popka 5/23/24	C. Armendariz 04/02/24	T. Wada 04/15/24

HEALTH SERVICES DEPARTMENT

10. APPROVE THE SEVENTH AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH GALLAGHER BENEFIT SERVICES, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Seventh Amendment to the Professional Services Agreement (Agreement) with Gallagher Benefit Services, Inc. (Gallagher) for an additional amount not to exceed \$84,000 and extend the term for an additional six months through December 31, 2024. The total amount payable under this Agreement shall not exceed \$1,278,000 through December 31, 2024.

Contact:

Takashi Wada, M.D., Chief Medical Officer

Background:

IEHP requires this service to build and maintain the pharmacy processes adherent with Centers for Medicare & Medicaid Services (CMS), California Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC) and National Committee for Quality Assurance (NCQA) requirements. In addition to regulatory compliance, this service supports IEHP’s Pharmacy Department with the expert insights on topics including but not limited to pharmacy industry pricing, contracting, and pharmacy operation.

IEHP has contracted with Gallagher since December 2019 for general pharmacy consultation services. Gallagher was selected through an informal bid process based on experience, performance (they are the main consultant for various California health plans) and consulting model.

The Governing Board had previously approved the amendments to the Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration
12/04/2019	16-64	PSA – General pharmacy consultation support	10/31/2020
09/01/2020	16-64	First Amendment to extend general pharmacy consultation support	10/31/2021
06/17/2021	16-64	Second Amendment to include one-time PBM RFP Procurement Consultation Services	05/17/2022
12/08/2021	16-64	Third Amendment to extend general pharmacy consultation support	10/31/2022
04/11/2022	22-142	Fourth Amendment to extend the scope of work to include New PBM Vendor Implementation Support, DSNP Application and Project Plan Development Support, and General Consultation Services	03/31/2023
03/06/2023	23-053	Fifth Amendment to extend general pharmacy consultation support	06/30/2023

Date Approved	MO#	Purpose	Term Expiration
06/05/2023	23-132	Sixth Amendment to extend general pharmacy consultation support	06/30/2024

Discussion:

The cost of the extension is a monthly fee of \$14,000 for general pharmacy consultation support and to ensure the Pharmacy Benefit Manager (PBM) honors contractual expectations, including but not limited to the rates and rebates guarantees.

The services will provide an internal impact to IEHP’s Mission, Vision, and Value: bringing focus and accountability and never wavering in its commitment to its Providers and Partners.

The additional cost of this Seventh Amendment shall not exceed \$84,000. The total cost (including this request) of this Agreement shall not exceed \$1,278,000 through December 31, 2024.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	C. Aguirre 05/14/2024	H. Clear 05/14/2024	Make Selection [enter date]	S. Nakahiro 5/10/2024	T. Wada 05/15/24

HEALTH SERVICES DEPARTMENT

11. APPROVE THE MEMORANDUM OF UNDERSTANDING WITH RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

Recommended Action:

The Governing Board of the Inland Empire Health Plan (IEHP) approve the Memorandum of Understanding (MOU) with Riverside County Department of Public and Social Services (DPSS) In-Home Supportive Services (IHSS) Public Authority (PA) to establish and maintain an emergency/ back-up plan. The Agreement will be for a one-year term effective July 1, 2024 through June 30, 2025 for an amount not to exceed \$10,000.

Contact:

Takashi Wada, M.D., Chief Medical Officer

Background:

Pursuant to Welfare and Institutions Code (WIC) section 14186.35(a) and (b), and its Department of Health Care Serviced (DHCS) managed care contract, IEHP is required to offer IHSS as a Medi-Cal benefit and enter into a MOUs with county agencies and their PA, to continue to perform their respective functions and responsibilities pursuant to existing ordinances or contracts.

Accordingly, IEHP has contracted with Riverside DPSS IHSS PA to perform tasks related to the administration of the IHSS program specified in applicable legislation, WIC provisions and regulations governing the Coordinated Care Initiative CCI.

In addition to the above contracted services for coordination of care, IEHP and IHSS PA have also partnered to provide Back-Up System (BUS) services since 2016, for which IEHP provides short-term authorizations for a back-up/replacement IHSS Provider until a more permanent home-care provider is established in case the regularly assigned IHSS home-care provider does not arrive to assist with activities of daily living which are essential to the client's health and safety.

IEHP and IHSS PA entered into previously approved MOUs and Amendments:

Date Approved	MO #	Purpose	Term Expiration	Cost
03/01/2016	N/A	Memorandum of Understanding with IHSS PA for BUS	06/30/2016	\$10,000 for each fiscal year.
06/30/2020	N/A	Memorandum of Understanding with IHSS PA for BUS	06/30/2024	\$10,000 for each fiscal year.

Date Approved	MO #	Purpose	Term Expiration	Cost
05/23/2022	N/A	First Amendment to Memorandum of Understanding with IHSS PA for BUS	06/30/2024	Incentive rate of \$5.00 per hour;
Total Cost to date:				\$50,000
New Cost				\$10,000
Total Cost				\$60,000

Discussion:

IEHP seeks approval of the MOU for a one-year term effective July 1, 2024 through June 30, 2025, to continue the provision of BUS. Total cost under this new, one-year Memorandum of Understanding shall not exceed \$10,000.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	U. Reynoso 05/14/24	N/A	M. Popka 5/22/24	A. Holmes 05/14/24	T. Wada 05/15/24

HEALTH SERVICES DEPARTMENT

12. APPROVE THE SIXTH AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH INLAND SOUTHERN CALIFORNIA 211+

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Sixth Amendment to the Professional Services Agreement (Agreement) with Inland Southern California 211+ for the provision of providing accessible program information throughout all of Riverside and San Bernardino Counties for an additional amount not to exceed \$488,640 and a one (1) year term extension through June 30, 2025. The total amount payable under this Agreement shall not exceed \$2,086,068.50 through June 30, 2025.

Contact:

Takashi Wada, M.D., Chief Medical Officer

Background:

The Connect IE web-based platform was launched in January 2019 to provide a social care network for the community to find social service programs and community-based organizations to coordinate their efforts.

Inland Southern California 211+ has played a significant role in the current success of Connect IE. Activities thus far have included supplying data on hundreds of nonprofit agencies and thousands of their programs, continual data updates by direct Application Programming Interface (API) connection to the 211 data, using 211's connections to local providers to engage platform utilization, and supplying weekly expertise to steer the project from the unique 211 perspective. Inland Southern California 211+ has supported the launch of the Community Information Network by enrolling community members into the Community Information Network (CIN) coalition and providing training, engagement, and support to Community Base Organizations and healthcare users. IEHP has contracted with Inland Southern California 211+ since January 1, 2019, for services.

The Governing Board had previously approved the Professional Service Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
08/07/2019	16-64	Professional Service Agreement	06/30/2020	\$120,609
08/01/2020	16-64	First Amendment to the Professional Service Agreement for term extension and additional funds	12/31/2020	\$60,305

Date Approved	MO#	Purpose	Term Expiration	Cost
01/01/2021	21-5	Second Amendment for term extension and additional funds.	12/31/2021	\$244,852
03/14/2022	22-045	Third Amendment for term extension and additional funds.	12/31/2022	\$467,775
01/01/2023	22-392	Fourth Amendment for term extension and additional funds.	06/30/2023	\$233,887.50
06/03/2023	23-131	Fifth Amendment for term extension and additional funds.	06/30/2024	\$470,000.00
Total Cost to date:				\$1,597,428.50
New Cost				\$488,640.00
Total Cost				\$2,086,068.50

Discussion:

Approving this Sixth Amendment will allow for Inland Southern California 211+'s continued support in the following areas:

1. Provide 211 database API connection to and from Connect IE.
2. Lead the process, with the Inland Empire Health Information Organization (IEHIO), to expand the CIN by engaging, and supporting community members.
3. Utilize 211 as the 'front door' for performing Social Determinant of Health assessments, and enrolling residents into the Connect IE CIN to shift away from a reactive approach to providing person-centered care.
4. Connect IE and the Community Information Network will support IEHP in meeting CalAIM requirements around Closed Loop Referrals. The Community Information Network assists in the collection of accurate contact and demographic information, tracks referrals to social services, provides closed loop bi-directional referrals, and provides data on Social Determinants of Health
5. Conduct The Accountable Health Communities (AHC) Health Related Social Needs (HRSN) Screening Tool assessment via Connect IE to Community Members and have a Licensed Clinical Social Worker (LCSW) validate the z-codes in the Community Members CIN profile.

The fees associated with this Sixth Amendment Include:

Dates	Deliverables	Cost (not to exceed)
July 2024 - June 2025	Monthly payment of \$40,720 for meeting monthly Summary Report deliverables.	\$488,640.00

The cost of this Sixth Amendment shall not exceed \$488,640 through June 30, 2025. The total cost (including this request) of this Agreement shall not exceed \$2,086,068.50 through June 30, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	Lidia Herrera 05/09/2024	Holli Clear	M. Popka 5/22/24	Gabriel Uribe 5/10/2024	T. Wada 05/15/24

HEALTH SERVICES DEPARTMENT

13. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT WITH PACIFIC INTERPRETERS, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Service Agreement (Agreement) with Pacific Interpreters, Inc., for the provision of Telephonic Interpreter Services and American Sign Language Video Remote Interpreter (VRI) Services to amend attachments in the agreement. There is no term extension or additional cost under this First Amendment.

