



INLAND EMPIRE HEALTH PLAN

STANDARD MONTHLY REPORTS

Supplemental to:

Board Report #204

January 9, 2012

A. ADMINISTRATION (Brad Gilbert, M.D.)

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A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

1) Income Statement For The Month Ended **November 30, 2011**

	Actual	Budget	Variance
Revenue:			
Medi-Cal Capitation Revenue	67,323,200	65,863,073	1,460,126
Healthy Families	4,218,454	4,222,637	(4,183)
Healthy Kids	354,422	312,472	41,951
Dual Choice SNPMD	6,351,996	6,157,198	194,797
Net Revenue:	78,248,072	76,555,381	1,692,692
Medi-Cal Premium Tax	1,602,233	-	1,602,233
Total Revenue:	79,850,305	76,555,381	3,294,925
Medi-Cal Costs:			
Hosp Capitation & FFS	20,780,220	19,471,491	(1,308,729)
IPA Capitation	10,743,251	10,626,448	(116,804)
Kaiser Capitation	2,818,749	2,712,676	(106,073)
IEHP Direct Costs	8,163,809	7,768,125	(395,684)
Vision Costs	425,105	322,567	(102,538)
P4P	1,790,818	1,879,025	88,207
Nurse Advice Line	161,892	187,102	25,210
Pharmacy Costs	11,182,264	11,805,102	622,838
Children's Access Fund	166,667	166,667	(0)
Other Medical Costs	2,708,878	3,336,261	627,383
Total Medi-Cal Costs:	58,941,654	58,275,463	(666,191)

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

1) Income Statement For The Month Ended **November 30, 2011** (continued.....)

	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>
Healthy Families Costs:			
Hosp Capitation & FFS	1,086,743	1,134,876	48,133
IPA Capitation	1,069,099	1,071,802	2,703
IEHP Direct Costs	448,486	425,006	(23,479)
Vision Cost	0	0	0
P4P	100,683	145,087	44,405
Nurse Advice Line	20,284	23,559	3,275
Pharmacy Costs	388,116	380,906	(7,210)
Other Medical Costs	818,557	735,971	(82,586)
Total Healthy Families Costs:	3,931,965	3,917,207	(14,758)
Healthy Kids Costs:			
Hosp Capitation & FFS	93,031	100,635	7,604
IPA Capitation	71,546	70,874	(673)
IEHP Direct Costs	32,240	34,600	2,359
Vision Cost	7,457	8,470	1,012
P4P	8,250	11,036	2,786
Nurse Advice Line	2,193	1,825	(368)
Dental Capitation	52,258	51,932	(327)
Pharmacy Costs	22,739	24,281	1,542
Other Medical Costs	79,159	48,948	(30,212)
Total Healthy Kids Costs:	368,874	352,598	(16,276)
Dual Choice Medicare Costs:			
Hosp Capitation & FFS	2,263,825	2,231,819	(32,006)
IEHP Direct Costs	1,416,957	1,269,077	(147,880)
Vision Cost	28,846	28,873	27
P4P	97,958	76,979	(20,979)
Nurse Advice Line	2,147	2,506	360
Dental Capitation	87,273	86,988	(285)
Pharmacy Costs	1,785,180	1,789,558	4,379
Other Medical Costs	597,799	675,764	77,964
Total Dual Choice Medicare Costs:	6,279,984	6,161,564	(118,420)
Total Medical Costs:	69,522,478	68,706,832	(815,646)
Gross Margin:	10,327,827	7,848,548	2,479,279

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

1) Income Statement For The Month Ended **November 30, 2011** (continued.....)

	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>
Operating Expenses:			
Administration	662,296	622,239	(40,056)
Finance	338,712	390,855	52,144
Contracting	87,701	112,007	24,306
Operations	526,624	543,250	16,626
IT	557,508	643,245	85,736
Claims	374,991	434,618	59,627
Medical Services	149,178	171,569	22,391
Marketing	537,268	835,121	297,853
Member Services	369,690	495,764	126,074
Healthcare Analytics	58,393	169,902	111,509
Provider Services	216,647	232,578	15,931
Total Operating Expenses:	3,879,008	4,651,149	772,141
Income (Loss) From Operations:	6,448,819	3,197,400	3,251,420
Other Income (Expense):			
Interest Income	60,402	70,000	(9,598)
Interest Expense	(14,877)	-	(14,877)
Miscellaneous Income	1,257	-	1,257
Gain (Loss) on Disposal of Assets	1,145	-	1,145
Penalty Revenue	(120,314)	-	(120,314)
Other Income (Expense):	(72,387)	70,000	(142,387)
Medi-Cal Premium Tax:	1,602,233	-	1,602,233
Net Surplus (Deficit):	4,774,199	3,267,400	1,506,800

