ALAMEDA ALLIANCE FOR HEALTH
BOARD OF GOVERNORS
REGULAR MEETING
February 11<sup>th</sup>, 2022
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), Dr. Kelley Meade, Nicholas Peraino, Marty Lynch, Natalie Williams, Byron Lopez, Dr. Michael Marchiano, James Jackson, Dr. Noha Aboelata, Aarondeep Basrai, Supervisor Dave Brown, Andrea Schwab-Galindo

Alliance Staff Present on Conference Call: Scott Coffin, Dr. Steve O'Brien, Gil Riojas, Anastacia Swift, Ruth Watson, Richard Golfin III, Matt Woodruff, Sasi Karaiyan, Tiffany Cheang, Michelle Lewis

Guests Present on Conference Call: Bobbie Wunsch, Founder and Partner, Pacific Health Consulting Group

**Excused: Dr. Rollington Ferguson** 

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
1. CALL TO	ORDER		
Dr. Evan Seevak	The regular board meeting was called to order by Dr. Seevak at 12:04 pm.  The following public announcement was read.  "The Board recognizes that there is a proclaimed state of emergency at both the State and the local Alameda County levels, and there are recommended measures to promote social distancing in place. The Board shall therefore conduct its meetings via teleconference in accordance with Assembly Bill 361 for the duration of the proclaimed State of emergency."  "Audience, during each agenda item, you will be provided a reasonable amount of time to provide public comment."	None	None

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SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP

2. ROLL CALL				
A telephonic roll call was taken of the Board Members, and a quorum was confirmed.	None	None		
APPROVAL OR MODIFICATIONS				
Dr. Seevak moved to change Board Business item 9.d. to be presented after 9.am.	None	None		
CTIONS				
None	None	None		
CALENDAR				
Dr. Seevak presented the February 11th, 2022, Consent Calendar.  a) January 14th, 2022, Board of Governors Meeting Minutes b) February 8th, 2022, Finance Committee Meeting Minutes  Motion to Approve February 11th, 2022, Board of Governors Consent Calendar.  A roll call vote was taken, and the motion passed.	Motion to Approve February 11th, 2022, Board of Governors Consent Calendar.  Motion: M. Lynch Second: Supervisor Brown  Vote: Yes No opposed or abstained.	None		
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AGENDA ITE SPEAKER	M	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
Rebecca Gebhart	Feb	e Compliance Advisory Committee (CAC) was held telephonically on bruary 11 <sup>th</sup> , 2022, at 10:30 am.	Informational update to the Board of Governors.	None
		mpliance Audit Dashboard:  Dashboard is tracking 133 findings, and 112 have been closed in total.	Vote not required.	
	DH	<ul> <li>CS Medical Audit findings from 2021:</li> <li>The Compliance Advisory Committee discussed 4 repeat findings. These audit findings are close to being closed: (1) finding on medical necessity denials and the plan has been working to ensure medical necessity standards are documented for denials; (2) decision-makers name was not on the notice of action; (3) health risk assessment that needs to happen within a required timeframe did not happen in the required timeframe. These did not happen timely because they were retroactive assignments; we have developed more precise internal tracking; (4) The Alliance's MOU with Alameda County – the State found that we did not follow all requirements for meeting and reporting from those meetings. The Alliance was able to meet with the State on January 31st, and another meeting is scheduled for February 25th.</li> </ul>		
	202	<ul> <li>Delegate Audits:</li> <li>The delegates are being audited similarly to how the State audits us. An audit date confirmation is sent to the delegates with a request for documents. Then the State audits the documents, a preliminary report is sent to the delegates, and then a final report.</li> <li>There are 5 audits in process. CHCN's final report is scheduled to be on March 31<sup>st</sup>. Beacon's final audit report is expected around April 1<sup>st</sup>. March Vision is completed with no findings. CFMG is in process; final audit report will be delivered approximately February 25<sup>th</sup>.</li> <li>The 5<sup>th</sup> delegate was Modivcare, our transportation provider. We added this to our audit list because of an audit finding. The finding was that the plan did not ensure that the transportation providers/drivers are enrolled in Medi-Cal, have appropriate licensure, and are not subject to any</li> </ul>		