Contact:

Takashi Wada, M.D., Chief Medical Officer

Background:

IEHP requires qualified and trained interpreters for Telephonic Interpretation Services between IEHP Member Services Representatives, other IEHP departments, and/or contractors and Members or prospective Members. This service is mandated by the California Department of Health Care Services under the Medi-Cal contract.

VRI is a video telecommunication service that provides American Sign Language (ASL) to individuals who are deaf or hard of hearing. IEHP requires ASL interpretation for Members between IEHP, Urgent Care Facilities, and other business associates. IEHP has contracted with Pacific Interpreters to provide telephonic and interpretation services for ten (10) years.

The Governing Board had previously approved the Professional Service Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
12/14/2020	20-347	RFP 19-00824 Award and Professional Services Agreement for Telephonic Interpreter Services and Video Remote Interpreting (VRI)	10/31/2025	\$3,000,000
Total Cost to date:				\$3,000,000
New Cost				\$0
Total Cost				\$3,000,000

Discussion:

IEHP seeks approval of the First Amendment to amend the following attachments:

- Attachment A (Scope of Services)
- Attachment B (Schedule of Fees)
- Attachment D (HIPPA Business Associate Agreement)
- Attachment F (Plan Licensing/State Requirements)
- Attachment G (Medicare Advantage Program Addendum)
- Attachment H (Covered California Addendum)

The regulatory addendums have been updated to comply with all applicable language requirements of the DHCS Medi-Cal Managed Care Plan Program, the Knox-Keene Health Care Services Plan Act of 1975, and Centers for Medicare and Medicaid Services. Additionally, the Scope of Services and the Schedule of Fees attachments have been updated to include American Sign Language, to appropriately reflect the services rendered under this Agreement.

There is no cost associated with this Amendment.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2023 Budget	L. Herrera 5/17/24	Regina Reyes 5/17/24	M. Popka 5/22/24	G. Uribe 5/17/24	T. Wada 5/20/24

INFORMATION TECHNOLOGY

14. DELEGATION OF AUTHORITY TO APPROVE CONTRACTUAL DOCUMENTS WITH SAS INSTITUTE INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) authorize the Chief Executive Officer (CEO) or his designee to, after legal review and approval, sign contractual documents with SAS Institute Inc. (SAS) for the provision of the Software Analytics Solution SAS Viya Hosted Managed Services for an amount not to exceed \$1,703,551.30 for a term of three (3) years.

Contact:

Vinil Devabhaktuni, Chief Digital, and Information Officer

Background:

IEHP is committed to providing its Members with exceptional care that not only meets but exceeds national benchmarks for quality. To achieve this, IEHP analyzes data from various sources using software like the SAS Office Analytics Solution to identify new opportunities that drive quality measure performance. The use of this software allows IEHP Teams to:

1. **Development of Actionable Insights:** IEHP leverages the SAS Office Analytics Solution to develop initiatives that effectively address the needs of both IEHP Members and Providers through data-driven insights and analytics.
2. **Monitor Quality and Operational Plan Performance:** IEHP monitors and evaluates various organizational programs and processes to ensure that they are meeting their intended purpose.
3. **Facilitate Enhanced Decision Making:** IEHP can make well-informed decisions quickly through use of real-time data analysis and data visualization such as charts and other tools available through the platform.

IEHP has been utilizing SAS Office Analytics Solution 9.4 (SAS 9.4) since 2015, however, the vendor, SAS, will be ending its support of the platform. IEHP will need to transition to SAS Viya to avoid the continued maintenance and software support costs as well as mitigate the vulnerability of the software's inability to receive software updates in the future, which exposes IEHP to IT security risks and breaches.

IEHP has contracted with SAS Institute, Inc. for a Healthcare Analytics solution since July 2015. In August 2014, the Plan sought a healthcare analytics solution via a request for proposal in local newspapers and on their website. Under MO 15-92, SAS Institute Inc., was chosen for meeting the criteria and demonstrating the ability to fulfill the Plan's needs. Since then, the Governing Board has approved several contractual documents with SAS under the previous Master License Agreement, with a total not-to-exceed cost of \$691,089.50.

SAS Institute was selected to provide SAS Viya through the single source procurement process. This decision was based on IEHP’s assessment that direct contracting with SAS Institute would result in significant cost avoidance. Specifically, IEHP projects an average total cost avoidance of \$1,232,437 over a three-year period by bypassing intermediary resellers and opting for a direct agreement with SAS Institute.

Moreover, contracting directly with SAS offers a more cost-effective package, including all three essential modules (SAS Viya Statistics, SAS Viya, and Visual Text Analytics) and hosting services at no additional cost that resellers (Executive Information Systems, LLC. (EIS), The iFish Group, Inc. (IFG), Enterprise Architected Modifiable (EAM)) do not offer. IEHP qualifies for a special modernization path pricing structure based on current SAS licensing version. SAS offers this special pricing on a case-by-case basis, leading to increased savings for IEHP. This comprehensive solution not only ensures access to the latest features, training, and premium support but also facilitates a clear path to modernization.

SAS Viya - 3 Year Cost Comparison				
Description	EIS	IFG	EAM	SAS
SAS Visual Statistics	\$1,196,041	\$1,226,808	\$1,220,100	\$1,326,504
SAS Viya	\$90,323	\$92,646	\$93,000	Included
SAS Visual Text Analytics	\$61,029	\$62,599	\$63,000	Included
SAS Hosting Services	\$1,164,881	\$1,194,847	\$1,174,000	Included
SAS Training Points	\$47,975	\$48,985	\$49,490	\$48,960
SAS Consulting Services - T&M	\$183,539	\$187,947	\$186,148	\$173,219
Total Cost	\$2,743,788	\$2,813,832	\$2,785,738	\$1,548,683
Cost Avoidance over a 3-year term	\$1,195,105	\$1,265,149	\$1,237,055	

Additionally, a long-term agreement would secure the vendor’s price for three years resulting in additional cost avoidance. This is achieved by eliminating costs of onboarding a new vendor, retraining Team Members to use a SAS alternative, and implementation costs associated with replacing an entire new system if IEHP were to contract with a vendor for a one-year term.

Discussion:

SAS Viya will provide IEHP with an adaptable, scalable, and user-centric approach to enable IEHP Team Members to perform analytics, machine learning, and artificial intelligence tasks efficiently. The subscription at the cost of \$1,326,504 for the three (3) year term will include access to:

1. **SAS Viya** – A cloud-based analytics platform that enables users to perform data analysis, visualization, and machine learning efficiently. It supports multiple programming languages and integrates with various cloud services, making advanced analytics accessible, scalable, and flexible for a wide range of business applications.
2. **SAS Visual Statistics** - An interactive tool that allows users to quickly build, test, and refine predictive models using a visual interface. It simplifies complex statistical analysis, making it

easier for analysts to uncover patterns and insights in their data, and helps businesses make data-driven decisions.

3. **SAS Visual Modules** – Platform that provides powerful data exploration and visualization capabilities that enable users to discover trends, identify opportunities, and share insights effectively. Its user-friendly interface allows both technical and non-technical users to create detailed reports and dashboards, fostering better collaboration and informed decision-making.
4. **Hosting Services** – SAS provides a cloud-based hosted and managed environment that offers optimized storage and computing services, along with dedicated support from SAS. This setup will enhance IEHP’s agility, streamline support, and guarantees a 99% uptime to reduce operational risks and ensure a reliable environment. Furthermore, IEHP will benefit from cost savings by avoiding additional cost from resellers who do not include these hosting services within their subscription fees.

Moreover, the subscription to SAS Viya features a Learning Center portal with comprehensive getting started content available to IEHP Team Members that are authorized SAS users. Team Members will also have access to additional resources such as webinars, tutorials, and a knowledge base at no cost. Additionally, IEHP Teams can use the purchased training points for various purposes, including course registrations, e-learning subscriptions, virtual lab time, certification exam vouchers, training center rental fees, conference registrations, and other SAS approved offerings. The pricing metric is based on SAS Training Points, with a total of 61,200 points available for a total cost of \$48,960 for a term of one (1) year.

Furthermore, IEHP will leverage consulting services from SAS to assist Team Members to switch from SAS 9 to utilizing SAS Viya. The services will focus on facilitating the transition process and ensuring proper migration to the new environment. The SAS services consulting fee is \$173,219, and it is based on a time and materials basis for the scope of work outlined as follows:

1. **Authorization** – SAS and IEHP will develop a security plan for SAS Viya to control access of content, services, capabilities, and data by defining groups and roles. To The plan will also consist of the implementation of three environments, ensuring consistency across them. This includes customer testing, configuring identity providers, and managing data authorization at the library/directory level, with the exception of detailed security testing.
2. **Migration** – SAS will move SAS 9 metadata content to SAS Viya and offer advice on migrating file system content and updating SAS code, including help with SAS Enterprise Guide and SAS Data Integration Studio projects. They'll also provide guidance on batch processing and job scheduling, assuming users handle their code and customers copy files to the SAS cloud.
3. **User Acceptance Testing (UAT) Support** - IEHP leads and conducts UAT with support from SAS as needed, ensuring the UAT duration does not exceed 20 business days from SAS’s readiness declaration. Informal user and administrator knowledge transfer is provided, with IEHP supplying a SAS administrator for collaborative administrative tasks.
4. **Project Management** - SAS will develop a project plan and provide daily direction, interfacing with IEHP’s project manager to manage cross-organizational activities. They will collaborate with the team on project execution and lead weekly calls to monitor progress.