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

1) Year-To-Date Income Statement For The Five Months Ended
November 30, 2011

	Actual	Budget	Variance
Revenue:			
Medi-Cal Capitation Revenue	318,416,204	316,354,216	2,061,988
Healthy Families	21,055,116	21,103,123	(48,007)
Healthy Kids	1,783,160	1,686,444	96,716
Dual Choice SNPMD	30,405,546	30,020,018	385,527
Net Revenue:	371,660,026	369,163,802	2,496,224
Medi-Cal Premium Tax	7,615,095	4,431,755	3,183,340
Total Revenue:	379,275,120	373,595,556	5,679,564
Medi-Cal Costs:			
Hosp Capitation & FFS	93,388,135	93,345,147	(42,989)
IPA Capitation	51,119,099	50,880,508	(238,591)
Kaiser Capitation	13,521,900	13,409,853	(112,047)
IEHP Direct Costs	38,312,310	38,536,939	224,628
Vision Costs	1,937,846	1,798,640	(139,207)
P4P	10,020,146	10,160,103	139,957
Nurse Advice Line	699,129	750,233	51,103
Pharmacy Costs	49,722,833	50,753,599	1,030,766
Children's Access Fund	833,333	833,333	(0)
Other Medical Costs	15,584,406	16,852,612	1,268,206
Total Medi-Cal Costs:	275,139,139	277,320,967	2,181,828

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

2) Year-To-Date Income Statement For The Five Months Ended

November 30, 2011 (continued.....)

	Actual	Budget	Variance
Healthy Families Costs:			
Hosp Capitation & FFS	5,320,907	5,476,132	155,225
IPA Capitation	5,365,043	5,366,501	1,458
IEHP Direct Costs	2,309,329	2,301,972	(7,358)
Vision Cost	91	91	0
P4P	713,059	793,994	80,935
Nurse Advice Line	91,301	97,810	6,509
Pharmacy Costs	1,820,874	1,799,009	(21,865)
Other Medical Costs	3,808,726	3,809,512	786
Total Healthy Families Costs:	19,429,331	19,645,019	215,688
Healthy Kids Costs:			
Hosp Capitation & FFS	469,273	451,592	(17,681)
IPA Capitation	365,761	364,772	(988)
IEHP Direct Costs	167,388	171,770	4,382
Vision Cost	40,925	42,818	1,893
P4P	58,095	62,266	4,171
Nurse Advice Line	7,125	7,332	207
Dental Capitation	267,266	266,695	(572)
Pharmacy Costs	100,923	104,898	3,975
Other Medical Costs	343,041	245,392	(97,649)
Total Healthy Kids Costs:	1,819,796	1,717,535	(102,261)
Dual Choice Medicare Costs:			
Hosp Capitation & FFS	10,939,268	11,105,112	165,844
IEHP Direct Costs	6,475,702	6,409,219	(66,483)
Vision Cost	130,990	137,342	6,353
P4P	390,117	374,281	(15,837)
Nurse Advice Line	9,024	9,760	736
Dental Capitation	403,549	404,203	655
Pharmacy Costs	8,212,095	8,340,216	128,121
Other Medical Costs	2,487,749	2,702,956	215,207
Total Dual Choice Medicare Costs:	29,048,493	29,483,089	434,596
Total Medical Costs:	325,436,759	328,166,610	2,729,851
Gross Margin:	53,838,361	45,428,946	8,409,415

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

3) Year-To-Date Income Statement For The Five Months Ended

November 30, 2011 (continued.....)

	Actual	Budget	Variance
Operating Expenses:			
Administration	3,446,692	3,146,234	(300,458)
Finance	1,730,683	1,939,273	208,590
Contracting	435,502	555,972	120,471
Operations	2,504,349	2,720,145	215,796
IT	2,619,139	3,201,687	582,548
Claims	1,821,712	2,120,841	299,128
Medical Services	761,719	852,605	90,886
Marketing	3,470,527	3,867,251	396,724
Member Services	1,782,348	2,293,989	511,640
Healthcare Analytics	486,644	846,827	360,182
Provider Services	994,350	1,111,414	117,064
Total Operating Expenses:	20,053,665	22,656,238	2,602,573
Income (Loss) From Operations:	33,784,696	22,772,709	11,011,988
Other Income (Expense):			
Interest Income	226,851	210,000	16,851
Interest Expense	(92,139)	-	(92,139)
Miscellaneous Income	2,565	-	2,565
Gain (Loss) on Disposal of Assets	7,541	-	7,541
Penalty Revenue	216,288	-	216,288
Other Income (Expense):	361,105	210,000	151,105
Medi-Cal Premium Tax:	7,615,095	4,431,755	(3,183,340)
Net Surplus (Deficit):	26,530,707	18,550,954	7,979,753

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

2) Capitation Income And Expense For The Month Ended **November 30, 2011**

	November			Year-to-Date		
	Riverside	SB	Total	Riverside	SB	Total
Membership:						
Medi-Cal	217,731	244,818	462,549	1,060,896	1,198,048	2,258,944
Healthy Families	32,328	25,625	57,953	162,577	128,404	290,981
Healthy Kids	3,553	925	4,478	18,282	4,620	22,902
Medicare	2,962	3,171	6,133	13,769	14,590	28,359
Total Members:	256,574	274,539	531,113	1,255,524	1,345,662	2,601,186
Revenue:						
Medi-Cal	31,690,367	35,632,833	67,323,200	149,541,767	168,874,437	318,416,204
Healthy Families	2,353,186	1,865,268	4,218,454	11,763,921	9,291,195	21,055,116
Healthy Kids	281,211	73,211	354,422	1,423,445	359,715	1,783,160
Medicare	3,067,766	3,284,229	6,351,996	14,762,649	15,642,897	30,405,546
Net Revenue:	37,392,530	40,855,542	78,248,072	177,491,782	194,168,244	371,660,026
Medi-Cal Premium Tax	754,203	848,030	1,602,233	3,576,372	4,038,723	7,615,095
Total Revenue:	38,146,733	41,703,572	79,850,305	181,068,153	198,206,967	379,275,120
Medical Costs:						
Medi-Cal	27,745,007	31,196,647	58,941,654	129,217,020	145,922,119	275,139,139
Healthy Families	2,193,373	1,738,592	3,931,965	10,855,562	8,573,769	19,429,331
Healthy Kids	292,678	76,197	368,874	1,452,690	367,106	1,819,796
Medicare	3,032,988	3,246,997	6,279,984	14,103,766	14,944,727	29,048,493
Total Medical Costs:	33,264,046	36,258,432	69,522,478	155,629,038	169,807,721	325,436,759
Gross Margin:	4,128,485	4,597,109	8,725,594	21,862,744	24,360,523	46,223,267

