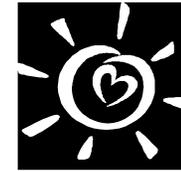


# BOARD OF GOVERNORS

## Compliance & Quality Committee Meeting

### Meeting Minutes – November 21, 2019



**L.A. Care**  
HEALTH PLAN

L.A. Care Health Plan CR 100, 1055 W. Seventh Street, Los Angeles, CA 90017

#### Members

Stephanie Booth, MD, *Chairperson*  
Al Ballesteros, MBA  
Christina R. Ghaly, MD \*  
Hilda Perez  
Ilan Shapiro, MD

#### Management

Richard Seidman, MD, MPH *Chief Medical Officer*  
Augustavia J. Haydel, *General Counsel*  
Thomas Mapp, *Chief Compliance Officer*  
James Kyle, MD, *Medical Director, Quality, Quality Improvement*

\* Absent \*\* Teleconference

AGENDA ITEM/ PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>CALL TO ORDER</b>	Stephanie Booth, MD, <i>Committee Chairperson</i> , called the meeting to order at 2:06 pm.  She announced that members of the public may address the Committee on each matter listed on the agenda before the Committee's consideration of the item, or on any other topic at the Public Comment section.	
<b>APPROVAL OF MEETING AGENDA</b>	The Agenda was approved as submitted.	<b>Approved unanimously. 4 AYES (Ballesteros, Booth, Perez, and Shapiro)</b>
<b>PUBLIC COMMENT</b>	There was no public comment.	
<b>APPROVAL OF MEETING MINUTES</b>	The September 19, 2019 meeting minutes were approved as submitted.	<b>Approved unanimously. 4 AYES</b>
<b>CHAIRPERSON REPORT</b>	There was no Chairperson report.	
<b>CHIEF MEDICAL OFFICER REPORT</b>	Richard Seidman, MD, MPH, <i>Chief Medical Officer</i> , referred to his written report ( <i>a copy of the report can be requested from Board Services</i> ):  <u>Flu Season</u>	

**DRAFT**

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	<p>Flu season in Los Angeles typically runs from the first week of October through the end of March. The Los Angeles County Department of Public Health (LACDPH) has not yet posted flu activity for this season, but now is the time for everyone to get their flu shots at their doctor's office, or at many of L.A. Care's contracted retail pharmacies throughout the County. L.A. Care has already hosted its annual employee flu campaign and is offering flu shots at its Community Resource Centers in partnership with LACDPH and Walgreens. He noted that flu season in Los Angeles peaks in mid-January and ends at the end of March.</p> <p><u>Health Homes</u> He noted that enrollment has been higher than expected. The Health Homes team is now reporting over 3,000 enrolled members including 1,000 enrolled with our Plan Partners. The program was launched in July and people have asked what is the financial impact of the program. L.A. Care expects to know by the end of the 2<sup>nd</sup> quarter of 2020.</p> <p><u>Member Experience</u> Member experience is one of the most challenging performance measures to improve due to the many touch points with members as they navigate the health care delivery system. L.A. Care is working on improving member experience in many different ways including improved performance in our Customer Solutions Center, and by launching a pilot program to test a member experience tool developed collaboratively with some of our network providers to elicit more actionable feedback than the annual Consumer Assessment Healthcare Providers and Systems (CAHPS) survey.</p> <p><u>National Committee for Quality Assurance (NCQA) Update</u> Staff are hard at work preparing for the upcoming triennial NCQA site survey at which time L.A. Care will be assessed for its compliance with the Health Plan standards worth up to a maximum of 50 points towards its total accreditation score. As previously reported, L.A. Care has maintained Commendable status for Medi-Cal and Accredited status for Covered CA. At this time, L.A. Care is also maintaining Accredited status for Cal MediConnect (CMC) with a total score of 75.99 points compared to the prior year score of 68.83. This improvement includes a 4.17 point increase in L.A. Care's Healthcare Effectiveness Data and Information Set (HEDIS) score and 2.99 point improvement in our CAHPS score for our CMC product. L.A. Care's current score is a significant improvement over last year, and brings it within 4.01 points of achieving Commendable status.</p>	

