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BOARD OF GOVERNORS
Regular Meeting Minutes
Friday, March 8th, 2024
12:00 p.m. – 2:00 p.m.

Video Conference Call and
1240 S. Loop Road
Alameda, CA 94502

1. CALL TO ORDER

Board of Governors Present: Rebecca Gebhart (Chair), Dr. Noha Aboelata (Vice Chair), Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, Byron Lopez, Andie Martinez Patterson, Dr. Kelley Meade, Andrea Schwab-Galindo, Supervisor Lena Tam, Natalie Williams

Board of Governors Remote (Traditional Brown Act): James Jackson

Board of Governors Excused: Dr. Marty Lynch, Jody Moore, Yeon Park, Dr. Evan Seevak

Alliance Staff Present: Matthew Woodruff, Dr. Steve O'Brien, Gil Riojas, Anastacia Swift, Ruth Watson, Sasi Karaiyan, Tiffany Cheang, Michelle Lewis, Lao Paul Vang

Chair Gebhart called the regular Board of Governors meeting to order at 12:00 p.m.

2. ROLL CALL

Roll call was taken and a quorum was established.

3. AGENDA APPROVAL OR MODIFICATIONS

There were no modifications to the agenda.

4. INTRODUCTIONS

Tome Meyers was welcomed and introduced as the Executive Director of Medicare Programs.

5. CLOSED SESSION

a) PUBLIC EMPLOYEE PERFORMANCE EVALUATION: CHIEF EXECUTIVE OFFICER (GOV. CODE SECTION 54957)

After roll call and quorum was established, the Board convened into Closed Session.

6. CONSENT CALENDAR

- a) DECEMBER 5th, 2023, FINANCE COMMITTEE MEETING MINUTES**
- b) FEBRUARY 6th, 2024, FINANCE COMMITTEE MEETING MINUTES**
- c) DECEMBER 8th, 2023, COMPLIANCE ADVISORY COMMITTEE MEETING MINUTES**
- d) DECEMBER 8th, 2023, BOARD OF GOVERNORS MEETING MINUTES**
- e) JANUARY 26th, 2024, BOARD OF GOVERNORS RETREAT MINUTES**

Motion: A motion was made by Supervisor Lena Tam and seconded by Dr. Rollington Ferguson to approve the Consent Calendar Agenda Items 5a through 5e.

Vote: The motion was passed unanimously.

Ayes: Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, James Jackson, Byron Lopez, Andie Martinez Patterson, Dr. Kelley Meade, Andrea Schwab-Galindo, Supervisor Lena Tam, Natalie Williams, Chair Rebecca Gebhart and Vice Chair Dr. Noha Aboelata.

No opposition or abstentions.

7. BOARD MEMBER REPORTS

a) BOARD CHAIR REPORT

i. FORM 700 SUBMISSION

Chair Rebecca Gebhart reminded Board members that their Form 700 is due by April 2nd, 2024, and can be submitted online or by mail.

ii. TRAININGS

b) COMPLIANCE ADVISORY COMMITTEE

Dr. Kelley Meade provided a brief update on the Compliance Advisory Committee meeting that was held on March 8th, 2024.

c) FINANCE COMMITTEE

Dr. Rollington Ferguson provided a brief update on the Finance Committee meeting held on February 6th, 2024.

8. CEO UPDATE

Matt Woodruff provided an update on the following areas:

- **Financials:**

- **February 2024:** Net Operating Performance by Line of Business for the month of January 2023 and Year-To-Date (YTD):

	<u>February</u>	<u>YTD</u>
Medi-Cal	(\$7.4M)	\$26.6M
Group Care	(\$648K)	\$751K
Total	(\$8.0M)	\$27.4M

- **Revenue was \$166.7 million in January 2024 and \$989.8 million Year-to-Date (YTD).**
 - Medical expenses were \$168.6 million in January and \$928.1 million for the fiscal year-to-date; the medical loss ratio is 101.2% for the month and 93.8% for the fiscal year-to-date.
 - Administrative expenses were \$8.3 million in January and \$53.8 million year-to-date; the administrative loss ratio is 5.0% of net revenue for the month and 5.4% of net revenue year-to-date.
- **Tangible Net Equity (TNE):** Financial reserves are 612% of the required DMHC minimum, representing \$293.9 million in excess TNE.
- **Total enrollment in January 2024 was 400,518**, an increase of 48,538 Medi-Cal members compared to December.

