

**ALAMEDA ALLIANCE FOR HEALTH
BOARD OF GOVERNORS
REGULAR MEETING
May 14, 2021
12:00 pm – 2:00 pm
(Video Conference Call)
Alameda, CA**

SUMMARY OF PROCEEDINGS

Board of Governors on Conference Call: Dr. Evan Seevak (Chair), Rebecca Gebhart (Vice-Chair), Marty Lynch, Wilma Chan, Natalie Williams, Byron Lopez, Nicholas Peraino, Dr. Rollington Ferguson, Dr. Michael Marchiano, David B. Vliet, Dr. Kelley Meade

Alliance Staff Present: Scott Coffin, Dr. Steve O'Brien, Gil Riojas, Sasi Karaiyan, Anastacia Swift, Ruth Watson, Richard Golfin, Tiffany Cheang, Matt Woodruff, Jeanette Murray

Excused: Dr. Noha Aboelata, Aarondeep Basrai

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
1. CALL TO ORDER			
Dr. Seevak	The regular board meeting was called to order by Dr. Seevak at 12:00 pm.	None	None
2. ROLL CALL			
Dr. Seevak	A telephonic roll call was taken of the Board Members, and a quorum was confirmed.	None	None
3. AGENDA APPROVAL OR MODIFICATIONS			
Dr. Seevak	None	None	None
4. INTRODUCTIONS			
Dr. Seevak	None	None	None
5. CONSENT CALENDAR			
Dr. Seevak	Dr. Seevak presented the Consent Calendar.	<u>Motion to Approve</u>	None

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	<p>a) April 9, 2021, Board of Governors Meeting Minutes</p> <p>b) May 11, 2021, Finance Committee Meeting Minutes</p> <p>Motion to Approve May 14, 2021, Board of Governors Consent Calendar.</p> <p>A vote by roll call was taken, and the motion passed.</p>	<p>May 14, 2021, Board of Governors Consent Calendar.</p> <p><u>Motion:</u> M. Lynch <u>Second:</u> David Vliet</p> <p><u>Vote:</u> Yes</p> <p>No opposed or abstained.</p>	
6. a. BOARD MEMBER REPORT – COMPLIANCE ADVISORY GROUP			
<p>R. Gebhart and R. Golfin</p>	<p>The Compliance Advisory Group was held telephonically on May 14, 2021, at 10:30 am.</p> <p>Rebecca introduced Richard Golfin and the 2021 Joint DMHC & DHCS Medical Services Audit.</p> <p>Richard Golfin presented an overview of the Joint Audit Update.</p> <p>DMHC:</p> <ul style="list-style-type: none"> • Virtual On-Site: April 13 – April 16, 2021 • Review Period: November 1, 2018 – October 31, 2020 <p>DHCS:</p> <ul style="list-style-type: none"> • Virtual On-Site: April 13 – April 23, 2021 • Review Period: June 1, 2019 – March 31, 2021 <p>Scope:</p> <ul style="list-style-type: none"> • Utilization Management • Case Management & Care Coordination • Access & Availability • Member’s Rights & Responsibilities • Quality Improvement System • Organization and Administration 	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>None</p>

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	<p>Initial Observations:</p> <ul style="list-style-type: none"> • The below are plan observations, and the Plan already has another 394 requests from the agencies. Some of the below observations might be or might not be in the final report. <ul style="list-style-type: none"> ○ Notice of Action (NOA) letters at the Plan and its delegates were observed by auditors to have improved but require continued development. ○ System configuration for processing emergency & family planning claims should be revisited to capture all claim types for processing. ○ The Plan must expand its oversight of drivers at its transportation provider. ○ The Plan's grievance classification system may have issues with translating letters into the required threshold languages. ○ The Plan's fraud and privacy reporting mechanisms must be improved to routinely meet regulatory turnaround times. ○ The Plan's system for capturing Potential Quality Issues must be appropriately classified and clearly indicate MD Review. <p>Next Steps:</p> <ul style="list-style-type: none"> • Expect a Preliminary Audit Report within 90-days. • The Final Audit Report is issued 15-days after the Preliminary Report. • The Plan will have 30-days to submit its CAP response to the Final Audit Report. <p>Question: There are many moving parts and what is the outcome that we are hoping to achieve? Answer: The purpose of these reviews are to measure and compare the performance of a plan against its contract requirements, and this feedback is what will direct us in improving the care that we provide.</p> <p>Question: What is being utilized?</p>		