Below is a breakdown of the annual costs for a three-year term with SAS. The cost is inclusive of a 10% contingency of \$154,868 to cover for any additional expenses that may arise.

SAS Viya - Annual Cost for 3 Year Term				
Description	Year 1	Year 2	Year 3	Total
SAS Visual Statistics	\$481,752	\$420,188	\$424,564	\$1,326,504
SAS Viya	Included	Included	Included	
SAS Visual Text Analytics	Included	Included	Included	
SAS Hosting Services	Included	Included	Included	
SAS Training Points	\$48,960	Included	Included	\$48,960
SAS Consulting Services - T&M	\$173,219	Included	Included	\$173,219
Total Cost for SAS Viya				\$1,548,683
10% Contingency Cost				\$154,868
Total Not-to-Exceed Cost				\$1,703,551

The insights derived from this service significantly reinforce IEHP’s commitment to its vision for Optimal Care. This commitment is exemplified by The Plan’s dedication to delivering clinical care with outcomes that surpass national benchmarks for quality outcomes.

As such, IEHP requests the Governing Board authorize the CEO or his designee to, and after legal review and approval, execute contractual documents with SAS for these services. The total cost of the contractual documents shall not to exceed \$1,703,551 for a term of three (3) years.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Tsui 5/17/2024	S. Cox 5/17/2024	M. Popka 5/22/24	F. Song 5/23/24	V. Devabhaktuni 5/23/24

INFORMATION TECHNOLOGY DEPARTMENT

15. APPROVE AMENDMENT NO. 3 FOR THE REALLOCATION OF FUNDS WITH CLINICAL ARCHITECTURE, LLC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the Third Amendment to the Software License Agreement (Agreement) with Clinical Architecture, LLC (Clinical Architecture) for the reallocation of funds for the support of additional interfaces with source applications. The total amount payable under this Agreement remains unchanged at an amount not to exceed \$2,098,586 through March 7, 2025.

Contact:

Vinil Devabhaktuni, Chief Digital and Information Officer

Background:

IEHP receives millions of clinical files from source applications across the breadth of care partners. This includes approximately 400 providers, hospitals, and ancillary providers. IEHP requires software to process these clinical files and parse the data into categories such as diagnosis, vital signs, social history, medications, lab results and immunizations in real time. In addition, it allows the normalization or cleansing of the data without losing the integrity of the original message, thus satisfying auditors and The National Committee for Quality Assurance (NCQA) requirements of lineage giving clear evidence of the whole process. Clinical Architecture’s Symedical and Pivot software provides secure interfaces with the source applications to accomplish this goal.

Clinical Architecture has been procured under single source approval and is unique in its integration with IEHP core systems; Allscripts and dbMotion. Several Federal agencies (Veterans Affairs, Center for Disease Control, etc.) use Clinical Architecture as a sole source as no other vendor can integrate in the same manner with these systems.

The Governing Board had previously approved the following actions:

Date Approved	MO#	Purpose	Term Expiration	Cost
03/08/2021	21-72	Symedical and Pivot solution components and implementation	03/07/2024	\$1,298,586
08/09/2021	21-242	Incorporation of a HIPPA Business Associate Agreement (BAA)	03/07/2024	\$0
02/05/2024	24-036	DOA to Approve the 2 nd Amendment to extend the term and increase the compensation.	03/07/2025	\$800,000
Total Cost to date:				\$2,098,586

Discussion:

Data capture capabilities have become more sophisticated in recent years and with this evolution, IEHP sought and obtained Governing Board approval and funding to implement Semantic Interpretation of Free Text (SIFT) manager to maximize the software’s capability to sort unstructured data. Unfortunately, IEHP has been unable to proceed with implementation of this module due to competing strategic priorities. IEHP identified far more source applications requiring interface than previously expected and the resources need to be allocated to support that effort.

IEHP is seeking a third amendment with Clinical Architecture to formally reallocate funds designated for SIFT implementation towards creating additional interfaces for Pivot.

The table below denotes the changes requested in this amendment.

Current expense allocation		Requested reallocation	
Symedical and Pivot Annual Base Fee <i>(Includes 50 interfaces)</i>	\$ 500,000	Symedical and Pivot Annual Base Fee <i>(Includes 50 interfaces)</i>	\$ 500,000
SIFT Manager Annual Fee	\$ 200,000	SIFT Manager Annual Fee	0
Sift Implementation One-Time Fee	\$ 25,000	Sift Implementation One-Time Fee	0
Additional interface fee	0	Additional interface fee <i>(Includes up to 300 interfaces)</i>	\$225,000
Per Interface Volume Fee	\$75,000	Per Interface Volume Fee	\$75,000
Total Cost	\$ 800,000	Total Cost	\$ 800,000

The total cost of this Software License Agreement shall not exceed \$2,098,586.00 through March 7, 2025

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Tsui 5/2/2024	D. Burnett 5/13/24	M. Popka 5/22/24	S. Rath 5/10/2024	V. Devabhaktuni 5/23/24

INFORMATION TECHNOLOGY

16. RESCIND MINUTE ORDER 24-038, AND APPROVE SERVICE ORDER TO THE CUSTOMER RELATIONSHIP AGREEMENT WITH SECUREWORKS, INC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) rescind Minute Order 24-038 (MO 24-038), and approve the service order to the Customer Relationship Agreement (Agreement) with SecureWorks, Inc. (SecureWorks) for the provision of Managed Detection and Response (MDR) services for an amount not to exceed \$633,898 through July 30, 2025.

Contact:

Vinil Devabhaktuni, Chief Digital, and Information Officer

Background:

An increasing number of health care entities in the State of California, including several IEHP suppliers, have been compromised by cyber breaches such as ransomware, resulting in damages caused from inadequate incident response capability and readiness, which can devastate normal business operations. IEHP's lines of business must meet federal and state requirements for cybersecurity and data privacy. These mandates and directives require robust capabilities, rigorous vigilance, and well tested readiness to detect anomalies, and the ability to respond to and mitigate impact of threats swiftly.

On February 5, 2024, under MO 24-038, the Governing Board approved the award of Request for Proposal (RFP) #23-04612 for Managed Security Services and Delegation of Authority to sign contractual documents with Inspira Cybersecurity and IT solutions Inc. for Texas State (Inspira). The parties began good-faith negotiations, however, IEHP has elected to discontinue negotiations, and cancel the RFP.. Pursuant to the terms of the RFP, IEHP retains the right, in its sole discretion, ¹ to discontinue negotiations and rescind any award at any point up until execution of a final contract. Rescission of the award resulted from the need to re-evaluate organizational needs. Other bids were received but were not found to be comprehensive enough to meet the needs. IEHP will re-evaluate the requirements for this service and either re-bid the project or pursue other alternatives. In the interim, IEHP will extend its agreement with its incumbent vendor, SecureWorks, to maintain continuity of these critical services.

IEHP has contracted with SecureWorks since August 10, 2020, for the provision of Taegis™ Extended Detection and Response (XDR). Taegis™ XDR threat-intelligence-based security analytics platform. The software allows IEHP to detect, investigate, and respond to advanced threats across all endpoints, network, and cloud environments across the information technology (IT) Landscape.

The Governing Board previously approved Sales Orders with SecureWorks as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
08/10/2020	20-254	Customer Relationship Agreement and Sales Order Q-00021 for cybersecurity managed detection and response services	08/15/2021	\$303,000
7/12/2021	21-212	Approve Sales Order Q-00541 for cybersecurity managed detection and response (MDR) services annual renewal	07/30/2022	\$318,000
7/11/2022	22-261	Approve Sales Order Q-00630 for cybersecurity managed detection and response (MDR) services annual renewal	07/30/2023	\$327,540
7/10/2023	23-160	Approve Sales Order Q-682676 for cybersecurity managed detection and response (MDR) services annual renewal	01/29/2024	\$189,076
11/13/2023	23-259	Approve Sales Order Q-689311 for cybersecurity managed detection and response (MDR) services annual renewal	07/30/2024	\$188,546
Total cost to date:				\$1,326,162
Proposed (new) cost:				\$633,898
Total cost:				\$1,960,060

Discussion:

IEHP is requesting to enter into a new Service Order with SecureWorks, as IEHP cannot be without cybersecurity MDR services, which serves to monitor and protect its environments from potential threats.

