

**ALAMEDA ALLIANCE FOR HEALTH  
BOARD OF GOVERNORS  
REGULAR MEETING**

**March 13, 2020  
12:00 pm – 2:00 pm  
Regular Board Meeting (conference Call)  
1240 S. Loop Road, Alameda, CA**

**SUMMARY OF PROCEEDINGS**

**Board of Governors on Conference Call:** Dr. Evan Seevak (Chair), Rebecca Gebhart (Vice Chair), Dr. Noha Aboelata, Aarondeep Basrai, Dr. Rollington Ferguson, Marty Lynch, Feda Almaliti, Delvecchio Finley, David B. Vliet, Dr. Kelley Meade

**Excused:** Wilma Chan, Nicholas Peraino, Dr. Michael Marchiano

**Alliance Staff Present:** Scott Coffin, Dr. Steve O'Brien, Gil Riojas, Tiffany Cheang, Diana Sekhon, Sasi Karaiyan, Anastacia Swift, Christine Corpus, Sandra Galindo, Jeanette Murray, Matt Woodruff

**Guest Speakers:** None

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
<b>1. CALL TO ORDER</b>			
Dr. Seevak	The regular board meeting was called to order by Dr. Seevak at 12:14 PM.	None	None
<b>2. ROLL CALL</b>			
Dr. Seevak	A telephonic roll call was taken of the Board Members, and a quorum was confirmed.	None	None
<b>3. AGENDA APPROVAL OR MODIFICATIONS</b>			
Dr. Seevak	Diane Sekhon will be updating the Board of Governors on the discussion held at the Compliance Advisory Committee, held earlier in the day.	None	None
<b>4. INTRODUCTIONS</b>			
Dr. Seevak	Introduction of Board Members, staff, and guests was completed.	None	None

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
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<b>5. CONSENT CALENDAR</b>			
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Dr. Seevak	Motion to approve the February 2020 Board of Governors Meeting Minutes.	Motion: M. Lynch Second: D. Vliet  Vote: Yes  No opposed or abstained.	None
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<b>6. a. BOARD MEMBER REPORT – COMPLIANCE ADVISORY COMMITTEE</b>			
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D. Sekhon	<p>The Compliance Advisory Committee met telephonically on March 13, 2020 and discussed the below four (4) compliance dashboards.</p> <p>Diana Sekhon gave the following updates:</p> <p>2020 DMHC Medical Services Audit (follow up from 2018 audit with 12 deficiencies):</p> <ul style="list-style-type: none"> <li>• Created a new dashboard to review audit items, added to the existing Corporate Compliance Dashboard for tracking and resolution.</li> <li>• Self-identified seven potential compliance issues.</li> <li>• Three of these were with UM – which the team is working on being more clear and concise.</li> <li>• The Alliance’s goal is to resolve issues self-identified in preparation for the October 2020 audit.</li> </ul> <p>2019 DMHC Financial Audit:</p> <ul style="list-style-type: none"> <li>• Audit started in December 2019 and the Alliance received preliminary audit report on 2/13/20.</li> <li>• The audit includes five findings; three related to claims, no finance issues found.</li> <li>• Examples of these findings are payment accuracy, unclear denial reasons or inappropriate denials, and one issue with mailroom control of stamping and counting each claim.</li> <li>• The Alliance will be providing additional information for DMHC’s consideration before the final report.</li> </ul>	Informational update to the Board of Governors.  Vote not required.	
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AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	<p>2019 DHCS Medical Audit from – June 2019:</p> <ul style="list-style-type: none"> <li>• 25 of 28 Findings are completed; three in progress, Alliance is coordinating with DHCS to close out all items.</li> </ul> <p>2018 DHCS Medical Audit – June 2018:</p> <ul style="list-style-type: none"> <li>• All 38 Findings completed; 35 of these validated; three remain open to validate.</li> </ul> <p>Future Audits:</p> <ul style="list-style-type: none"> <li>• DHCS Annual Medical Audit – June.</li> <li>• DMHC Medical Routine Audit – October 12<sup>th</sup>.</li> <li>• NCQA Accreditation Review – June 1-2, will be submitting documentation in April.</li> </ul>		
<b>6. b. BOARD MEMBER REPORT – FINANCE COMMITTEE</b>			
Dr. Ferguson	<p>The Finance Committee met telephonically on Tuesday, March 10<sup>th</sup>, 2020.</p> <p>Finance Issues:</p> <ul style="list-style-type: none"> <li>• Medi-Cal membership continues to decline by 1,200 to 1,800 per month.</li> <li>• TNE remains around 600 percent.</li> <li>• Discussion related to additional medical costs associated to the COVID-19 virus. The Federal Government and California State are meeting about this issue but no details are available.</li> </ul>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	