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<p><b>CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS</b></p> <p>James Kyle, MD</p>	<p>James Kyle, MD, Medical Director, <i>Quality, Quality Improvement</i>, provided a presentation on the Consumer Assessment of Healthcare Providers and Systems (CAHPS). <i>A copy of the presentation can be obtained from Board Services.</i></p> <p>CAHPS assesses quality of services based on member opinion</p> <ul style="list-style-type: none"> <li>• Thirteen points or 13% of the NCQA score.</li> <li>• Separate surveys are fielded to assess member experience for adults and children.</li> <li>• Conducted in English and Spanish.</li> <li>• Before the surveys are conducted, health plans are required to select either the Adult or Child CAHPS survey results to be counted for its accreditation score.</li> </ul> <p>CAHPS complements HEDIS, which assesses quality of clinical care using clinical quality metrics, and accounts for 37% of NCQA score.</p> <p><u>Domains of Service Measured on CAHPS</u></p> <p>The maximum number of questions on Adult Medi-Cal CAHPS is 65. The maximum number of questions on Child Medi-Cal CAHPS is 95.</p> <p>Ratings are single-question measures rating services on a scale from 0 to 10:</p> <ul style="list-style-type: none"> <li>• Rating of Health Plan</li> <li>• Rating of All Health Care</li> <li>• Rating of Personal Doctor</li> <li>• Rating of Specialist Seen Most Often</li> <li>• Composites are indices calculated from multiple questions on CAHPS to rate components of service quality that have more than one facet: <ul style="list-style-type: none"> <li>• Getting Needed Care</li> <li>• Getting Care Quickly</li> <li>• Customer Service</li> <li>• Coordination of Care</li> <li>• Provider Communication</li> <li>• Shared Decision-making</li> <li>• Health Promotion and Education</li> </ul> </li> </ul> <p>Member Shapiro asked what tools are being offered to providers. Dr. Kyle responded that L.A. Care is looking at providing training on customer service. Seven practices are</p>	

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	<p>using consultants to help with patient experience. Provider offices can also use L.A. Care’s online training.</p> <p>Member Ballesteros asked how does CAHPS factor in omitted positive feedback to get a more accurate representative sample. Dr. Kyle responded that the sample is based on a set number of random patients.</p> <p>Dr. Seidman stated that for the NCQA tool, the best way to improve the score is by increasing the participation rate. Plans are using the same tool across the country. One way L.A. Care measures the flu vaccine, is by analyzing data for the CAHPS survey. L.A. Care is able to intervene before the survey ends.</p> <p>Member Perez asked how L.A. Care reaches out to members to encourage them to take the survey. Dr. Kyle responded that the survey is taken by phone or in writing.</p> <p>Dr. Seidman noted that there is a financial incentive for the groups for improving performance and member experience in the group level incentive program. At the physician level, incentives are based on HEDIS score.</p>	
<p><b>CHIEF COMPLIANCE OFFICER REPORT</b></p>	<p>Thomas Mapp, <i>Chief Compliance Officer</i>, presented his written report included in the meeting materials. <i>(A copy of his written report can be requested from Board Services)</i>. He reviewed significant Compliance activities and achievements in 2019.</p> <p><u>Audit Management and Preparedness</u>  During 2019, the Regulatory Affairs and Governance Unit managed and provided support for 16 regulatory audits, including the 2018 Center for Medicare and Medicaid Services (CMS) program audit for the Cal MediConnect line of business, the annual Department of Healthcare Services (DHCS) medical audit and others. For the first time, L.A. Care received 100% in two data validation audits, confirming the accuracy of care management, health risk assessment, grievance, appeal, pharmacy, and Utilization Management data.</p> <p>Mr. Mapp asked Chelsea Hertler, <i>Regulatory Audits and Governance Compliance Advisor III, Compliance</i>, to report on the DHCS and CMS audits.</p> <p><u>2019 DHCS Medical Audit – Medi-Cal</u>  Ms. Hertler reported that L.A. Care received the preliminary audit report on October 4, 2019. There were sixteen preliminary findings. The increase in findings over last year can be attributed to the inclusion of audit areas that either have never been audited in</p>	