The additional cost of this Service Order shall not exceed \$633,898. The total cost (including this request) of the Customer Relationship Agreement shall not exceed \$1,960,060 through July 30, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
Included in CY2024 Budget	K. Tsui 05/03/2024	E. Mata 05/16/2024	M. Popka 5/22/24	J. Gupta 05/06/2024	Make Selection [enter date]

¹ The RFP, Bidder Terms and Conditions document, provides in part:

10. IEHP reserves and may, in its sole discretion, exercise any one or more of the following rights and options with respect to proposal selection: [...]
 - 2) To discontinue negotiations with any applicant at any time prior to the execution of a final contract,

CONSENT AGENDA

whether or not a notice of intent to contract has been issued to the applicant, and to enter into negotiations with any other applicant, if IEHP, in its sole discretion, determines it is in the best interest of IEHP to do so;

- 3) To rescind at any time prior to the execution of a final contract, any notice of intent to contract issued to an applicant, and to issue a notice of intent to contract with the same or different applicant and enter into negotiations with that applicant, if IEHP, in its sole discretion, determines it is in the best interest of IEHP to do so.
- 4) To elect not to enter into any contract with any applicant, whether or not a notice of intent to contract has been issued and with or without reissuing the notice of contract opportunity, if IEHP determines that it is in IEHP's best interest to do so. [...].

QUALITY DEPARTMENT

17. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MEDIS, LLC

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with MEDIS, LLC (MEDIS) for the provision of Consultation Services for Quality Measures, for an additional amount not to exceed \$182,740 and extend the term an additional one (1) year through June 30, 2025. The total amount payable under this Agreement shall not exceed \$612,740 through June 30, 2025.

Contact:

Edward Juhn, Chief Quality Officer

Background:

IEHP is dedicated to providing its Membership with exceptional care that not only meets but exceeds national benchmarks for quality. As part of this commitment, IEHP and MEDIS have partnered to identify, advise on, and implement initiatives that:

1. **Improve Quality Performance** – MEDIS actively collaborates with IEHP Departments, including its Data Scientists, leveraging data to develop actionable initiatives that enhance quality performance.
2. **Reduce Regulatory Risk** – MEDIS provides IEHP with recommendations to meet its obligations set forth by regulatory entities such as the National Committee for Quality Assurance (NCQA) and the California Department of Health Care Services (DHCS).
3. **Improve IEHP Member Outcomes** – MEDIS provides a clinician’s perspective to develop relevant initiatives such as the Provider Quality Performance Learning Guides to inform Providers on best practices to treat Members and improve their Pay for Performance (P4P) scores on Healthcare Effectiveness Data and Information Set (HEDIS) measures.

IEHP has contracted with MEDIS since July 2022 for these services. For this current Agreement, MEDIS was selected and approved as a result of the Single Source Justification Process due to their first-hand institutional knowledge of NCQA, health care quality improvement, and HEDIS technical measure requirements. The vendor has served as an Executive Vice-President at NCQA and is a former Senior Vice-President of the American College of Physicians.

The Governing Board had previously approved the Professional Services Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
07/11/2022	22-265	Approve the Professional Services Agreement with MEDIS, LLC	06/30/2024	\$430,000
Total Cost to date:				\$430,000
New Cost				\$182,740
Total Cost				\$612,740

Discussion:

The Amendment will broaden MEDIS’ scope of services to offer guidance on a range of activities aimed at enhancing quality measure performance, including those listed below. MEDIS will also support potential future opportunities such as supporting the IEHP Care Division and offering recommendations for the IEHP Quality Strategy.

1. Provide guidance on the implementation of the IEHP Regional Quality Model (RQM) Teams to support Providers in their office workflows to enhance quality performance;
2. Review and analyze IEHP Quality Strategy through workshops and meetings with key stakeholders to identify new opportunities and resolve issues; and
3. Advise on IEHP’s Data Strategy related to data completeness, quality, and use cases to support quality performance.

The fees associated with this First Amendment include:

Item	Cost
Fixed Monthly Fee – Paid over twelve months.	\$118,800
Deliverables – Progress reports and other deliverables comprised of insights, market research, evaluation of IEHP Quality Strategy, and contributions to potential future opportunities such as an IEHP Care Division.	\$40,000
Travel – Reimbursement on travel costs accrued while travelling to IEHP headquarters throughout the term of the Agreement.	\$16,000
Risk Payment – MEDIS will be eligible to receive 5% of the total cost of the Agreement (excluding travel) based on performance requirements pertaining to DHCS Managed Care Accountability Set (MCAS) measures.	\$7,940
Total	\$182,740

The cost of the First Amendment signals a continuation of the established pricing structure/rate. However, the cost of the Amendment is 15% less than the annual cost of the original Agreement. This is achieved as a result of a reduction in hours, and the introduction of a risk structure tied to IEHP’s performance on key quality measures. These adjustments reflect IEHP's commitment to evolving its partnership with MEDIS while maintaining alignment with pricing structures established in the Agreement.

Execution of the Amendment further solidifies IEHP’s vision commitment to Optimal Care as it seeks to provide clinical care with quality outcomes that exceed national benchmarks and meet its regulatory requirements set forth by NCQA, DHCS, and other relevant entities. The additional cost of this Amendment shall not exceed \$182,740 effective July 1, 2024. The total cost (including this request) of this Agreement shall not exceed \$612,740 through June 30, 2025.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	K. Moussa 5.15.2024	H. Clear 5.15.2024	M. Popka 5.22.2024	G. Fick 5.22.24	E. Juhn 5.22.24

QUALITY DEPARTMENT

18. APPROVE THE FIRST AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH PRESS GANEY ASSOCIATES, LLC.

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the First Amendment to the Professional Services Agreement (Agreement) with Press Ganey Associates, LLC (Press Ganey) for the provision of four additional Member surveys to meet regulatory requirements and support IEHP strategies including Population Health Management, for an additional amount not to exceed \$443,410. The total amount under this Agreement shall not exceed \$6,643,572 through February 28, 2029.

Contact:

Edward Juhn, Chief Quality Officer

Background:

IEHP requires this service because IEHP Member and Provider surveys are required to meet various regulatory requirements and aid quality improvement efforts. Press Ganey provides NCQA certified and Centers for Medicare & Medicaid Services CMS approved survey services. This service will impact IEHP by maintaining compliance with regulators and providing valuable feedback from IEHP Member and Provider experiences for internal program support and quality improvement efforts.

IEHP has contracted with Press Ganey since November 1, 2023 for survey services. Press Ganey was selected as a result of a Request for Proposal (RFP) # 23-04826.

The Governing Board had previously approved the Agreement as follows:

Date Approved	MO#	Purpose	Term Expiration	Cost
09/11/23	23-209	RFP Award #23-04826 and Delegation to enter into new Agreement	02/28/29	\$6,200,162
Total Cost to date:				\$6,200,162
New Cost:				\$443,410
Total Cost:				\$6,643,572

Discussion:

Survey services are acquired to meet regulatory requirements and aid internal strategies, programs, and quality improvement efforts. This amendment includes funding for the following four additional Member Experience surveys through 2029:

- Behavioral Health Treatment (BHT) Services Member Satisfaction Survey
- Experience with Complex Case Management (CCM) Survey

CONSENT AGENDA

- Enhanced Care Management (ECM) Member Experience Survey
- Maternal Health Member Satisfaction Survey

The cost of this First Amendment shall not exceed \$443,410. The total cost (including this request) of this Agreement shall not exceed \$6,643,572 through February 28, 2029.

Fiscal Impact	Financial Review	Procurement Review	Reviewed by Counsel	Director Approval	Chief Approval
New Expenditure	Karen Moussa 5/3/2024	Holli Clear 5/7/2024	Make Selection [enter date]	Jacob Diekmann 5/2/2024	E. Juhn 5/14/2024

PROVIDER CONTRACTING DEPARTMENT

19. RATIFY AND APPROVE THE ELEVENTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH BEAR VALLEY COMMUNITY HOSPITAL – BIG BEAR LAKE

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Eleventh Amendment to the Hospital Per Diem Agreement with Bear Valley Community Hospital, effective January 1, 2024.

Contact:

Susie White, Chief Operating Officer

Background:

Bear Valley Community Hospital is currently a contracted Hospital in the IEHP Network.

Discussion:

The Amendment extends the term of the agreement through March 31, 2025.

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

20. RATIFY AND APPROVE THE TWENTY-SIXTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH CHILDREN’S HOSPITAL AT MISSION–MISSION VIEJO

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Children’s Hospital at Mission, effective July 1, 2024.

Contact:

Susie White, Chief Operating Officer

Background:

Children’s Hospital at Mission is currently a contracted Hospital in the IEHP Network.

Discussion:

The Amendment extends the term of the agreement through June 30, 2025.

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

21. RATIFY AND APPROVE THE TWENTY-SIXTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH CHILDREN’S HOSPITAL OF ORANGE COUNTY – ORANGE

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Twenty-Sixth Amendment to the Hospital Per Diem Agreement with Children’s Hospital of Orange County, effective July 1, 2024.

Contact:

Susie White, Chief Operating Officer

Background:

Children’s Hospital of Orange County is currently a contracted Hospital in the IEHP Network.