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	<p>Answer: The agencies will review several items in Utilization Management such as program description, policy and procedures, structure, etc.</p> <p>Compliance Dashboard:</p> <ul style="list-style-type: none"> • 2018 DHCS Medical Services Audit is completed and closed. <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>		
6. b. BOARD MEMBER REPORT – FINANCE COMMITTEE			
Dr. Ferguson	<p>The Finance Committee was held telephonically on Tuesday, May 11, 2021.</p> <p>Dr. Ferguson updated the Board on the Finance Committee Meeting.</p> <p>Highlights:</p> <ul style="list-style-type: none"> • Membership increasing and TNE good. • The CFO will discuss the details in the Finance Report. <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	None
7. CEO UPDATE			
S. Coffin, T. Cheang	<p>Scott Coffin, Chief Executive Officer, presented the following updates:</p> <p>Executive Summary:</p> <ul style="list-style-type: none"> • The Alliance turns 25 years in 2021, formed in 1996 by the Alameda County Board of Supervisors. 	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	

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	<ul style="list-style-type: none"> We will be recognizing and celebrating a quarter of a century. <p>Key Performance Metrics:</p> <ul style="list-style-type: none"> Page 132 and 133 of the Operations Dashboard. Several metrics have dropped into the red category, one is our encounter data, and the other was our provider disputes. By the end of June, these metrics should be back in the green status. <p>Fiscal Year 2022 Budget:</p> <ul style="list-style-type: none"> Budget planning for Fiscal Year 2022 began in February. Preliminary budget to be delivered to the Board of Governors during the first week in June. <ul style="list-style-type: none"> Final budget in December 2021 following the delivery of preliminary Medi-Cal rates from DHCS. DHCS to include the County Wide Averaging and risk adjustments due by mid-December from DHCS, and results will be included in the first quarter forecast. <p>COVID-19 Vaccinations:</p> <ul style="list-style-type: none"> Approximately 37% of members (16 years and older) in Medi-Cal and Group Care are partially or fully vaccinated, compared to the statewide average of 49.1% who have received at least one dose. <ul style="list-style-type: none"> About 154,000 postcards will be mailed, followed up by a phone call in all four (4) threshold languages. <p>Tiffany shared a COVID-19 slide and explained the information to the Board Members.</p>		

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	<ul style="list-style-type: none"> • COVID-19 Vaccination Summary as % of Population Ages >= 16 Years. The shared information related to: <ul style="list-style-type: none"> ○ Members Fully Vaccinated or At Least 1 Dose <ul style="list-style-type: none"> ▪ Medi-Cal vs. IHSS Members ▪ Network ▪ Top 15 Cities and High-Risk Zip Code ▪ Ethnicity ▪ Age Category ▪ Gender <p>Comments: To reach a higher percentage of members vaccinated, we might think of doing something like giving out gift cards. Another idea is social media to reach the younger generation.</p> <p>There has been an uptake in appointments from the calling campaign, which seems to get a better response than the letters and postcards. As a standard approach, we will continue with the postcards and calls.</p> <p>Question: In the future, will the 12 to 15 be included on this dashboard? Answer: Yes, the children ages 12 to 15 will be included in the June report.</p> <p>Question: How are other Health Plans doing with vaccinations compared to the Alliance. Answer: We do not have this data on hand, but we will look and report back at the Board Meeting.</p> <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>		<p>Question: How are other Health Plans doing with vaccinations compared to the Alliance.</p> <p>Answer: We do not have this data on hand, but we will look and report back at the Board Meeting.</p>