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

a. Finance Reports

3) Purchasing Transaction History Report (July 1, 2011 through June 30, 2012)

<u>RESO</u>	<u>Vendor</u>	<u>Description</u>	<u>Dept. Chief</u>	<u>Authorized Fund</u>	<u>Committed Fund</u>	<u>Remaining Funds</u>
11-133	3 Trace	Trace3 - Storage Area Network (SAN)	Phillip Branstetter	327,000.00	309,309.66	17,690.34
11-259	ABM Janitorial Services	Janitorial Services	Phillip Branstetter	26,778.00	18,426.00	8,352.00
11-77	Abtech Systems	VMware Servers for 550 Building	Phillip Branstetter	77,000.00	74,025.75	2,974.25
11-141	Ad Media IE Newspapers	IE Newspapers for Job Recruitment 11-12	Susan Arcidiacono	60,000.00	22,289.45	37,710.55
11-200	ADP Inc	HR Software & Payroll and Reporting Services	Bradley P. Gilbert	110,000.00	18,993.55	91,006.45
11-297	Advent Advisory Group LLC	Audit Services 2012 and 2013	Phillip Branstetter	84,000.00	39,000.00	45,000.00
11-211	Agility Integration Corporation	Data Cabling and Local Network Connection	Phillip Branstetter	64,000.00	31,186.19	32,813.81
11-263	Amerihealth Mercy Health Plan	Pharmaceutical Rebate Adm.	William W. Henning D.O.	60,000.00	15,056.60	44,943.40
11-82	Amerihealth Mercy Health Plan	Pharmaceutical Rebate Adm & Med. Therapy	William W. Henning D.O.	30,000.00	27,869.40	2,130.60
11-207	AON Risk Services	Darwin Select Insurance - Managed Care E & O	Chet Uma	164,500.00	164,167.50	332.50
11-208	AON Risk Services	D&O Liability - Darwin Select Insurance	Bradley P. Gilbert	49,000.00	48,854.00	146.00
11-72	AON Risk Services Inc	AON ins - Renewal of Earthquake Insurance	Chet Uma	58,831.00	58,749.25	81.75
11-75	Basis International LTD	BBJ Licenses	Phillip Branstetter	57,000.00	52,173.00	4,827.00
11-182	Broadcast Media Suppliers	Broadcast Media	Susan Arcidiacono	930,000.00	480,378.34	449,621.66
11-36	California Assoc. of Health Plans	Annual CAHP Membership	Bradley P. Gilbert	84,000.00	83,619.00	381.00
11-73	Clarity Software Solutions Inc	Clarity Software Solutions - Outsourcing ID cards	Phillip Branstetter	295,000.00	233,559.10	61,440.90
11-38	Compliance 360 Inc	Compliance Management Solutions	Phillip Branstetter	343,000.00	101,591.24	241,408.76