Discussion:

The Amendment extends the term of the agreement through June 30, 2025.

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

22. RATIFY AND APPROVE THE FOURTH AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH KECK MEDICAL CENTER OF USC DBA KECK HOSPITAL OF USC – LOS ANGELES

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Fourth Amendment to the Hospital Per Diem Agreement with Keck Medical Center of USC dba Keck Hospital of USC, effective March 1, 2024.

Contact:

Susie White, Chief Operating Officer

Background:

Keck Medical Center of USC dba Keck Hospital of USC is currently a contracted Hospital in the IEHP Network.

Discussion:

The Amendment replaces Attachment C – Compensation Rates, Attachment C1-Compensation Rates-Medicare Advantage Program, Attachment F-Medicare Advantage Program, and Attachment I-Managed Care Medi-Cal Noncapitated or Carve Out Drugs.

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

23. RATIFY AND APPROVE THE SECOND AMENDMENT TO THE HOSPITAL PER DIEM AGREEMENT WITH KECK MEDICAL CENTER OF USC DBA USC KENNETH NORRIS JR. HOSPITAL – LOS ANGELES

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the Second Amendment to the Hospital Per Diem Agreement with Keck Medical Center of USC dba USC Kenneth Norris Jr. Hospital, effective March 1, 2024.

Contact:

Susie White, Chief Operating Officer

Background:

Keck Medical Center of USC dba USC Kenneth Norris Jr. Hospital is currently a contracted Hospital in the IEHP Network.

Discussion:

The Amendment replaces Attachment C – Compensation Rates, Attachment C1-Compensation Rates-Medicare Advantage Program, Attachment F-Medicare Advantage Program, and Attachment I-Managed Care Medi-Cal Noncapitated or Carve Out Drugs.

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

24. RATIFY AND APPROVAL OF A STANDARD TEMPLATE

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) ratify and approve the IEHP Standard Template Agreement, referenced below in section (d), and authorize the Chief Executive Officer or his designee to execute the templates, wherein the body of the document remains unchanged except for the identifying information of the individual provider and non-material changes per individual provider requirements.

Contact:

Susie White, Chief Operating Officer

Background:

IEHP contracts with physicians and other providers using Governing Board approved Standard Template Agreements. Periodically IEHP reviews the IEHP Direct Standard Templates and updates are made to the templates, as necessary. The Governing Board has authorized the Chief Executive Officer to sign the Agreement in lieu of having the Chair of the Governing Board execute the documents.

Discussion:

The following standard template is being presented to the Governing Board for ratified approval, effective June 1, 2024:

- 1) Behavioral Health Master Agreement (Medi-Cal, Medicare, and Covered California)

Fiscal Impact:

None

Financial Review:

N/A

Reviewed by Counsel:

Yes

PROVIDER CONTRACTING DEPARTMENT

25. APPROVAL OF THE EVERGREEN CONTRACTS

Recommended Action:

That the Governing Board of the Inland Empire Health Plan (IEHP) approve the listed Evergreen Contracts for an additional one (1) year to five (5) year term.

Contact:

Susie White, Chief Operating Officer

Background:

An Evergreen Contract is a contract that automatically renews on the same terms and subject to the same conditions as the original agreement, unless sooner terminated in accordance with the terms and conditions.

Discussion:

Ratify and approve the Renewal under the Evergreen Clause of the following Agreement effective April 1, 2024:

Additional five (5) year term:

- 1) Rosario Retino MD Inc - Capitated Primary Care Provider Agreement (Excluding Medicare) – Ontario
- 2) The Childrens Doctor Professional Corporation - Capitated Primary Care Provider Agreement (Excluding Medicare) - Riverside

Ratify and approve the Renewal under the Evergreen Clause of the following Agreement effective May 1, 2024:

Additional one (1) year term:

- 3) USC Care Medical Group Inc - Participating Provider Agreement – Specialist – Los Angeles

Renewal under the Evergreen Clause of the following Agreements effective, July 1, 2024:

Additional one (1) year term:

- 4) RMC Surgery Center Inc - Ancillary Agreement – Ancillary - Riverside
- 5) Healthcare in Action Medical Group - Enhancement Care Management Provider Agreement – Long Beach
- 6) Syed F Azam Medical Associates Inc - Enhancement Care Management Provider Agreement – Rancho Mirage

Additional five (5) year term:

- 7) Active Life Inc - Ancillary Agreement – West Covina
- 8) Brittany Johnson Wolf – Participating Provider Agreement - Behavioral Health - Rancho Cucamonga

- 9) Kristen Rawlings dba Kristen Rawlings LMFT– Participating Provider Agreement - Behavioral Health– Ontario
- 10) Lisa Axelrod – Participating Provider Agreement - Behavioral Health – San Jacinto
- 11) Mark D Turney dba Mark D Turney MFT Inc – Participating Provider Agreement - Behavioral Health – Riverside
- 12) Rafik W Philobos dba Sierra Counseling LLC – Participating Provider Agreement - Behavioral Health - Corona
- 13) Richard Anthony Robbins – Participating Provider Agreement - Behavioral Health - Temecula
- 14) Sue Bushrow – Participating Provider Agreement - Behavioral Health - Temecula
- 15) Childrens Primary Care Medical Group Inc - Capitated Primary Care Provider Agreement (Excluding Medicare) - Fallbrook
- 16) W Maier Inc dba Walter M Maier MD – Fee-For-Service Primary Care Provider Agreement (No Medicare) – Lake Arrowhead
- 17) Autism Behavior Consultants – Participating Provider Agreement – QASP - Norco
- 18) Riverside County Office of Education – Participating Provider Agreement – QASP - Riverside
- 19) Anke-Juliana Thiel - Participating Provider Agreement – Specialist – Dana Point
- 20) Faiz U Rahman DO – Participating Provider Agreement – Specialist – Upland
- 21) Friendly OB GYN Medical Group Inc – Participating Provider Agreement – Specialist – Moreno Valley
- 22) Michael Peter Koumjian MD dba Michael P Koumjian MD APC – Participating Provider Agreement – Specialist – Murrieta
- 23) Peter M Jamieson MD Inc – Participating Provider Agreement – Specialist – Palm Springs
- 24) R & N Gupta MD Professional Corporation dba Patient First Physicians Group - Participating Provider Agreement – Specialist – San Jacinto
- 25) San Bernardino Foot Clinic Inc - Participating Provider Agreement – Specialist – San Bernardino
- 26) Wound Healing Care Specialists Inc – Participating Provider Agreement – Specialist – Rancho Cucamonga
- 27) Childrens Hospital of Orange County dba CHOC Childrens Specialists – Participating Provider Agreement – Specialist - Cerritos
- 28) Khaled M El Said MD Inc dba Premium Care Clinic - Urgent Care Provider Agreement - Corona
- 29) Quynh Tran Optometry Inc – Participating Provider Agreement - Vision– Chino

Fiscal Impact:

Included in CY2024 Budget

Financial Review:

N/A

Reviewed by Counsel:

N/A

ADMINISTRATION

26. CHIEF EXECUTIVE OFFICER UPDATE

Recommended Action:

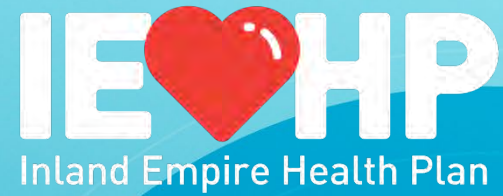
Review and File

Contact:

Jarrod McNaughton, Chief Executive Officer

Discussion:

Chief Executive Officer update for the June 3, 2024 Governing Board Meeting.



Governing Board Meeting

CEO BOARD REPORT | *June 3, 2024*

IEHP MONTHLY MEMBERSHIP REPORT

MONTH	FORECAST MEMBERSHIP	ACTUAL MEMBERSHIP	+ OR – FORECAST	+ OR – LAST MONTH
April 2024	1,507,553	1,513,146	5,593	(1,607)
May 2024	1,497,451	1,506,064	8,613	(7,082)
June 2024*	1,487,380	1,484,434	(2,946)	(21,630)



GREAT PLACE TO WORK CERTIFICATION

- IEHP has been certified as a Great Place to Work® for a **FOURTH** year in a row!
- Great Place to Work® certification recognizes employers who create an outstanding employee experience based on various criteria.
- This designation was made possible thanks to our 92% positive response rate to last month's team member engagement survey.



COMMUNITY WELLNESS CENTER GROUNDBREAKING

- Celebrated the groundbreaking and dedication of IEHP's new Community Wellness Center (CWC) in San Bernardino on May 22.
- Fun fact: San Bernardino was the very first city we opened a CWC (formerly known as CRC) on April 20, 2015.
- Special thanks to Governing Board Member Eileen Zorn for speaking at the event.