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**7. CEO UPDATE**

<p>S. Coffin</p>	<p>Scott Coffin gave the following updates:</p> <p><b>a) COVID-19 Outbreak Preparedness, Readiness, and Response actions (page 29):</b></p> <ul style="list-style-type: none"> <li>• Alliance has taken immediate steps to identify and prepare staff for transition into remote work environments to comply with the shelter-in-place order.</li> <li>• Communications is important, we are communicating with Alameda County Public Health, California Department of Public Health, and the Centers for Disease Control.</li> <li>• The CEO appointed an Incident Commander in February to organize the efforts, and manage the communications with external partners and staff.</li> <li>• The Alliance's Provider Services field staff have been called into the office to support the providers telephonically, and the provider portal is available for online authorizations.</li> <li>• The Alliance member portal is available and up-to-date, and members may contact the Member Services Department, Monday through Friday, 8AM to 5PM.</li> <li>• As of March 16<sup>th</sup>, the Alliance temporarily suspended the walk-in service for members at the corporate headquarters. Announcements were posted online, and a message is being broadcasted to members calling the service center.</li> </ul> <p><b>Question:</b></p> <ul style="list-style-type: none"> <li>• Are you coordinating with Alameda County Agencies?</li> </ul> <p><b>Answer:</b></p> <ul style="list-style-type: none"> <li>• Dr. O'Brien - Alameda County is on point for Public Health, we coordinate with them.</li> </ul> <p><b>Question:</b></p> <ul style="list-style-type: none"> <li>• Is there a code to use for Telephonic/remote (not Telehealth) visits?</li> </ul> <p><b>Answer:</b></p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	
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	<ul style="list-style-type: none"> <li>Effective Monday, March 16<sup>th</sup> thru June 30 any contracted provider can have a telephonic call (not Video) and use Code 99442 - Service 11 which is a Medicare Code we have adopted for this occasion since Medi-Cal does not have a code for this. This service is available to active Alliance members.</li> </ul> <p><b>b) Department of Health Care Services (DHCS) - CalAIM Updates:</b></p> <ul style="list-style-type: none"> <li>Formal name change from Medi-CAL Healthier California for All (MCHCA) to CalAIM.</li> </ul> <p><b>c) Quality Improvement and HEDIS:</b></p> <ul style="list-style-type: none"> <li>Tiffany will report on HEDIS during Staff Updates.</li> </ul>		
<b>8. a. MEDI-CAL UPDATE</b>			
S. Coffin	<p>Scott Coffin explained the following two documents:</p> <p><b>a) CalAIM Timeline (page 40).</b></p> <ul style="list-style-type: none"> <li>The CalAIM deliverables were explained to the Board of Governors, and implementation dates were reviewed.</li> <li>This document is also being used in meetings with the county and other safety-net partners.</li> </ul> <p><b>b) CalAIM Activity Report (page 42)</b></p> <ul style="list-style-type: none"> <li>The Activity Report is a tracking tool dashboard to help keep the Board informed of Alliance CalAIM activities, and contains the milestones, status, and outcomes.</li> <li>This report will transform into a dashboard report for the Board Members, similar to our corporate operations dashboard.</li> </ul>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	

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	<p>Question:</p> <ul style="list-style-type: none"> <li>• How does the timeline change due to the COVID-19 situation?</li> </ul> <p>Answer:</p> <ul style="list-style-type: none"> <li>• The DHCS issued a statement earlier this week, stating that dates have not officially changed, and the timeline is current.</li> </ul>		
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**9. a. BOARD BUSINESS – REVIEW AND APPROVE MONTHLY FINANCIAL STATEMENTS**