<u>RESO</u>	<u>Vendor</u>	<u>Description</u>	<u>Dept. Chief</u>	<u>Authorized Fund</u>	<u>Committed Fund</u>	<u>Remaining Funds</u>
11-39	CompuCom Systems Inc	MICROSOFT AND THIN CLIENT LICENSES	Phillip Branstetter	93,000.00	92,250.60	749.40
11-256	Consulting, License, & Maint.	Consulting, Licensing & Maint	Phillip Branstetter	137,340.00	28,125.00	109,215.00
11-233	Dynamic Healthcare Systems Inc	Medicare Advantage Software License & Support	Phillip Branstetter	1,500,000.00	28,500.00	1,471,500.00
11-60	Electronic Management Services	BBj Conversion Services	Phillip Branstetter	25,000.00	0	25,000.00
11-302	Ephonamation Com	PSA: Ansafoe/Ephonamation - answering services	Phillip Branstetter	156,000.00	2,660.00	153,340.00
11-134	GTC Systems Inc	GTC - Tricerate Profile Manager Application	Bradley P. Gilbert	56,000.00	51,000.00	5,000.00
11-135	GTC Systems Inc	GTC Systems - Thin Clinent Workstations	Phillip Branstetter	22,890.00	21,000.00	1,890.00
11-154	Hewlett Packard	Renewal of Hardware/Software Support of One Year	Phillip Branstetter	34,300.00	31,771.08	2,528.92
11-255	Hewlett Packard	HP HARDWARE SOFTWARE SUPPORT	Phillip Branstetter	28,000.00	25,382.95	2,617.05
11-79	Image 2000 Inland	Multifunctional devices and service maintenance	Phillip Branstetter	160,000.00	159,157.56	842.44
11-253	Inland Empire EHR Resource Ctr.	Health Information Exchange Technology	Bradley P. Gilbert	1,985,000.00	360,000.00	1,625,000.00
11-174	Integration Management Inc	PSA Integration Management Inc.	Phillip Branstetter	89,000.00	18,570.00	70,430.00
11-103	Interior Office Solutions Inc	Office Furniture and Reconfiguration	Phillip Branstetter	648,400.31	648,394.33	5.98
11-137	Interior Office Solutions Inc	Replacement of Office Furniture	Bradley P. Gilbert	50,000.00	47,281.07	2,718.93
11-210	Interior Office Solutions Inc	Increased Spending for Interior Office Solutions	Phillip Branstetter	71,599.69	71,201.50	398.19
11-258	Interior Office Solutions Inc	Office Furniture and Reconfiguration	Phillip Branstetter	70,000.00	6,388.31	63,611.69
11-13	Landacorp Inc	Annual MaxMC maintenance agreement	Phillip Branstetter	70,000.00	69,862.38	137.62
11-300	McKesson Health Solution	License agreement UM software services.	William W. Henning D.O.	250,000.00	239,245.52	10,754.48
11-232	Milliman Inc	Additional Funding - PSA Milliman	Chet Uma	15,000.00	0	15,000.00
11-169	Office Ally LLC	PSA Office Ally - Claims Processing	Phillip Branstetter	375,000.00	123,375.25	251,624.75
11-166	Office Supplies Suppliers	Office Supplies	Chet Uma	500,000.00	186,562.72	313,437.28

<u>RESO</u>	<u>Vendor</u>	<u>Description</u>	<u>Dept. Chief</u>	<u>Authorized Fund</u>	<u>Committed Fund</u>	<u>Remaining Funds</u>
11-172	Oracle USA Inc	CRM - Oracle	Phillip Branstetter	1,025,000.00	459,258.45	565,741.55
11-277	Oracle USA Inc	Software Update and Support Agrmt	Phillip Branstetter	64,000.00	60,084.55	3,915.45
11-183	Outdoor Media Suppliers	Outdoor Media	Susan Arcidiacono	277,500.00	101,686.00	175,814.00
11-48	P4P Enhancement Vendors	P4P ENHANCEMENT PROGRAM	Susan Arcidiacono	50,000.00	8,847.50	41,152.50
11-179	Partners At Home LLC	PSA - Partners at Home LLC	William W. Henning D.O.	150,000.00	58,370.00	91,630.00
11-102	Perficient Inc	Consulting for IEHP Website - Perficient Inc	Phillip Branstetter	44,000.00	39,092.89	4,907.11
11-136	PNH Technology Inc	PNH Technologies - CISCO NETWORK SWITCHES	Bradley P. Gilbert	64,000.00	63,259.88	740.12
11-181	Print Media Suppliers	Print Media	Susan Arcidiacono	200,000.00	115,074.13	84,925.87
11-184	Printing & Fulfillment Suppliers	Printing, Fulfillment and Mailing Services	Susan Arcidiacono	1,600,000.00	786,759.94	813,240.06
11-17	Pro Pharma Pharmaceutical	4th Amndt - Pharmacy Claim Screening System	William W. Henning D.O.	315,000.00	60,076.85	254,923.15
11-15	Rancon Realty	Add'l offsite office space 550 E. Hospitality Lane	Phillip Branstetter	1,541,667.00	213,451.38	1,328,215.62
11-231	Riverside Comm. Health Found.	Personnel Costs - Health Home Innovation Project	Bradley P. Gilbert	178,000.00	0	178,000.00
10-98	Riverside Family Physicians	MOU w/ Riverside Family Physician	Bradley P. Gilbert	100,000.00	0	100,000.00
11-61	Sarcom Inc	Software License Agmt and Maint	Phillip Branstetter	34,000.00	33,768.82	231.18
11-62	Sarcom Inc	VMWare Licenses for 550 Building	Phillip Branstetter	33,000.00	29,639.40	3,360.60
11-276	Scalability Experts Inc	Scalabilty Experts - SQL 2008 Migration Services	Phillip Branstetter	170,000.00	86,664.36	83,335.64
11-180	Serenity Medical Group LLC	Serenity - Additional Funding	William W. Henning D.O.	160,000.00	102,328.24	57,671.76
11-298	Siemens Rolm Communications	Siemens Enterprise - IP phone technology	Phillip Branstetter	80,000.00	52,360.04	27,639.96
11-76	Siemens Rolm Communications	IP Phones and Licensing	Phillip Branstetter	58,000.00	57,975.36	24.64
11-40	Staples Contract & Technology	Thin Clients w/Staples Tech Solutions	Phillip Branstetter	98,700.00	98,639.83	60.17