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8. a BOARD BUSINESS – MARCH 2021 MONTHLY FINANCIAL STATEMENTS			
G. Riojas	<p>Gil Riojas gave the following March 31, 2021 Finance updates:</p> <p>Enrollment:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the Alliance had an enrollment of 281,637 members, a net income of \$7.5M, and the tangible net equity is 564%. Our enrollment has increased by 1,802 members since February 2021. <p>Net Operating Results:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the actual net loss was \$546,000, and the budgeted net income was \$443,000. The unfavorable variances were due to higher than anticipated medical expense, lower than anticipated revenue, and other revenue. <p>Revenue:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the actual revenue was \$93.9M vs. the budgeted revenue of \$94.3M. <p>Medical Expense:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the actual medical expense was \$89.5M vs. the budgeted medical expense of \$86.2M. <p>Medical Loss Ratio (MLR):</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the MLR was 95.4%, and the fiscal year-to-date of 95.8%. <p>Administrative Expense:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the actual administrative expense was \$4.9M vs. the budgeted administrative expense of \$7.6M. 	<p><u>Motion to Approve</u> March 2021, Monthly Financial Statements.</p> <p>Motion: N. Peraino Second: Dr. K. Meade</p> <p><u>Vote:</u> Yes</p> <p>No opposed or abstained.</p>	None

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	<p>Other Income / (Expense):</p> <ul style="list-style-type: none"> As of March 31, 2021, our YTD interest income from investments is \$512,000, and YTD claims interest expense is \$241,000. <p>Tangible Net Equity (TNE):</p> <ul style="list-style-type: none"> Tangible net equity results continue to remain healthy, and at the end of March 31, 2021, the TNE was reported at 564% of the required amount. <p>Cash Position and Assets:</p> <ul style="list-style-type: none"> For the month ending March 31, 2021, the Alliance reported \$338.6M in cash; \$193.0M in uncommitted cash. Our current ratio is above the minimum required at 1.63 compared to the regulatory minimum of 1.0. <p>Motion to approve March 31, 2021, Monthly Financial Statements as presented.</p> <p>A vote by roll call was taken, and the motion passed.</p>		
8. b. BOARD BUSINESS – REVIEW AND APPROVE RESOLUTION 2021-06 BOARD MEMBER SEAT			
S. Coffin	<p>Scott Coffin introduced Resolution 2021-06 to reappoint Board Member Dr. Michael Marchiano to the Alameda County Hospital Member Seat.</p> <p>Dr. Michael Marchiano Ferguson recused himself from participating in the discussion and vote.</p> <ul style="list-style-type: none"> The Board voted to reappoint Board Member Dr. Michael Marchiano to the Alameda County Hospital Member Seat. <p>Motion to approve Resolution 2021-06 to reappoint Board Member Dr. Michael Marchiano to the Alameda County Hospital Member Seat.</p> <p>A vote by roll call was taken, and the motion passed.</p>	<p><u>Motion to approve</u> Resolution 2021-06 to reappoint Board Member Dr. Michael Marchiano to the Alameda County Hospital Member Seat.</p> <p><u>Motion:</u> S. Coffin <u>Second:</u> Dr. E. Seevak</p> <p>Motion passed by roll call.</p> <p><u>Vote:</u> Yes</p> <p>No opposed.</p>	None