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202	<ul> <li>exclusions. Our internal review found that 1 driver did not meet the requirements. This is an issue statewide with other plans.</li> <li>The audit for Modivcare is scheduled for March 9<sup>th</sup>.</li> <li>Once the final report is issued to these delegates, the final report can be shared with the Compliance Advisory Committee, and we can bring those results to the Board.</li> <li>22 DHCS Survey: <ul> <li>The Alliance is in the pre-audit document collection phase.</li> <li>DHCS has requested 900 documents, due February 14<sup>th</sup>. 94% of these documents have been collected and are being reviewed internally to make sure they are responsive to the request.</li> <li>This is the first phase of document collection, and the subsequent phases could be related to individual files.</li> <li>For informational purposes, there are 6 categories of audits: utilization management; case management and care coordination; access and availability; quality improvement; member rights; admin and organizational</li> </ul> </li> </ul>		
Qu the An info be	coming Audits:  NCQA Reaccreditation - July 2022 DHCS Medical Survey - April 4 <sup>th</sup> DMHC Financial Services Audit in the 4 <sup>th</sup> Quarter of 2022  estion: Can the Board be educated on the background and performance of edelegate details?  swer: We are looking into the structure of this, and a presentation would be bromative. We are in the process of building delegate dashboards, and they will available in the future.  Dormational update to the Board of Governors.  the not required.		

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7. b. BOARD	7. b. BOARD MEMBER REPORT – FINANCE COMMITTEE			
Nicholas Peraino	The Finance Committee was held telephonically on Tuesday, February 8th, 2022.  Dr. Ferguson was absent at the Board meeting due to an emergency; Nicholas Peraino provided updates:  Highlights:  • December Financial Report was discussed and Gil will be covering in detail during his Board report.  • Presentation from Matthew Woodruff about claims interest and autoadjudicating claims.  • Gil presented the opportunities around changing the investment portfolio and what our options are.  Question: Is HealthSuite the program that runs adjudicating claims or are there others?  Answer: Yes, it is HealthSuite.  Informational update to the Board of Governors.  Vote not required.	Informational update to the Board of Governors.  Vote not required.	None	
8. CEO UPDA	ATE			
Scott Coffin	Scott Coffin, Chief Executive Officer, presented the following updates:  • Scott congratulated Dr. Noha Aboelata for receiving a distinguished award. She is the recipient of the 2022 James Irvine Foundation Leadership Award.  Executive Summary:	Informational update to the Board of Governors.  Vote not required.	None	

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Fin	ances:		
	<ul> <li>The Alliance is forecasting this fiscal year to end at a \$3.5 million dollar net income. The budget process for the fiscal year 2023 begins July 1, 2022.</li> </ul>		
Key	<ul> <li>Performance Indicators:</li> <li>Regulatory metrics - our standard Member Grievances turnaround time was off by 3%, and the expedited grievances were 88% below requirement.</li> <li>Non-Regulatory metrics – Member Services call center abandonment rate and average speed to answer exceeded internal targets, and the Operations teams are working on staffing to improve the customer service experience.</li> </ul>		
Sin	<ul> <li>gle Plan Model Update:</li> <li>The Department of Health Care Services (DHCS) released the Medical Managed Care request for proposals on February 9<sup>th</sup>, 2022. The RFP addresses 58 counties in California, and responses are due to DHCS by April 11<sup>th</sup>, and then the notices of intent to award are scheduled for August 9<sup>th</sup>. Alameda Alliance for Health is not participating in this procurement process.</li> <li>Alameda County is identified in the RFP as a single plan model as of January 1<sup>st</sup>, 2024.</li> </ul>		
	<ul> <li>Next steps include:</li> <li>In 2022: Initiate the transition planning with DHCS, Anthem and updating our regulatory submissions and other planning materials.</li> <li>In 2023: Public stakeholder forums with Medi-Cal providers and Medi-Cal beneficiaries would be held at different times in the year, expansion of the provider network, and other operational readiness activities.</li> <li>Following a series of Member &amp; Provider communications in 2023, the Medi-Cal beneficiaries enrolled in Anthem</li> </ul>		