<u>RESO</u>	<u>Vendor</u>	<u>Description</u>	<u>Dept. Chief</u>	<u>Authorized Fund</u>	<u>Committed Fund</u>	<u>Remaining Funds</u>
11-100	Systems Technology Assoc Inc	Additional UNIX and Oracle Licenses	Phillip Branstetter	113,400.00	113,365.52	34.48
11-101	Systems Technology Assoc Inc	Disk Storage Space for EMC Storage Area Network	Phillip Branstetter	38,000.00	37,491.19	508.81
11-235	Systems Technology Assoc Inc	SQL Server Hardware	Phillip Branstetter	222,900.00	212,753.90	10,146.10
11-236	Systems Technology Assoc Inc	Hardware for Server Virtualization	Phillip Branstetter	164,900.00	159,574.83	5,325.17
11-161	Temporary Help Services Vendors	Temporary Help Services FY 11-12	Bradley P. Gilbert	3,500,000.00	1,698,332.34	1,801,667.66
11-104	The Coding Source LLC	2ND Amendment to PSA w/ Coding Source	Phillip Branstetter	180,000.00	148,209.00	31,791.00
11-170	The Intelligent Solution Group Inc	PSA - Intelligent Solutions Group	Phillip Branstetter	184,000.00	107,455.40	76,544.60
11-74	The Intelligent Solution Group Inc	Consulting and Claims Processing	Phillip Branstetter	40,000.00	35,911.20	4,088.80
10-97	Touraj Shafai MD Inc	MOU w/ IE Children's Medical Group	Bradley P. Gilbert	135,000.00	0	135,000.00
11-78	TW Telecom Holdings Inc	Private Circuit Line - 550 Build. Disaster Recovery	Phillip Branstetter	83,000.00	75,838.75	7,161.25
11-215	Vantage Medical Group Inc	MOUw/VMG - Innovation prj. - Corona Site	Bradley P. Gilbert	120,000.00	0	120,000.00
11-216	Vantage Medical Group Inc	MOUw/VMG for HN Prgrm - InnovationPrjct - 2nd	Bradley P. Gilbert	90,000.00	0	90,000.00
11-173	Varis LLC	PSA - Varis LLC	Phillip Branstetter	100,000.00	0	100,000.00
11-168	Verian Technologies	Verian Yearly Maintenance Fees	Chet Uma	33,000.00	32,597.00	403.00
11-178	Weight Watchers	Weight Management Program - Weight Watchers	William W. Henning D.O.	90,000.00	68,700.00	21,300.00
11-234	Xiotech Corporation	Storage Area Network Upgrade	Phillip Branstetter	491,900.00	315,070.20	176,829.80
11-206	Zurich American Insurance	Zurich Inc. - Worker's Comp Insurance Policy	Bradley P. Gilbert	269,000.00	268,942.00	58.00

A. ADMINISTRATION (Brad Gilbert, M.D.)
 1. Review Of The Standard IEHP Monthly Reports
 b. Operations Reports
 1) Claims Summary Report (November 2011)

Claims Category	Beginning Inventory	Claims Received	Claims Paid	Claims Denied	Claims Capitated	Ending Inventory
Professional						
IEHP Responsible	14,502	23,626	21,640	1,788	661	14,039
IEHP Direct	66,147	77,579	62,126	7,146	13,419	61,035
Per Diem Hospital Contract	1,759	2,855	3,315	35	0	1,264
Vision	2,931	6,817	7,659	89	0	1,799
Pay For Performance (P4P)	2,146	2,151	2,299	275	1	595
Mental Health	170	1,918	1,518	401	11	876
Member Reimbursement	6	0	0	0	0	6
Redirected	2,410	26,569	3,720	32,295	3	(7,039)
Decaps	574	112	116	3	0	567
No Category	0	0	0	0	0	0
Professional Subtotal	90,645	141,627	102,393	42,032	14,095	73,142
Institutional						
IEHP Responsible	8,712	5,936	3,551	377	212	10,508
IEHP Direct	7,457	5,704	3,698	841	1,394	7,228
Per Diem Hospital Contract	7,968	32,508	32,146	3,016	1,275	4,039
Vision	0	0	2	0	0	(2)
Pay For Performance (P4P)	0	0	0	0	0	0
Mental Health	47	147	85	75	14	20
Member Reimbursement	0	0	0	0	0	0
Redirected	2,382	8,044	1,074	8,090	0	1,262
Decaps	56	0	0	0	0	56
No Category	0	0	0	0	0	0
Institutional Subtotal	26,622	52,339	40,556	12,399	2,895	23,111
Total Claims in Diamond	117,267	193,966	142,949	54,431	16,990	96,253

November Production Days	20
Delayed Receipts (included in Claims Received Column)	3624
Paid, Denied and Capitated Claims	214,370
Claims awaiting Check write on 12/02/2011	43,682
Claims awaiting adjudication	53,181
Auto-Adjudicated Claims	121,421
Auto-Adjudication Rate	57%
Average Claims Worked per Day	10,208
Average # of Days Claims are in Inventory	11

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

b. Operations Reports

2) Claims Processing Turnaround Time (November 2011)

Decaps	115	-	4	-	119
No Category	-	-	-	-	-
Professional Subtotal	126,537	28,575	3,195	213	158,520
% of Total	79.82%	18.03%	2.02%	0.13%	