- **Key Performance Indicators:**

- **Regulatory Metrics:**

- All Regulatory Metrics were met.

- **Non-Regulatory Metrics:**

- The member services team did not meet internal metrics for service. The team's speed to answer was at 79%, and the abandonment rate was at 9%, compared to internal metrics of 80% and 5%, respectively.

- **Program Implementations:**

- **Single Plan Model**

- Good news. The Alliance enrollment as of January 25th, 2024, is 400,518.

- Member Services had their second largest call volume in its history, almost surpassing 24,000 calls, compared to nearly 30,000 calls in January.
 - Member Services had their second largest Walk-In volume in its history, with 64 members coming onsite for help. That equates to over 3 members onsite per day. For comparison, we averaged just 1 per day for the first six months of the Fiscal year.
 - The Health Care Services Department had its second largest volume of authorizations ever in February 2024. The team received over 7,637 authorization requests in February, compared to 8,519 in January 2024. These numbers encompass authorizations for all categories, not just outpatient.
- **Pay Equity Salary Survey**
 - We will continue to include updates as the Alliance works through the entire process.
- **Recruiting Incentives for our Network**
 - Process and application currently under development.
- **Proposed Board of Governors Community Investment Program**
 - Process and application currently under development.
- **Medicare Overview**
 - **D-SNP Readiness**

Alameda Alliance for Health (AAH) Medicare Advantage Duals Special Needs Plan (DNSP) will begin serving members on January 1st, 2026.

Key milestones and dates the Alliance is working toward for January 1st, 2026, include the following:

- D-SNP Feasibility Study (ProForma) – January 2024 - completed
- Core System (Claims, Medical Management, Grievance & Appeals) Review – January 2024 – completed
- DHCS & DMHC Material Modification Submission 1 – March 1st, 2024 - completed
- DHCS & DMHC Material Modification Submission 2 (Financials) – April 15th, 2024
- Provider Network Development and Recruitment – February 2024 thru February 2025
- CMS Notice of Intent to Apply – November 2024

- CMS Application (Model of Care (MOC), Provider Network, & DMHC Approval) – February 2025
 - CMS Formulary and Bid Submission (Benefit Determination) – June 2025
 - Operational Readiness Assessment, Training, and Audit – June through December 2025
 - Annual Enrollment Period – October thru December 2025
- **Accomplishments in Greater Detail**
- 2023 Q2 (May)
- In May 2023, AAH entered into a Consultant Services Agreement with Rebellis Group to provide the Subject Matter Expertise (SME) to support the development of the D-SNP program.
- 2023 Q3 (July thru September)
- In July 2023, AAH and Rebellis completed the project kickoff, introducing D-SNP to AAH project stakeholders and the Executive Team, and began the review and development of the project plan, defining the work and timeline required to meet the project milestones and the successful launch of D-SNP on January 1st, 2026.
 - Rebellis, with the support of AAH stakeholders, began the development of the Proforma.
 - Rebellis met with AAH IT and Business stakeholders to evaluate the viability of our Claims (HEALTHsuite), Medical Management (TruCare), and Grievance & Appeals (QualitySuite) systems to support D-SNP.
- 2023 Q4 (October thru December)
- AAH received the initial draft Proforma for review and feedback.
 - AAH received the Final DRAFT System Evaluation for review, feedback, and AAH's decision on the platforms to support Claims, Medical Management, and Grievance and Appeals.
- 2024 Q1 (January thru March)
- Tome Meyers, Executive Director of Medicare, started March 4th, 2024, and serves as the Project Driver supporting Ruth Watson as the project's Executive Sponsor.
 - Executive Leadership confirmed the decision to use the existing Claims (HEALTHsuite), Medical Management (TruCare), and Grievance & Appeals (QualitySuite) platforms for D-SNP and for IT to initiate discussions with each system vendor (Ram and Zyter) to evaluate and confirm the enhancements available to support D-SNP.
 - Completed user training and provided user access to Rebellis Academy, the online, self-directed training content for Medicare

Advantage and Part D organizations (including DSNP) offered by Rebellis Group.