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
		1 abstained (Dr. M. Marchiano).	
8. c. BOARD BUSINESS – REVIEW AND APPROVE RESOLUTION 2021-07 BOARD MEMBER SEAT			
S. Coffin	<p>Scott Coffin introduced Resolution 2021-07 to reappoint Board Member Dr. Rollington Ferguson to the Alameda County Physician Member Seat.</p> <p>Dr. Rollington Ferguson recused himself from participating in the discussion and vote.</p> <ul style="list-style-type: none"> The Board voted to reappoint Dr. Rollington Ferguson to the Alameda County Physician Member Seat. <p>Motion to approve Resolution 2021-07 to reappoint Board Member Dr. Rollington Ferguson to the Alameda County Physician Member Seat.</p> <p>A vote by roll call was taken, and the motion passed.</p>	<p><u>Motion to approve</u> Resolution 2021-07 to reappoint Board Member Dr. Rollington Ferguson to the Alameda County Physician Member Seat.</p> <p><u>Motion:</u> Dr. E. Seevak <u>Second:</u> Dr. K. Meade</p> <p>Motion passed by roll call.</p> <p><u>Vote:</u> Yes</p> <p>No opposed. 1 abstained (Dr. Rollington Ferguson).</p>	None
8. d. BOARD BUSINESS – REVIEW AND APPROVE RESOLUTION 2021-08 BOARD MEMBER SEAT			
S. Coffin	<p>Scott Coffin introduced Resolution 2021-08 to reappoint Board Member Aarondeep Basrai to the At Large Pharmacist Member Seat.</p> <p>Aarondeep Basrai Ferguson recused himself from participating in the discussion and vote.</p>	<p><u>Motion to approve</u> Resolution 2021-08 to reappoint Board Member Aarondeep Basrai to the At Large</p>	None

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
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	<ul style="list-style-type: none"> The Board voted to reappoint Board Member Aarondeep Basrai to the At Large Pharmacist Member Seat. <p>Motion to approve Resolution 2021-08 to reappoint Board Member Aarondeep Basrai to the At Large Pharmacist Member Seat.</p> <p>A vote by roll call was taken, and the motion passed.</p>	<p>Pharmacist Member Seat.</p> <p><u>Motion:</u> Dr. E. Seevak <u>Second:</u> Dr. K. Meade</p> <p>Motion passed by roll call.</p> <p><u>Vote:</u> Yes</p> <p>No opposed. 1 abstained (Aarondeep Basrai).</p>	
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8. e. BOARD BUSINESS – REVIEW AND APPROVE RESOLUTION 2021-09 CREATING THE EXECUTIVE COMMITTEE

S. Coffin	<p>Scott Coffin introduced Resolution 2021-09 to Create the Executive Committee.</p> <p>Motion to approve Resolution 2021-09 to Create the Executive Committee</p> <p>A vote by roll call was taken, and the motion passed.</p> <p>Dr. Seevak brought forth the information that the Executive Committee consists of the Alliance Board of Governors Chair, Vice-Chair, Past Board Chair, Finance Committee Chair, Strategic Planning Committee Chair. Next month the Board will be voting on the membership.</p>	<p><u>Motion to approve</u> Resolution 2021-09 to Create the Executive Committee</p> <p><u>Motion:</u> Dr. E. Seevak <u>Second:</u> D. Vliet</p> <p>Motion passed by roll call.</p> <p><u>Vote:</u> Yes</p> <p>No opposed or abstained.</p>	None
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8. f. BOARD BUSINESS – PROVIDER SATISFACTION UPDATE

<p>M. Woodruff D. Crowder and S. Wakefield</p>	<p>Matt Woodruff, Darryl Crowder, and Stephanie Wakefield presented the Provider Satisfaction Update.</p> <p>The topics covered were:</p> <p>Provider Satisfaction Survey Overview</p> <ul style="list-style-type: none"> • Provider Overview 2015-2020 • Survey Distribution & Response Rates • Provider Satisfaction Composite Score • Individual Questions Related to Interpreter Services • Provider Satisfaction Survey Results • Conclusions <p>Question: What percentage of the Alliance’s Members need interpreters? Answer: We will find out and bring that information back to the next Board Meeting.</p> <p>Question: The Alliance faxes and calls providers; do you also send e-mails to providers? Answer: E-mails are not as easy to obtain from the providers, but we can start making it a point to ask for them.</p> <p>Question: What was the Utilization rate of telehealth during COVID-19 and cost? Answer: We can run claims and have that information for you.</p> <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>Question: What percentage of the Alliance Members need interpreters? Answer: We will find out and bring that information back to the next Board Meeting.</p> <p>Question: What was the Utilization rate of Teladoc during COVID-19 and cost? Answer: We can run claims and have that information for you.</p>
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AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
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8. g. BOARD BUSINESS – CALAIM IMPLEMENTATION UPDATE FOR JANUARY 1, 2022