Institutional					
IEHP Responsible	3,958	141	41	-	4,140
IEHP Direct	5,696	188	44	5	5,933
Per Diem Hospital Contract	35,425	829	158	25	36,437
Vision	2	-	-	-	2
Pay For Performance (P4P)	-	-	-	-	-
Mental Health	160	12	2	-	174
Member Reimbursement	-	-	-	-	-
Redirected	8,821	230	34	79	9,164
Decaps	-	-	-	-	-
No Category	-	-	-	-	-
Institutional Subtotal	54,062	1,400	279	109	55,850
% of Total	96.80%	2.51%	0.50%	0.20%	

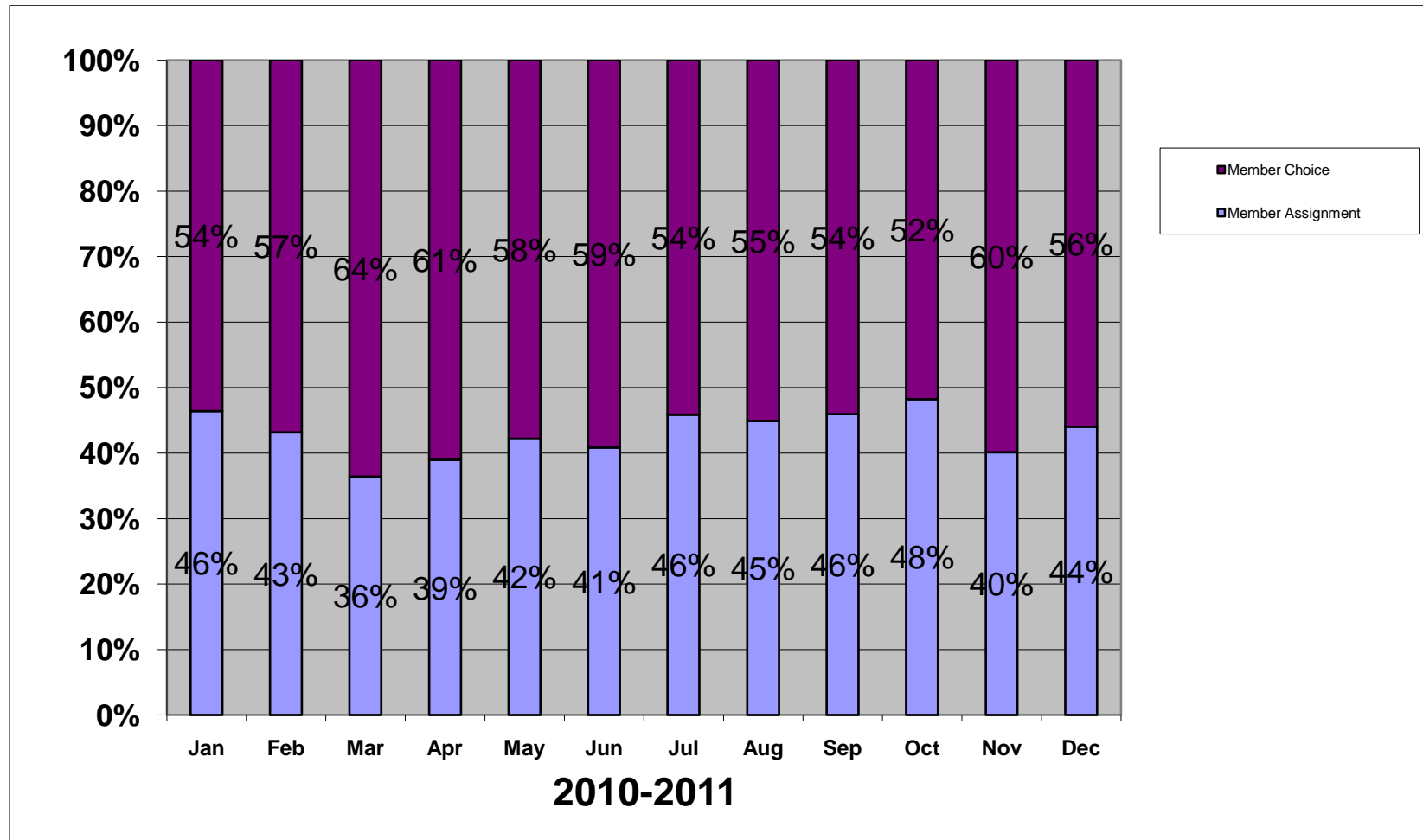
Grand Total	180,599	29,975	3,474	322	214,370
% of Total	84.25%	13.98%	1.62%	0.15%	

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

b. Operations Reports

3) PCP Member Allocation Report (December 2011)



A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

b. Operations Reports

5) Member Services Telephone Activity Report (November 2011)

Month	Actual Membership	Inbound Calls			Response Time in Seconds	Call Length in Minutes	Abandonment Rate	% of Inbound Calls			Outbound Calls	Total Calls
		Actual	Forecast	Variance				Member	Provider Eligibility	Provider General		
July '11	507,441	48,142 ¹	54,271	-6,129	0:25	4:39	2.80%	96.3%	3.0%	0.7%	7,797	55,939
August '11	511,181	61,824 ¹	62,901	-1,077	0:45	4:50	4.40%	95.8%	3.3%	0.9%	7,051	68,875
September '11	516,691	54,090 ¹	62,985	-8,895	0:32	4:48	3.00%	96.7%	2.7%	0.6%	8,088	62,178
October '11	520,032	53,614 ¹	59,804	-6,190	0:21	4:40	1.60%	96.7%	2.7%	0.6%	12,784	66,398
November '11	526,518	48,193 ¹	58,733	-10,540	0:10	5:03	0.70%	96.0%	3.2%	0.8%	9,570	57,763
December '11												
January '12												
February '12												
March '12												
April '12												
May '12												
June '12												

¹ Total includes Eligibility calls reported by Ansafone.