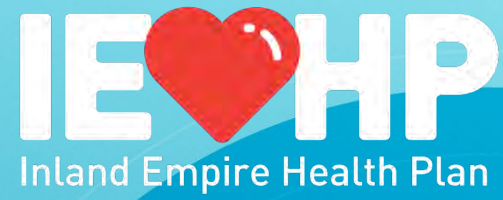
IEHP LEADERS SPOTLIGHT

- VP of Strategy Thomas Pham co-presented on May 20 to the California Community Colleges (CCC) Board of Governors on IEHP's Equitable Healthcare Access Demonstration Project.
- This is a pilot project with the CCC's Chancellor's Office through a partnership between all colleges in San Bernardino and Riverside counties to successfully enroll every qualified uninsured student into Medi-Cal or Covered California.



California
Community
Colleges





Thank You!

FINANCE DEPARTMENT

27. REVIEW OF THE MONTHLY FINANCIALS

Recommended Action:

Review and File

Contact:

Keenan Freeman, Chief Financial Officer

Discussion:

Monthly Financials for Period Ending April 30, 2024.

FINANCE DIVISION

April 2024

MONTHLY FINANCIALS

Presented
June 3, 2024



April 2024 Actual vs Budget: Consolidated

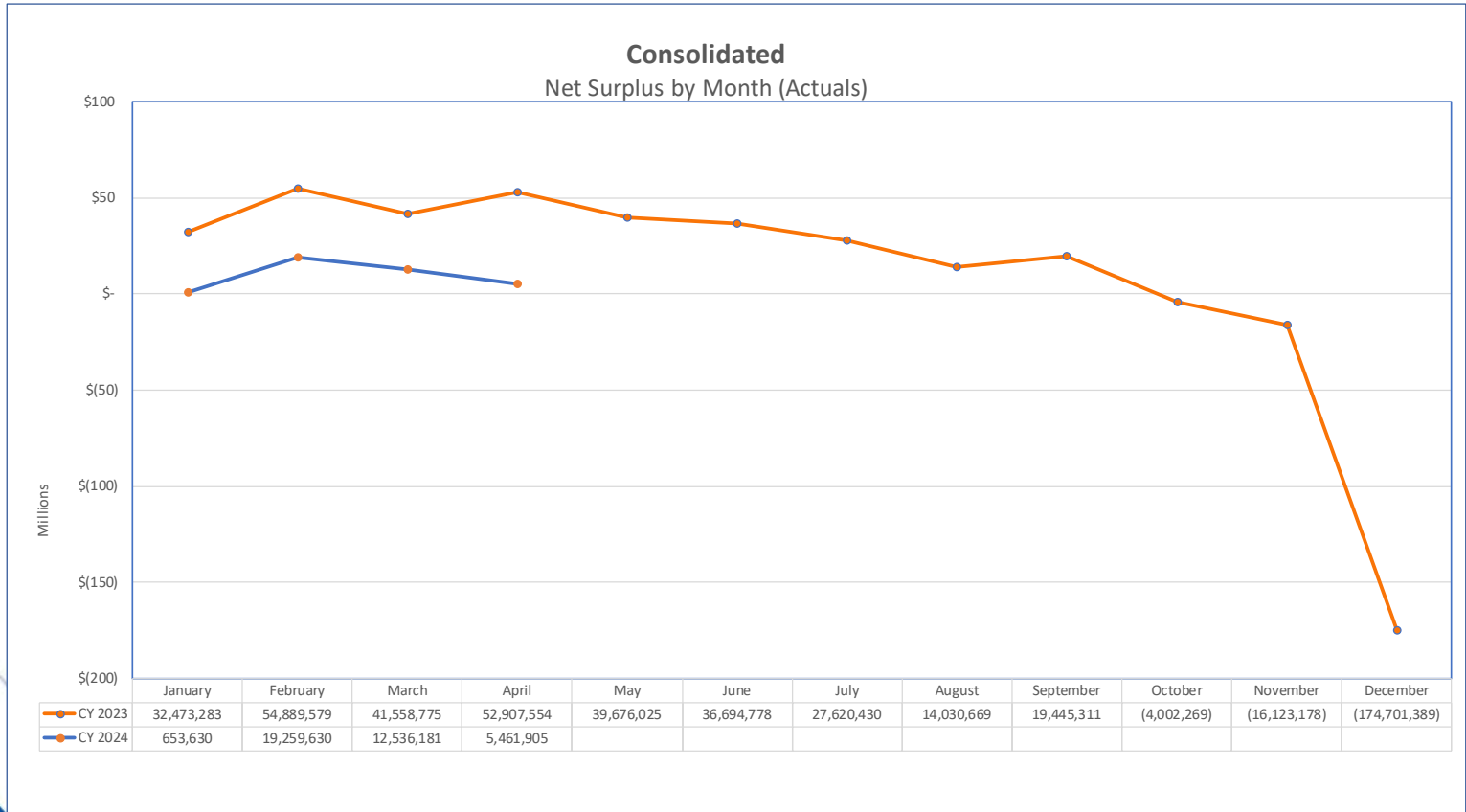
	April Month-to-Date			April Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 603,438,490	\$ 599,289,894	\$ 4,148,596	\$ 2,412,360,709	\$ 2,388,883,641	\$ 23,477,068
Total Medical Costs	\$ 566,762,605	\$ 544,143,684	\$ (22,618,921)	\$ 2,255,481,879	\$ 2,179,754,545	\$ (75,727,334)
Total Operating Expenses	\$ 38,608,456	\$ 38,228,860	\$ (379,596)	\$ 152,429,979	\$ 152,480,397	\$ 50,418
Total Non Operating Income (Expense)	\$ 8,165,847	\$ 5,622,104	\$ 2,543,743	\$ 38,203,616	\$ 22,488,415	\$ 15,715,201
Non-Medical Expenses	\$ 771,371	\$ 1,183,333	\$ 411,962	\$ 4,741,122	\$ 4,774,179	\$ 33,057
Net Surplus (Deficit)	\$ 5,461,905	\$ 21,356,122	\$ (15,894,216)	\$ 37,911,346	\$ 74,362,935	\$ (36,451,590)

Highlights for the Month:

- The favorable revenue variance compared to budget is primarily due to the favorable SPD, MCE, and LTC-Full Dual SIS and Adult UIS member months, and higher-than-expected Silver membership partially offset by unfavorable MCE and SPD UIS member months, SBHIP revenue, and maternity revenue.
- The unfavorable medical costs variance compared to budget is primarily due to higher-than-expected mental health, transportation, other health professional, and HCBS other claims partially offset by favorable SBHIP expense and lower-than-expected medical G&A.
- The favorable non-operating income (expense) variance compared to budget is primarily due to higher-than-expected interest income.



Net Surplus Year-Over-Year - Consolidated



Actual vs Budget: Medi-Cal

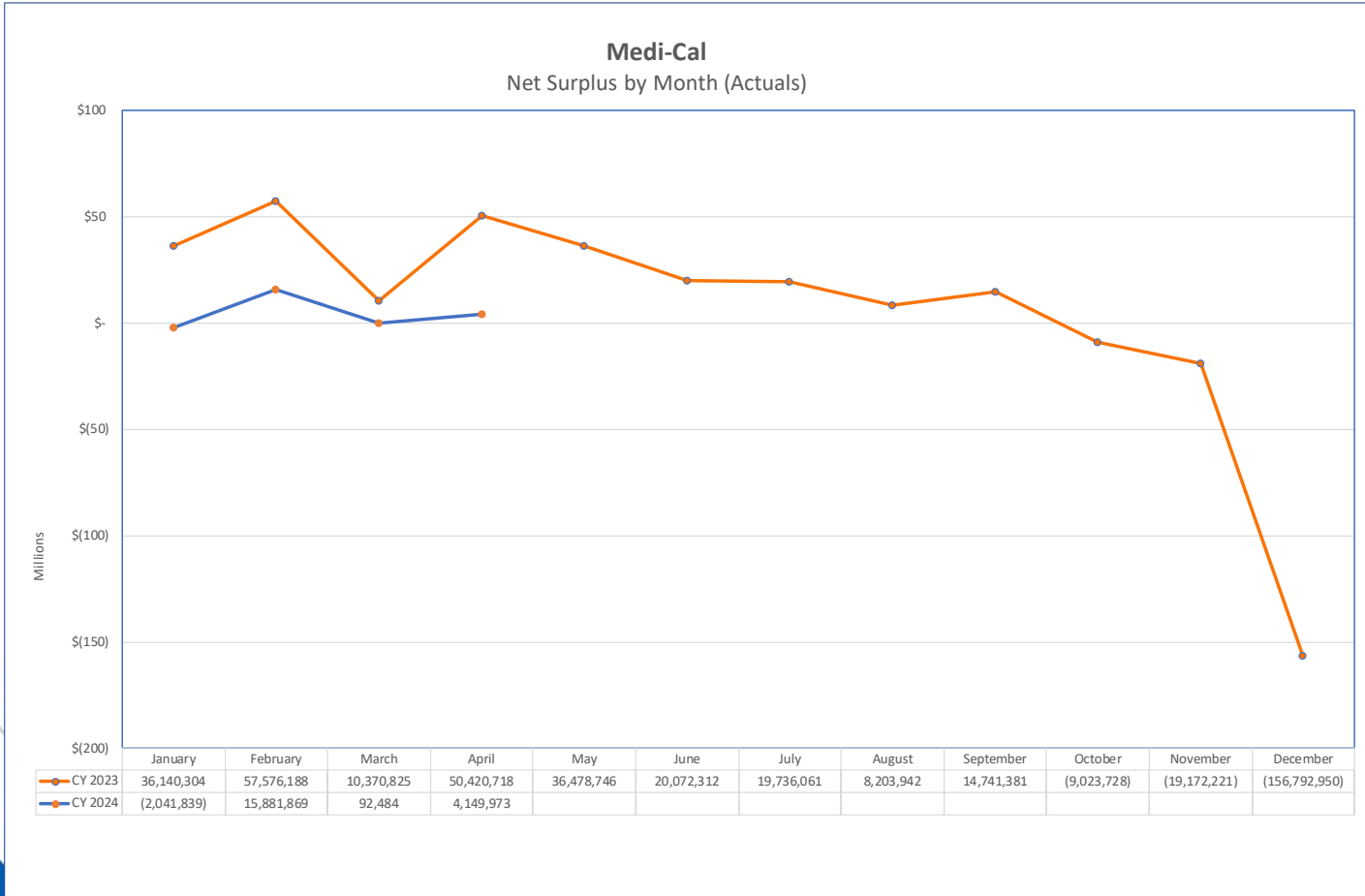
	April Month-to-Date			April Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 524,689,053	\$ 530,513,707	\$ (5,824,654)	\$ 2,105,519,900	\$ 2,111,861,179	\$ (6,341,279)
Total Medical Costs	\$ 492,557,094	\$ 479,955,193	\$ (12,601,901)	\$ 1,975,712,747	\$ 1,921,145,524	\$ (54,567,223)
Total Operating Expenses	\$ 30,945,719	\$ 31,137,046	\$ 191,327	\$ 123,664,167	\$ 125,336,714	\$ 1,672,547
Total Non Operating Income (Expense)	\$ 2,963,733	\$ 2,912,732	\$ 51,001	\$ 11,939,502	\$ 11,650,926	\$ 288,576
Net Surplus (Deficit)	\$ 4,149,973	\$ 22,334,199	\$ (18,184,226)	\$ 18,082,487	\$ 77,029,868	\$ (58,947,381)