would transition into Alameda Alliance on January 1st, 2024

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An	estion: Does this information make the Alliance Singe Plan Model official? swer: As stated in the RFP, we are moving forward to be a Single Plan Model.  ntract with Kaiser Permanente:  On February 4 <sup>th</sup> , the State of California announced their intention to contract with Kaiser Permanente for Medi-Cal managed care services in 22 California counties.  The contract begins January 1 <sup>st</sup> , 2024 and continues through the calendar year 2028. There is a provision that mandates a 25% enrollment growth over 5 years.  DHCS is seeking approval from CMS and will propose language to the state legislature to authorize this change to the statewide Medi-Cal delivery system.  In response to this announcement, the Alliance is launching an impact analysis in the month of February to assess the short-term and long-term implications. The analysis will include the impacts to financials, quality, enrollment, operations, regulatory compliance, and other parts of the organization.  The analysis will also include a preliminary view of impacts to our Medi-Cal beneficiaries and providers.		
Thi	<ul> <li>What are the potential impacts to the Alameda County public health infrastructure &amp; programs, including the Medi-Cal Single Plan Model?</li> <li>What are the potential impacts to the Medi-Cal beneficiaries and providers in Alameda County?</li> <li>Does the Governor of California have the authority to enter into a sole source contract without public stakeholder engagement?</li> <li>Does the DHCS have the state and federal authority to execute this contract?</li> <li>Should the DHCS mandate the enrollment growth of a contracted managed care organization?</li> </ul>		

Question: If Kaiser has lower risk beneficiaries, then will we see better rates in the plans that are not Kaiser? Answers: Rates are included in the impact analysis.  Question: What is the 25% growth for Kaiser to have? Answers: Estimates will be developed statewide and in Alameda County.  Question: If we are to be a Single Plan Model and Kaiser is a Plan in our County, how is the State explaining that? Answer: These are questions being asked statewide as 2 other counties besides Alameda are being moved forward to a Single Plan Model.  Question: Does the State have any plans to make up for lost revenue due to the Kaiser Contract? Answer: Not at this time.  Question: Will Kaiser be eligible for IGTs? Answer: We will follow up with this with the DHCS.  Question: Challenge stakeholder input in the contract; is there precedent for direct contracting without stakeholders? Question: What is the impact on consumer choice? Answer: These questions will be on the impact analysis.  Informational update to the Board of Governors.  Vote not required.	

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SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP

a. BOARD BUSINESS – REVIEW AND APPROVE DECEMBER 2021 MONTHLY FINANCIAL STATEMENTS			
Re Med	Riojas gave the following December 2021 Finance updates:  **ollment:  **For the month ending December 31st, 2021, the Alliance had an enrollment of almost 297,000 members, a net loss of \$1.5M, and the tangible net equity was 532% of the required amount.  **Our enrollment has increased by almost 1600 members since November 2021.  **Highlight for next month: from December to January, we passed 300,000 members.  **Operating Results:  **For the month ending December 31st, 2021, the actual net loss was \$1.5M, and the budgeted net loss was \$2.7M.  **The Alliance performed better than what we had budgeted in terms of the net loss.  **Evenue:  **For the month ending December 31st, 2021, the actual revenue was \$99.8M vs. the budgeted revenue of \$99.6M.  **For the fiscal year ending December 31st, 2021, the actual revenue was \$589.8M vs. the budgeted revenue of \$589.7M.  **Cical Expense:  **For the month ending December 31st, 2021, the actual medical expense was \$95.3M, and the budgeted medical expense was \$95.3M.  **For the fiscal year ending December 31st, 2021, the actual medical expense was \$95.3M, and the budgeted medical expense was \$95.3M.  **For the fiscal year ending December 31st, 2021, the actual medical expense was \$95.3M, and the budgeted medical expense was \$95.3M.  **For the fiscal year ending December 31st, 2021, the actual medical expense was \$95.3M.	Motion to Approve December 31st, 2021, Monthly Financial Statements as presented.  Motion: James Jackson Second: N. Williams  Vote: Yes  No opposed or abstained.	None