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

b. Operations Reports

6) Provider Automated Eligibility Contact Report (November 2011)

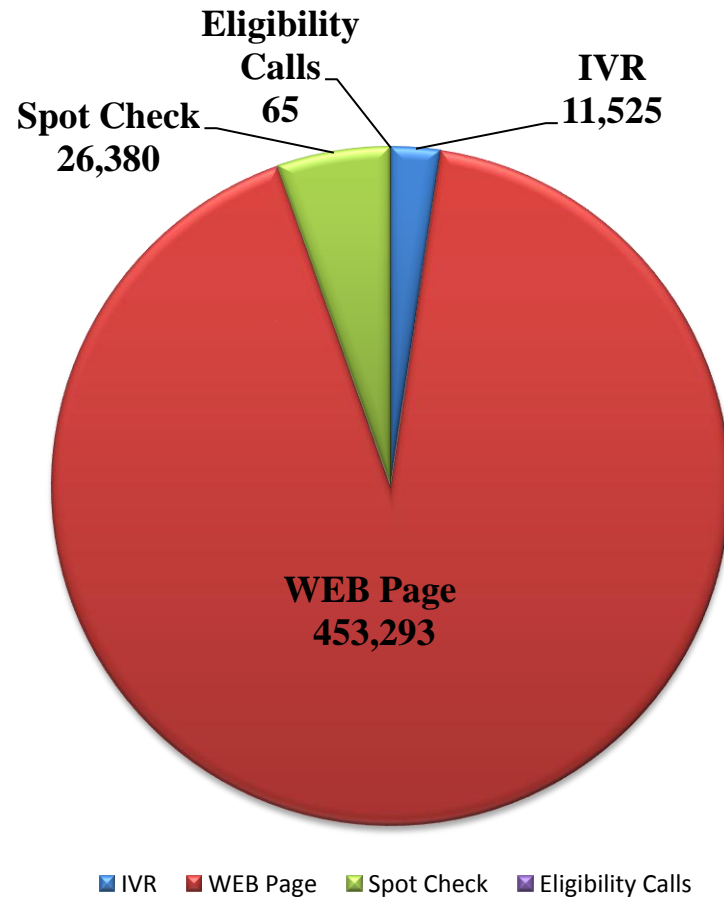
					Total
	Actual	IVR	WEB Page	Spot Check	Automated
Month	Membership	Contacts	Contacts	Contacts	Contacts
July '11	507,441	11,699	400,517	25,555	437,771
August '11	511,181	14,643	428,287	23,904	466,834
September '11	516,691	12,325	500,592	25,878	538,795
October '11	520,032	12,435	457,948	26,635	497,018
November '11	526,518	11,525	453,293	26,380	491,198
December '11					
January '12					
February '12					
March '12					
April '12					
May '12					
June '12					
S:\JPA Folder January 2012\[11_November_BoardReports.xlsx]Contacts					

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

b. Operations Reports

7) Member Eligibility Verification Report (November 2011 – Total: 491,263)



A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of the Standard IEHP Monthly Reports

c. Provider Reports

1) IPA Consolidated Membership Report (December 2011)

IPA NAME	Service Areas	Number of PCPs 12/01/11*	Enrollment 12/01/11†
IEHP Direct	All Areas	350	176,874
Vantage Medical Group	All Areas	165	128,158
LaSalle Medical Associates	R1/R2/R4/S1/S2/S3	73	53,200
Inland Faculty Medical Group §	R1/S1/S2	64	45,610
McKinley Medical Group	R1/R2/R4/S1	35	21,713
Alpha Care Medical Group	S2	66	20,093
Kaiser Foundation Health §	R1/S1	N/A	19,834
Physicians Health Network	S1	24	15,794
Inland Valleys IPA	R1/R3/R5/R6/S1/S2	43	15,314
Inland HealthCare Group §	S1	9	8,073
Physician's Healthways Medical Corp	S2	30	3,762
Riverside Family Health Medical Group	R1	4	2,935
Totals:		863	511,360

Due to timing issues, these figures may not exactly reflect figures used for capitation

§ = IPAs with PCPs that had membership through the rollover PCCMs and PHPs

* = Total number of non-terminated unique PCPs per IPA

† = Excludes Medi-Medi and Open Access Enrollment.