G. Riojas	<p>Gil Riojas gave the following Finance updates:</p> <p><b>Net Income and Enrollment (Page 60):</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, the Alliance had enrollment of 246,461 members, a Net Income of \$449.000 and Tangible Net Equity is 602%.</li> <li>• For the year-to-date, the Alliance recorded a Net Income of \$15.4M.</li> <li>• Our enrollment has decreased about 12,000 members since June 2019. SPDs, Duals, and Group Care Program remain flat.</li> <li>• Reductions continue in the Adult and Child and Optional Expansion categories of aid are consistent over the last 12 months.</li> </ul> <p><b>Revenue:</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, we reported \$2.0M more than what was budgeted. The largest variances are due to higher than anticipated Prop 56 Revenue, and Behavioral Health Therapy Supplemental Payments.</li> </ul> <p><b>Medical Expense:</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, actual Medical Expenses were \$73.0M vs. our budgeted amount of \$72.9M.</li> <li>• For the year-to-date, Medical Expenses are \$521.8M vs. budgeted amount of \$514.7M.</li> </ul> <p><b>Medical Loss Ratio:</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, the MLR was 93.3% vs year-to-date of 92.2%. Due to COVID-19, the MLR is forecasted to increase.</li> </ul>		
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AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	<p><b>Administrative Expense:</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, Actual Administrative Expenses were on target with the Budgeted Administrative Expense.</li> <li>• Actual Administrative Expense year-to-date is \$31.3M vs budgeted \$35.3M.</li> <li>• The second half of the year as we begin delayed projects and hiring hence, the administrative budget should increase and be closer to the actual budgeted amount.</li> </ul> <p><b>Other Income / (Expense):</b></p> <ul style="list-style-type: none"> <li>• As of January 31, 2020, our YTD interest income from investments is \$3.2M, and YTD claims interest expense is \$192,000.</li> <li>• A meeting is scheduled with the Alliance investment manager to talk about strategy of the Alliance investments due to COVID-19.</li> </ul> <p><b>Tangible Net Equity (TNE):</b></p> <ul style="list-style-type: none"> <li>• Tangible net equity results continue to remain healthy, and at the end of January 31, 2020, the TNE was reported at 602% of the required amount, with a surplus of \$163.6M.</li> </ul> <p><b>Cash Position and Assets:</b></p> <ul style="list-style-type: none"> <li>• For the month ending January 31, 2020, we reported \$218.3M in cash; \$146.5M is uncommitted cash. Our current ratio is above the minimum required at 1.95 compared to the minimum of 1.0.</li> </ul> <p><b>Motion to approve the January 2020 financial report as presented.</b></p>	<p>Motion: Dr. Seevak Second: All Board</p> <p>Motion passed by roll call.</p> <p>Vote: Yes</p> <p>No opposed or abstained.</p>	

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**9. b. BOARD BUSINESS – REVIEW AND APPROVE FISCAL YEAR 2020 SECOND QUARTER FORECAST**

<p>G. Riojas</p>	<p>The Fiscal Year 2020 Second Quarter Forecast was reviewed.</p> <p>Gil Riojas presented the second quarter forecast (page 98):</p> <ul style="list-style-type: none"> <li>• Forecast versus budget results.</li> <li>• Medi-Cal Loss Ratio by line of business.</li> <li>• Medi-Cal medical loss ratio by Category of Aid.</li> <li>• Staffing.</li> </ul> <p>Question:</p> <ul style="list-style-type: none"> <li>• What is the extra cost to the Alliance to have employees work at home?</li> </ul> <p>Answer:</p> <ul style="list-style-type: none"> <li>• The Senior Leadership has been discussing a strategic plan for transitioning into a remote working environment and has sufficient budget to cover the costs.</li> </ul> <p>Question:</p> <ul style="list-style-type: none"> <li>• What is the security risk with employees working from home?</li> </ul> <p>Answer:</p> <ul style="list-style-type: none"> <li>• The Alliance has contacted our insurer and we have insurance coverage for such events.</li> <li>• Employees will be connecting into the corporate network through the same infrastructure they use, and it is the same as if they were working from the office.</li> </ul> <p>Gil announced Barbara Granieri, the Alliance’s Controller for the past 5 years would be leaving the Alliance. Barbara was acknowledged and thanked for her years of service at the Alliance.</p>	<p>Motion: Dr. Seevak Second: F. Almaliti</p> <p>Motion passed by roll call.</p> <p>Vote: Yes</p> <p>No opposed or abstained.</p>	
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**9. c. BOARD BUSINESS – RESOLUTION NO. 2020-01 TO TERMINATE THE ALLIANCE JOINT POWERS AUTHORITY AGREEMENT**