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	Medical Loss Ratio (MLR):  • For the month ending December 31st, 2021, the MLR was 95.5% ar 95.1% for the fiscal year-to-date.	nd	
	<ul> <li>Administrative Expense:</li> <li>For the month ending December 31<sup>st</sup>, 2021, the actual administrative expense was \$6.0M vs. the budgeted administrative expense of \$7.0M.</li> <li>For the fiscal YTD ending December 31<sup>st</sup>, 2021, the actual administrative expense was \$32.0M vs. the budgeted administrative expense of \$34.5M</li> </ul>	ve	
	Other Income / (Expense):  • As of December 31 <sup>st</sup> , 2021, our YTD interest income from investments \$215,000, and YTD claims interest expense is \$192,000.	is	
	<ul> <li>Tangible Net Equity (TNE):</li> <li>Tangible net equity results continue to remain healthy, and at the end December 31<sup>st</sup>, 2021, the TNE was reported at 532% of the require amount.</li> </ul>		
	Cash Position and Assets:  • For the month ending December 31 <sup>st</sup> , 2021, the Alliance reported \$326.5 in cash; \$149.4M in uncommitted cash. Our current ratio is above the minimum required at 1.59 compared to the regulatory minimum of 1.0.		
	Motion to Approve December 31 <sup>st</sup> , 2021, Monthly Financial Statements as presented.		
	A roll call vote was taken, and the motion passed.		

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	D BUSINESS – BOARD OF GOVERNORS EFFECTIVENESS ASSESSMENT	T	T
Bobbie Wunsch	Bobbie Wunsch presented the Board of Governors Effectiveness Assessment.  Dr. Seevak gave a quick introduction.	Informational update to the Board of Governors.	None
	Governing with Intent:  • Alameda Alliance for Health Board Effectiveness Review  • Board's impact on organizational performance  • How Board operates as a group  • Board structure and membership  • Board's impact on CEO partnership and support  Next Steps:  • Receive BoardSource Board Effectiveness Survey  • Analyze survey results  • Follow-Up interviews with Board Members based on survey results  • Present summary of findings of survey and interviews to the Alliance Board  • Identify areas for change and improvement of performance  Bobbie will return in April with the survey results.  To view the complete Board of Governors Effectiveness Assessment presentation, see Board Packet.  Informational update to the Board of Governors.  Vote not required.	Vote not required.	

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SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP

9. b. BOARD	BUSINESS – CALAIM PROGRESS REPORT		
Dr. S. O'Brien and Ruth Watson	Dr. O'Brien and Ruth Watson presented the CalAIM Progress Report Update.  CalAIM Operational Readiness is divided into two phases and includes all our community-based organizations and other contracted entities for Enhanced Care Management (ECM), Community Supports (CS), and Major Organ Transplants (MOT).	Informational update to the Board of Governors.  Vote not required.	None
	Progress report:  Phase one – Day One Operational Readiness Status (ECM, CS, and MOT) - Day One ECM & CS Successfully transitioned Whole Person Care (WPC) and Health Home Pilot Program (HHP) Participants into ECM and CS – total eligible members 3,330.  MOT readiness completed.  30 Alliance members currently in transplant pipeline with Stanford and UCSF. COE Network certified with DHCS. Stanford contract fully executed. UCSF – Letter of Intent fully executed – final rates pending DHCS negotiation with UC System.  Phase Two – 60/90 Days and Beyond Incentive Programs: CalAIM Incentive Payment Program (IPP) Potential Allocation of Funds \$11.5M. Three-year DHCS program to provide funding for the support of ECM and CS. Submitted Needs Assessment and Gap Filing Plan to DHCS on January 12 <sup>th</sup> . Student Behavioral Health Incentive Program (SBHIP) Potential Allocation of Funds TBD. Letter of Intent to Participate in the program submitted to DHCS on January 27 <sup>th</sup> . Partner form due to DHCS March 15 <sup>th</sup> . Needs Assessment due 12/31/2022. Housing and Homelessness Incentive Program (HHIP) Potential Allocation of Funds TBD. Letter of Intent due to DHCS March 2022.		

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	Alameda County Health Care Services Agency (HCSA) due Jun 30 <sup>th</sup> , 2022.  Medi-Cal Rx Transition – First 30 Days:  Successful transition of Medi-Cal Rx benefit to Magellan completed on 1/1/2022.  Multiple challenges were identified and rapidly addressed.  Eligibility issues (resolved)  Prior authorization issues (partially resolved)  Data issues (DHCS is addressing)  To view the complete CalAIM Progress Report Update presentation, see Boar Packet.  Informational update to the Board of Governors.	1	
9. c. BOARD  Matthew  Woodruff	Matthew Woodruff presented the COVID-19 Vaccinations and Incentive Progress Update.  The purpose is to update the vaccinations to both Medi-Cal and Group Care line of business and discuss the new incentive program. The topics discussed were:  COVID-19 Vaccinations Outreach:  The Alliance as of February 7th, 2022:  72.2% of Medi-Cal members 12 years and older are vaccinated (fully/partially) based on CAIR, encounter, claim, and HEDIS data target to reach 89.6% by March 6th.  Averaging 1,000 vaccines a week.	Informational update to the Board of Governors.  Vote not required.	None