Highlights for the Month:

- The unfavorable revenue variance compared to budget is primarily due to unfavorable MCE and SPD UIS member months, SBHIP revenue, and maternity revenue partially offset by favorable SPD, MCE, and LTC-Full Dual SIS and Adult UIS member months.
- The unfavorable medical costs variance compared to budget is primarily due to higher-than-expected mental health, transportation, other health professional, and HCBS other claims partially offset by favorable SBHIP expense.



Net Surplus Year-Over-Year: Medi-Cal



Actual vs Budget: D-SNP

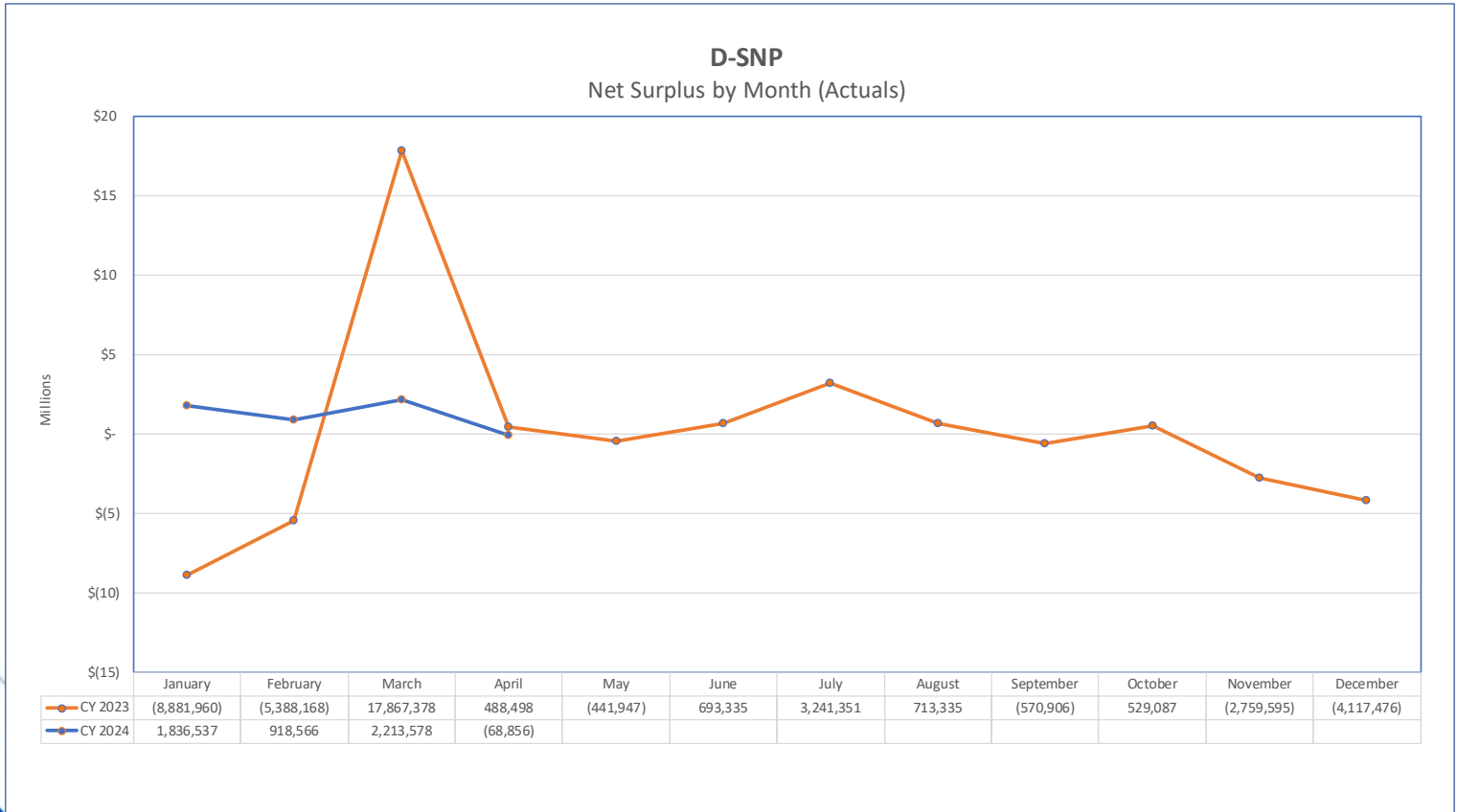
	April Month-to-Date			April Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 71,678,565	\$ 64,573,336	\$ 7,105,229	\$ 276,379,423	\$ 262,295,023	\$ 14,084,400
Total Medical Costs	\$ 67,525,265	\$ 58,922,423	\$ (8,602,842)	\$ 254,859,239	\$ 239,315,899	\$ (15,543,340)
Total Operating Expenses	\$ 4,222,156	\$ 4,646,078	\$ 423,922	\$ 16,620,359	\$ 17,944,757	\$ 1,324,398
Total Non Operating Income (Expense)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net Surplus (Deficit)	\$ (68,856)	\$ 1,004,835	\$ (1,073,691)	\$ 4,899,824	\$ 5,034,367	\$ (134,543)

Highlights for the Month:

- The favorable revenue variance compared to budget is primarily due to favorable D-SNP Part D expected risk sharing settlement.
- The unfavorable medical costs variance compared to budget is primarily due to net pharmacy claims due to lower-than-expected reinsurance settlement.



Net Surplus Year-Over-Year: D-SNP



Actual vs Budget: IEHP Covered (CCA)