S. Coffin	<p>Resolution No. 2020-01 To Terminate The Alliance Joint Powers Authority (JPA) Agreement and Notice of Termination (page 45 - 53). Scott Coffin explained in detail the Notice of Termination letter that would be delivered to the Alameda County Board of Supervisors with Resolution No. 2021-01.</p> <ul style="list-style-type: none"> <li>• Motion to authorize the CEO to execute a notice of termination for the agreement between the Alameda Alliance for Health and the Alameda County Social Services.</li> </ul> <p>S. Galindo highlighted the activities related to terminating the JPA in 2020::</p> <ul style="list-style-type: none"> <li>• The Notice of termination letter would be hand-delivered to the Alameda County Board of Supervisors by Monday.</li> <li>• Completion of DMHC &amp; DHCS regulatory compliance filings.</li> <li>• Amendment to existing Alliance Bylaws, and voting by the Board of Governors to recommend to the Alameda County Board of Supervisors for approval.</li> <li>• Removal of JPA from financial reports and other public materials.</li> </ul>	<p>Motion: S Coffin Second: D. Finley</p> <p>Motion passed by roll call.</p> <p>Vote: Yes</p> <p>No opposed or abstained.</p>	
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**10. a. STANDING COMMITTEE UPDATES – PEER REVIEW AND CREDENTIALING COMMITTEE**

Dr. O'Brien	<p>The Peer Review and Credentialing Committee (PRCC) was held on February 18, 2020.</p> <ul style="list-style-type: none"> <li>• Initially Credentialed Providers: 3 Initial.</li> <li>• Re-credentialed Providers: 46.</li> </ul>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	
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<b>11. STAFF UPDATES</b>			
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T. Cheang	<p><b>HEDIS Update Measurement Year (MY) 2019.</b></p> <p>An overview of the presentation was presented by Tiffany Cheang (page 176):</p> <p>The presentation consisted of:</p> <ul style="list-style-type: none"> <li>• What is HEDIS (Healthcare Effectiveness Data and Information Set) is a NCQA standard metrics designed to measure quality improvement and performance.</li> <li>• Current Status – MMR project collection of medical records for services not captured in the administrative data.</li> <li>• DHCS Measure Changes – DHCS introduced the Managed Care Accountability Set (MCAS) and minimum performance level increase.</li> <li>• Measure Comparison between MY 2018 EAS to MY 2019 MCAS.</li> <li>• Risks and Implications – New MCAs measure set, major system conversion to Epic.</li> <li>• Summary of Alliance’s HEDIS Performance 2014 – 2019.</li> </ul> <p><b>Pediatric Pilot Update</b></p>	<p>Informational update to the Board of Governors.</p> <p>Vote not required.</p>	
Dr. O'Brien	<p>An overview of the presentation was presented by Dr. Steve O'Brien (page 144):</p> <p>The presentation consisted of:</p> <ul style="list-style-type: none"> <li>• Pediatric Strategy: Early &amp; Periodic Screening, Diagnosis &amp; Treatment (EPSDT).</li> <li>• Pediatric health is a priority for Governor Newsom and public health officials statewide</li> <li>• Proposition 56 is the expansion of support for trauma and developmental screening.</li> </ul> <p>Alliance Pediatric Pilot Goal is to:</p> <ul style="list-style-type: none"> <li>• Improve access to EPSDT services,</li> </ul>		

AGENDA ITEM SPEAKER	DISCUSSION HIGHLIGHTS	ACTION	FOLLOW UP
	<ul style="list-style-type: none"> <li>• Improve Quality of Care, reflected by increased HEDIS scores.</li> <li>• Improve connection/understanding of community EPSDT partners.</li> <li>• Next year we want to continue with our partners.</li> <li>• Lesson learned is when we target immediate specific measures with specific incentives, then our HEDIS scores go up.</li> </ul>		
<b>12. UNFINISHED BUSINESS</b>			
Dr. Seevak	<p><b>Alliance Next steps:</b></p> <p>Question:</p> <ul style="list-style-type: none"> <li>• Will the April Board meeting be held telephonically due to the COVID-19 shelter in place order?</li> </ul> <p>Answer:</p> <ul style="list-style-type: none"> <li>• Evan and Scott will review the status of the situation by end of March, and communicate to the Board Members.</li> </ul>	None	None
<b>13. STAFF ADVISORIES ON BOARD BUSINESS FOR FUTURE MEETINGS</b>			
Dr. Seevak	None	None	None
<b>14. PUBLIC COMMENTS (NON-AGENDA ITEMS)</b>			
Dr. Seevak	None	None	
<b>15. CLOSED SESSION</b>			
Dr. Seevak	The meeting was adjourned at 1:32 pm and the Board entered into a Closed Session.	None	
<b>16. ADJOURNMENT</b>			

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