- Completed the DHCS & DMHC Material Modification Submission 1 as required by March 1st, 2024.

- **Next Steps**

2024 Q2 (April thru June)

AAH and Rebellis will complete the kickoff and initial review and development for the following:

- Review of current Policy & Procedures (all business areas).
- Model of Care. The Model of Care includes four parts, MOC 1 Description of the SNP Population, MOC 2 Care Coordination, MOC 3 Provider Network, MOC 4 Quality Measurement & Performance Measurement. The initial focus is on MOC part 1.
- Clinical services for Utilization Management, Quality, Stars, and HEDIS.
- Sales and Marketing Planning.
- Product Management with a focus on Benefit Pre-Planning.
- Member Experience with a focus on Member Call Center Planning.
- Oversight of Rebellis Academy user training.
- DHCS & DMHC Material Modification Submission 2 (Financials) for submission by April 15th, 2024.
- Receipt and review of the Quest GeoAccess report for network adequacy required to support the development of the Provider Network Recruitment / Engagement Strategy.

9. BOARD BUSINESS

a) REVIEW AND APPROVE STAFF REPORT NOMINATING JAMES JACKSON FOR VICE CHAIR OF THE FINANCE COMMITTEE

Motion: A motion was made by Dr. Rollington Ferguson and seconded by Natalie Williams to approve the nomination of James Jackson for Vice Chair of the Finance Committee.

Vote: The motion was passed unanimously.

Ayes: Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, Byron Lopez, Andie Martinez Patterson, Dr. Kelley Meade, Andrea Schwab-Galindo, Supervisor Lena Tam, Natalie Williams, Chair Rebecca Gebhart and Vice Chair Dr. Noha Aboelata.

Abstain: James Jackson

No oppositions.

b) COMPLIANCE PRESENTATION

Informational item only.

c) REDETERMINATION PRESENTATION

Due to time constraints, the balance of the redetermination presentation was postponed to the May 10th, 2024 Board of Governors meeting.

Motion: A motion was made by Dr. Kelley Meade and seconded by Andrea Ford to postpone redetermination balance and discussion with the exception of Gil's items (September 2023, December 2023 and January 2024 monthly financial statements)

Vote: The motion was passed unanimously.

Ayes: Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, James Jackson, Byron Lopez, Andie Martinez Patterson, Dr. Kelley Meade, Andrea Schwab-Galindo, Supervisor Lena Tam, Natalie Williams, Chair Rebecca Gebhart and Vice Chair Dr. Noha Aboelata.

No opposition or abstentions.

d) REVIEW AND APPROVE SEPTEMBER 2023, DECEMBER 2023 AND JANUARY 2024 MONTHLY FINANCIAL STATEMENTS

Motion: A motion was made by Supervisor Tam and seconded by Dr. Rollington Ferguson to approve the September 2023, December 2023 and January 2024 monthly financial statements.

Vote: The motion was passed unanimously.

Ayes: Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, James Jackson, Byron Lopez, Andie Martinez Patterson, Dr. Kelley Meade, Andrea Schwab-Galindo, Supervisor Lena Tam, Natalie Williams, Chair Rebecca Gebhart and Vice Chair Dr. Noha Aboelata.

No opposition or abstentions.

e) FISCAL YEAR 2024 SECOND QUARTER FORECAST

Gil Riojas shared a brief update on the Fiscal Year 2024 second quarter forecast.

10. STANDING COMMITTEE UPDATES

Due to time constraints, the standing committee updates were postponed to the May 10th, 2024 Board of Governors meeting.

- a) **PEER REVIEW AND CREDENTIALING COMMITTEE**
- b) **PHARMACY & THERAPEUTICS COMMITTEE**
- c) **QUALITY IMPROVEMENT HEALTH EQUITY COMMITTEE**
- d) **COMMUNITY ADVISORY COMMITTEE**

11. STAFF UPDATES

There were no staff updates.

12. UNFINISHED BUSINESS

None.

13. STAFF ADVISORIES ON BOARD BUSINESS FOR FUTURE MEETINGS

None.

14. PUBLIC COMMENT (NON-AGENDA ITEMS)

There were no public comments for non-agenda items.

15. ADJOURNMENT

Chair Gebhart adjourned the meeting at 2:03 p.m.