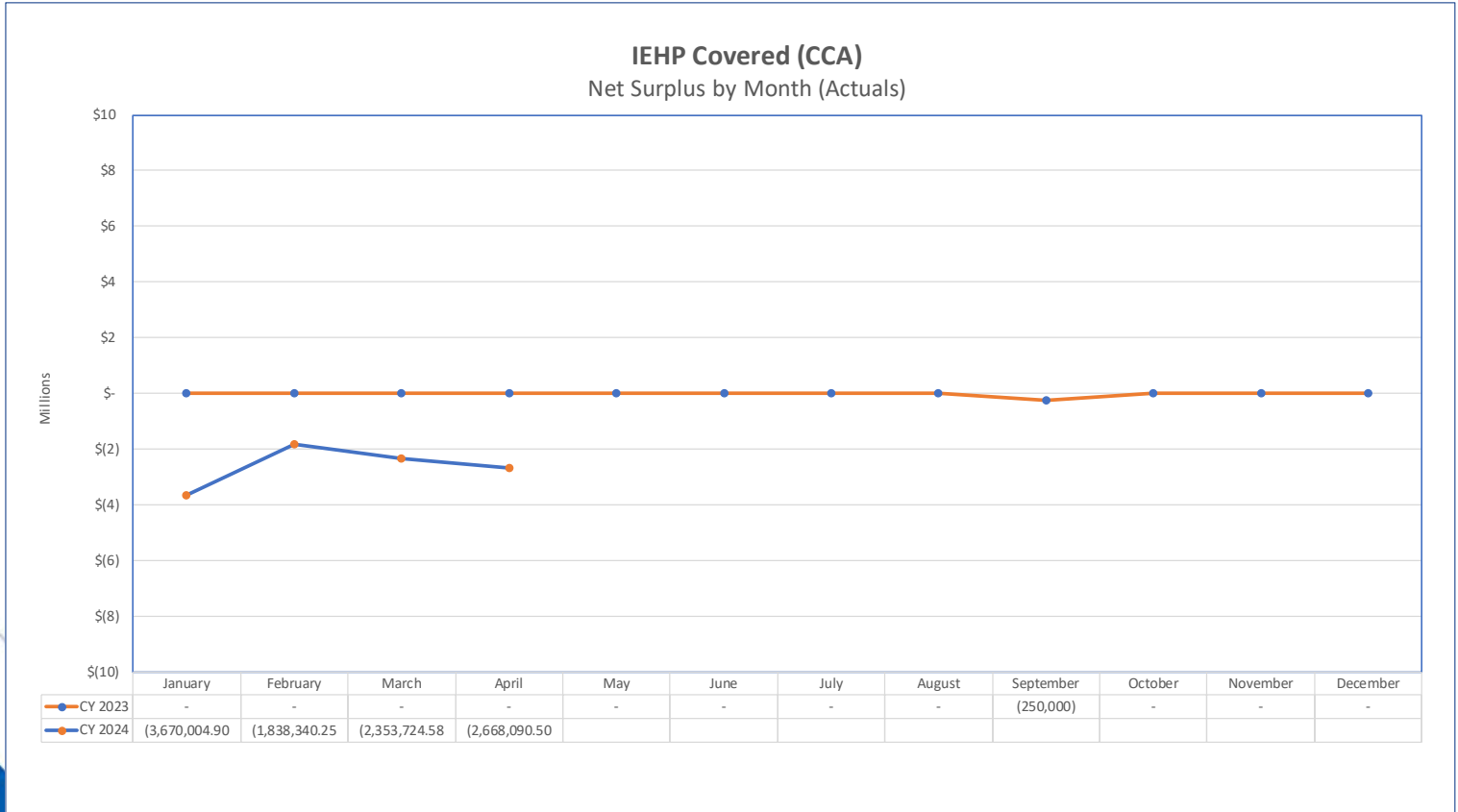
	April Month-to-Date			April Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Total Revenue	\$ 7,068,208	\$ 4,202,851	\$ 2,865,357	\$ 23,737,175	\$ 14,727,439	\$ 9,009,736
Total Medical Costs	\$ 6,295,718	\$ 5,266,068	\$ (1,029,650)	\$ 22,121,884	\$ 19,293,122	\$ (2,828,762)
Total Operating Expenses	\$ 3,440,581	\$ 2,223,514	\$ (1,217,067)	\$ 12,145,452	\$ 8,976,704	\$ (3,168,748)
Total Non Operating Income (Expense)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net Surplus (Deficit)	\$ (2,668,090)	\$ (3,286,730)	\$ 618,640	\$ (10,530,160)	\$ (13,542,386)	\$ 3,012,226

Highlights for the Month:

- The favorable revenue variance compared to budget is primarily due to higher-than-expected Silver membership.
- The unfavorable medical costs variance compared to budget is primarily due to unfavorable net claims.
- The unfavorable operating expenses variance compared to budget is primarily due to CCA commissions and other expenses.



Net Surplus Year-Over-Year: IEHP Covered (CCA)



Balance Sheet: Current Month vs Prior Month

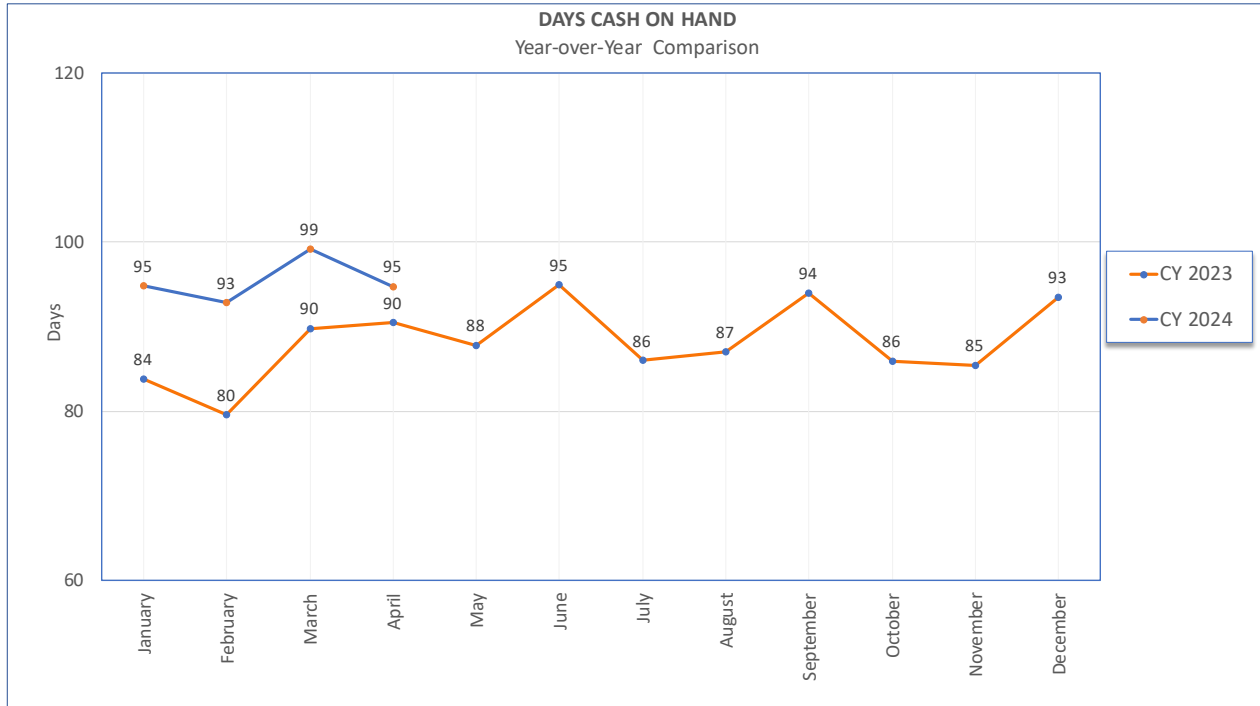
	Apr-24	Mar-24	Variance
<u>Assets and Deferred Outflows</u>			
Current Assets	\$ 2,990,771,209	\$ 3,276,433,061	\$ (285,661,852)
Long Term Receivables	\$ 26,602	\$ 29,831	\$ (3,229)
Capital Assets	\$ 277,126,680	\$ 276,050,112	\$ 1,076,568
Deferred Outflows of Resources	\$ 75,826,110	\$ 75,826,110	\$ -
Net Other Assets	\$ -	\$ -	\$ -
Total Assets and Deferred Outflows	\$ 3,343,750,601	\$ 3,628,339,115	\$ (284,588,514)
<u>Liabilities, Deferred Inflows, and Net Position</u>			
Current Liabilities	\$ 1,796,853,432	\$ 2,089,130,801	\$ (292,277,370)
Long-Term Liabilities	\$ 74,167,053	\$ 71,937,180	\$ 2,229,873
Deferred Inflows	\$ 401,457	\$ 404,378	\$ (2,922)
Net Position	\$ 1,472,328,660	\$ 1,466,866,755	\$ 5,461,905
Total Liabilities, Deferred Inflows, and Net Position	\$ 3,343,750,601	\$ 3,628,339,115	\$ (284,588,514)

Highlights for the Month:

- Decrease in Current Assets and Current Liabilities is primarily due to decrease in Cash, Accrued Medical Expense, and Due to DHCS primarily due to directed payments distributed to providers of \$272M IGT net of pending \$197M HQAF distribution, and \$125M MCO tax payment.



Days Cash on Hand



Highlights for the Month:

Decrease in Cash is primarily due to DHCS CY2024 rate adjustments received in prior month.

Note: Days Cash on Hand calculation excludes pass-thru receipts and payments effective January 2023 and MCO tax effective January 2024.



Acronyms & Definitions

CCA – Covered California

CMC – Cal MediConnect

CY– Calendar Year

D-SNP – Dual Eligible Special Needs Plan (Medicare and Medi-Cal)

EPP – Enhanced Payment Program

EPT – Equity and Practice Transformation Program

G&A – General & Administrative

HCBS – Home and Community-Based Services

HHIP – Housing and Homelessness Incentive Program

HQAF – Hospital Quality Assurance Fee

IBNR – Incurred But Not Reported

IGT – Intergovernmental Transfers

LTC – Long Term Care

MCE – Adult Medi-Cal Expansion

MCO – Managed Care Organization

MLR – Medical Loss Ratio

MOT – Major Organ Transplant

PHDP – Private Hospital Directed Payment

QIP – Quality Incentive Pool

SBHIP – Student Behavioral Health Incentive Program

SIS/UIS – Satisfactory Immigration Status/Unsatisfactory Immigration Status

SPD – Seniors and Persons with Disabilities