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	<p>the past or have not been audited in several years, which impacted organizational readiness, as well as a new focus on pharmacy and transportation.. L.A. Care disputed two of the sixteen findings and submitted that documentation on October 23, 2019. L.A. Care will receive the final report in the next few weeks. Compliance is working with the responsible business units to develop corrective action plans.</p> <p><u>CMS Validation Audit – Cal MediConnect</u> L.A. Care is currently preparing for the Care Coordination audit scheduled for December 9-11. The following requirements will be reviewed:</p> <ul style="list-style-type: none"> <li>• Completion of annual health risk reassessments (HRA)</li> <li>• Development of Interdisciplinary Care Plans (ICP)</li> <li>• ICP update annually and as warranted by health status or transition of care</li> <li>• Communication of ICP to plan, providers, care team and members</li> <li>• Interdisciplinary Care Team (ICT) communication</li> <li>• Appropriate training of ICT participants.</li> </ul> <p><u>Delegation Oversight</u> Sabrina Coleman, <i>Senior Director, Delegation Oversight</i>, reported on the development of a new Delegation Oversight department. The delegation oversight department will establish centralized account management, performance monitoring and audit management units. The Delegation Oversight’s mission is to become a best in class oversight model of L.A. Care’s delegated healthcare and administrative services by creating a central hub for all delegate performance management by aggregating monthly performance monitoring data, centralizing annual delegation oversight audits, and streamlining communications through a single point of contact. Implementation of this department will occur in phases throughout 2020.</p> <p>Mr. Mapp presented the 2020 Compliance Work Plan (copy available from Board Services) and introduced Compliance department staff to present the 2020 Risk Assessment, 2020 Internal Audit Plan and 2020 Delegation Oversight Audit Plan.</p> <p><u>2020 Risk Assessment</u> Yasamin Hafid, <i>Senior Director, Compliance Risk Management and Operations Oversight, Compliance</i>, presented L.A. Care’s Annual Risk Assessment (<i>A copy of the meeting materials for this topic can be obtained from Board Services</i>).</p>	

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	<p>L.A. Care leadership recognizes the importance of a structured, consistent process to facilitate risk informed decision making throughout the organization. The Enterprise Risk Management program in Compliance utilizes processes and tools to effectively align strategy, people, technology and knowledge to evaluate and manage risk across the organization so that goals and objectives can be achieved. The 2020 Risk Assessment Report aims to outline the current process and intends to capture and prioritize the strategic, operational, financial, and regulatory risks that L.A. Care will focus on addressing in calendar year 2020. The process described is an ongoing effort involving leadership across all functional areas and lines of business, and will continue to evolve to identify, assess, prioritize and manage the internal and external risks impacting the organization.</p> <p><u>2020 Internal Audit Plan</u>  Juan Jimenez, <i>Director, Internal Audit, Compliance</i> presented L.A. Care’s 2020 Internal Audit Work Plan (<i>A copy of the meeting materials for this topic can be obtained from Board Services</i>).</p> <p>Information considered in the development of the audit plan include previously identified or known risks, regulatory findings, deficiencies identified in prior audits, and referrals from Business Units. The audit plan may be updated as new risks materialize or additional areas for review are identified. Mr. Jimenez discussed three key internal audit activities in 2020:</p> <ol style="list-style-type: none"> <li>1. Assist IT in developing a monitoring tool for the department to use in determining if projects under development have gone through the proper controls and checks</li> <li>Continuous Configuration Automation to determine whether ICP data is pulled accurately from the system.</li> <li>3. Provider Change Requests will determine whether provider changes are completed timely according to regulatory standards.</li> </ol> <p><u>2020 Delegation Oversight Audit Plan</u>  Ms. Coleman presented the 2020 Delegation Oversight Audit Plan (<i>A copy of the meeting materials for this topic can be obtained from Board Services</i>).</p> <p>The audit plan represents the first step in a consolidated approach in auditing delegates. The plan outlines the audit projects to be conducted during the year by the Delegation Oversight Department, including the factors considered in its development and the</p>	

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	<p>resources available to perform the stated projects. The Delegation Oversight Audit group is comprised of the following audit teams, Clinical and Administrative Audits. She noted that L.A. Care had a very successful joint plan audit with Plan Partners.</p> <p>Mr. Mapp presented the following motions for approval:</p> <p><b><u>Motion COM 100.1219</u></b> To approve the 2020 Compliance Work Plan, as submitted.</p> <p><b><u>Motion COM 101.1219</u></b> To approve the 2020 Risk Assessment, as submitted.</p> <p><b><u>Motion COM 102.1219</u></b> To approve the 2020 Internal Audit Plan, as submitted.</p> <p><b><u>Motion COM 103.1219</u></b> To approve the 2020 Delegation Oversight Audit Plan, as submitted.</p>	<p><b>Motions COM 100, 101, 102, and 103 were simultaneously approved unanimously. 4 AYES</b></p> <p><b>The Committee agreed by consensus to add the motions to the Consent agenda for the Board meeting on December 5, 2019.</b></p>
<b>ADJOURNMENT</b>	The meeting was adjourned at 3:20 p.m.	

Respectfully submitted by:

Victor Rodriguez, *Board Specialist II, Board Services*  
Malou Balones, *Board Specialist III, Board Services*  
Linda Merkens, *Senior Manager, Board Services*

APPROVED BY:

\_\_\_\_\_  
Stephanie Booth, MD, *Chairperson*  
Date Signed: \_\_\_\_\_

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APPROVED BY:

  
Stephanie Booth, MD, *Chairperson*  
Date Signed: 1/16/2020

**APPROVED**