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-	<ul> <li>Medi-Cal managed care enrollment continues to reach record-highs each month, and the majority of the Alliance's newly enrolled Medi-C Beneficiaries are not vaccinated.</li> <li>Live after-hours outbound calls to unvaccinated members 12+ starte December 14th, 2021 and occur weekdays 4 pm to 7 pm and Saturdays am to 1 pm.         <ul> <li>To date, 14,140 calls have been made, more than 8,552 of white were completed: 60.5% successful answer rate.</li> <li>The texting campaign as a follow-up to live calls began on Janua 7th, 2022.</li> </ul> </li> <li>Newsletters:         <ul> <li>Member Connect Newsletter will be mailed in February 2022 over 150,000 member households and include vaccine invention information.</li> </ul> </li> <li>The Alliance, Alameda County Public Health Department Partnersh (scheduled to end about April 2022).</li> <li>Continuing partnerships with community providers, physicians, Alamed County Care.</li> <li>Alliance and other faith-based organizations:             <ul> <li>Support from ACCMA/SMMA Board Members.</li> <li>School partnerships, and Alameda Community Partnerships.</li> <li>Program ends February 28th, 2022. State will extract data March 6th, 2022. Alliance submits the final report to DHCS on April 20th, 2022. Alliance will report to the Board in March and May on the vaccine program.</li> </ul> </li> <li>Question: Will the gift cards continue after February 28th? Will the provider be able to have them at their office to make it an easier incentive for the member? Answer: Extension of member incentives will be discussed and decided.</li> <li>To view the complete COVID-19 Vaccinations and Incentives Progress Upda presentation, see Board Packet.</li> <li>Informational update to the Board of Governors.</li> <li>Vote not required.</li> </ul>	al ed 10 ch ry to /e ip da	

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10. a. STANI	10. a. STANDING COMMITTEE UPDATES – PEER REVIEW AND CREDENTIALING COMMITTEE				
Dr. Steve O'Brien	The Peer Review and Credentialing Committee (PRCC) was held telephonically on January 18 <sup>th</sup> , 2022.  Dr. Steve O'Brien gave the following Committee updates:  • There were fifteen (15) initial providers approved, including two (2) PCPs. Additionally, twenty-nine (29) providers were re-credentialed at this meeting.  • There were thirty (30) providers who left the Alliance, including four (4) PCPs. We have been running negative in our providers for approximately 6 months.  Informational update to the Board of Governors.  Vote not required.	Informational update to the Board of Governors.  Vote not required.	None		
10. b. STANI	DING COMMITTEE UPDATES – HEALTH CARE QUALITY COMMITTEE				
Dr. Steve O'Brien	<ul> <li>The Health Care Quality Committee (HCQC) was held telephonically on January 20<sup>th</sup>, 2022.</li> <li>Dr. Steve O'Brien gave the following Committee updates:</li> <li>Dr. O'Brien introduced the new Quality manager, Farashta Zainal.</li> <li>Senior Director of Quality Stephanie Wakefield will retire at the end of April after the DHCS audit.</li> <li>General updates provided at the meeting were P4P, a presentation on readmission work, and an update on CalAIM and Medi-Cal Rx.</li> </ul>	Informational update to the Board of Governors.  Vote not required.	None		

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	Informational update to the Board of Governors.  Vote not required.			
11. STAFF UP	DATES			
Sandra Galindo	None	None	None	
12. UNFINISH	ED BUSINESS			
Sandra Galindo	None	None	None	
13. STAFF	DVISORIES ON BOARD BUSINESS FOR FUTURE MEETINGS		1	
Sandra Galindo	None	None	None	
14. PUBLIC C	OMMENTS (NON-AGENDA ITEMS)			
Sandra Galindo	None	None	None	
15. ADJOURN	15. ADJOURNMENT			
Dr. Evan Seevak	Dr. Evan Seevak adjourned the meeting at 1:55 pm.	None	None	

Respectfully Submitted by: Danube Serri Legal Analyst, Legal Services.