<p>S. Coffin, R. Watson, and Dr. O'Brien</p>	<p>S. Coffin, Ruth Watson, and Dr. Steve O'Brien presented the CalAIM Implementation Update for January 1, 2022.</p> <p>The topics covered were:</p> <p>CalAIM Overview:</p> <ul style="list-style-type: none"> • Implementation Approach • Considerations & Opportunities • Progress Report • Deliverables & Timelines • Appendix <ul style="list-style-type: none"> ○ CalAIM Timeline 2022 ○ Functional Roles ○ Enhanced Care Management Populations of Focus ○ In Lieu Of Services ○ Major Organ Transplants <p>At the June meeting, costs relating to these three services will be presented.</p> <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>None</p>
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8. h. BOARD BUSINESS – REAL ESTATE ACQUISITION

<p>Dr. R. Ferguson</p>	<p>Dr. Rollington Ferguson presented the Real Estate Acquisition.</p> <ul style="list-style-type: none"> • The Alliance team is split into two separate buildings, and Dr. Ferguson would like to investigate purchasing a real estate location where the team can be in the same building. <p><u>Motion to discuss:</u> Scott and team to scout out real estate to acquire for the Alliance with the prospect of the future Alliance growth.</p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	
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AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	<p><u>Motion:</u> Dr. Rollington Ferguson</p> <p><u>Second:</u> N. Williams</p> <p>Discussion:</p> <ul style="list-style-type: none"> • Due to the uncertainty of what it will be like after COVID-19, the Board felt it was hard to decide to purchase property at this time. However, the Raider's home next to the Alliance is for sale and the Board wanted to check into the sale price and size. • The Alliance is midway through a 20-week engagement with a firm that is working out the return to work details. We will know more next month after the budget and the decision on the number of new employees. <p>The Board agreed that Scott would check into the cost and size of the Raiders building and any other properties, and bring recommendations back to the Board.</p> <p>It was decided that there was no motion needed, and Dr. Ferguson withdrew the motion.</p>		<p>The Board agreed that Scott would check into the cost and size of the Raiders Home for sale and any other properties and bring recommendations back to the Board.</p>

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
9. a. STANDING COMMITTEE UPDATES – PEER REVIEW AND CREDENTIALING COMMITTEE			
Dr. Steve O'Brien	<p>The Peer Review and Credentialing Committee (PRCC) held telephonically on April 20, 2021.</p> <p>Dr. Steve O'Brien gave the following updates:</p> <ul style="list-style-type: none"> • There were ten (10) initial providers approved. Additionally, forty-seven (47) providers were re-credentialed at this meeting. <p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	None
10. STAFF UPDATES			
S. Coffin	<ul style="list-style-type: none"> • Report on COVID-19 Vaccination, ages 12-15 • TeleHealth Utilization and Cost Report Update 	None	2 updates
11. UNFINISHED BUSINESS			
S. Coffin	<ul style="list-style-type: none"> • None 	None	None
12. STAFF ADVISORIES ON BOARD BUSINESS FOR FUTURE MEETINGS			
S. Coffin	<ul style="list-style-type: none"> • None 	None	None
13. PUBLIC COMMENTS (NON-AGENDA ITEMS)			
Dr. Seevak	<ul style="list-style-type: none"> • None 	None	None
14. ADJOURNMENT			
Dr. Seevak	Dr. Seevak adjourned the meeting at 2:23 pm.	None	None

Respectfully Submitted By: Jeanette Murray, Executive Assistant to the Chief Executive Officer and Clerk of the Board