IPA GEOGRAPHIC SERVICE AREAS**R1 Riverside Proper**

Mira Loma, Riverside, Nuevo, Perris, Moreno Valley

R2 The Pass

Banning, Beaumont, Cabazon, Calimesa

R3 Hemet Region

Idyllwild, Hemet, Homeland, Mountain Center, San Jacinto, Winchester

R4 Corona Region

Corona, Norco

R5 Temecula Region

Aguaga, Anza, Canyon Lake, Lake Elsinore, Menifee, Murrieta, Sun City, Temecula, Wildomar

R6 Low Desert

Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Mecca, North Palm Springs, Palm Desert, Palm Springs, Rancho Mirage, Thermal, Thousand Palms, Whitewater

S1 San Bernardino Proper

Bloomington, Colton, Fontana, Grand Terrace, Highland, Patton, Rialto, San Bernardino, Bryn Mawr, Crafton, Loma Linda, Mentone, Redlands, Yucaipa

S2 West End San Bernardino

Alta Loma, Chino, Chino Hills, Etiwanda, Guasti, Montclair, Ontario, Pomona, Rancho Cucamonga, Upland

S3 High Desert

Adelanto, Apple Valley, Hesperia, Lucerne Valley, Oro Grande, Phelan, Pinon Hills, Victorville

IPA GEOGRAPHIC SERVICE AREAS (Excluded Areas)**E1 Blythe**

Blythe, Ripley, Desert Center, Mesa Verde, Ehrenberg, Eagle Mountain

E2* Yucca\Morongo Valley

Amboy, Cadiz, Landers, Joshua Tree, Moronga Valley, Marine Corp Base, Pioneer Town, Twenty-nine Palms, Yucca Valley, Wonder Valley, Rimrock

E3* Mountains

Angelus Oak, Big Bear City, Big Bear Lake, Blue Jay, Cedar Glen, Cedarpines Park, Crestline, Crest Park, Phelan, Fawnskin, Forest Falls, Green Valley Lake, Lake Arrowhead, Rimforest, Running Springs, Sky Forest, Sugar Loaf, Twin Peaks

E4 Needles\Laughlin

Cima, Essex, Kelso, Needles, Nipton, Mountain Pass

E5 Ridgecrest

Johannesberg, Randsburg, Ridgecrest, Red Mountain, Trona

E6 Colorado River

Big River, Parker Dam

E7* Barstow

Baker, Barstow, Daggett, Fort Irwin, Hinkley, Ludlow, Yermo, Newberry Springs, Desert Center, Lenwood, Helendale

* Active Membership in these areas

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

c. Provider Reports

2) Hospital Consolidated Membership Report (December 2011)

HOSPITAL NAME	Number of PCPs 12/01/11	Enrollment 12/01/11 €
Catholic HealthCare West		
Community Hospital of San Bernardino*	99	43,540
St. Bernardine Medical Center*	77	33,826
Subtotal:	176	77,366
Tenet HealthCare Corporation		
John F. Kennedy Memorial Hospital*	40	30,910
Desert Regional Medical Center*	34	18,293
Subtotal:	74	49,203
Universal Health Systems, Inc		
Rancho Springs Medical Center*	40	19,652
Corona Regional Medical Center*	46	19,526
Inland Valley Regional Medical Center*	25	8,282
Subtotal:	111	47,460
Valley Health System		
Hemet Valley Medical Center*	43	24,334
Subtotal:	43	24,334
Victor Valley Community Hospital*	94	62,491
Riverside Community Hospital*	82	38,004
Arrowhead Regional Medical Center*	77	36,192
Pomona Valley Hospital Medical Center*	151	36,023
Parkview Community Hospital Medical Center*	89	24,568
Montclair Hospital Medical Center*	88	21,212
Kaiser Fontana/Riverside	N/A	19,834
Riverside County Regional Medical Center*	32	15,871
Moreno Valley Community Hospital*	16	14,129

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

c. Provider Reports

2) Hospital Consolidated Membership Report (December 2011)

(continued.....)

HOSPITAL NAME	Number of PCPs 12/01/11	Enrollment 12/01/11 †
Loma Linda University Medical Center*	16	13,372
Eisenhower Medical Center*	33	11,139
Redlands Community Hospital*	20	9,345
San Geronio Memorial Hospital*	19	7,787
Barstow Community Hospital*	5	2,331
Mountains Community Hospital*	6	699
Subtotal:	728	312,997
Total:	1,132	511,360

*Due to timing issues, these figures may not exactly reflect figures used for capitation.
PCP totals deviate from IPA report totals due to multiple hospital affiliations.*

** = Per Diem Hospitals*

† = Excludes Medi-Medi, Medicare and Open Access Members

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

c. Provider Reports

3) New Enrollment Trend Report By Consolidated IPA (December 2011)

IPA Name	New Members	Member Choice	Family Link	Defaulted Member Analysis		Healthy Family/ Kids New Members	New Medicare Members	Average New Members Per PCP
				Auto Assign	Family Assign			
Inland HealthCare Grp	80	24	5	27	18	6	0	20
Vantage Medical Group	3,136	1,515	162	760	356	343	0	20
LaSalle Medical Assoc.	1,354	677	49	356	152	120	0	19
Physicians Health Network	418	178	12	149	42	37	0	19
Inland Faculty Medical Grp	1,065	428	66	360	104	107	0	17
McKinley Medical Grp	509	243	22	159	43	42	0	16
Riverside Family Health Medical Grp	60	24	1	21	6	8	0	15
Inland Valleys IPA	604	194	54	238	46	72	0	14
Alpha Care Medical Grp	518	287	28	140	37	26	0	8
IEHP Direct	5,200	2,218	200	1,550	522	422	288	8
Physicians Healthways Medical	154	88	7	49	9	1	0	6
Total:	13,098	5,876	606	3,809	1,335	1,184	288	12

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

1) All Medi-Cal Aid Codes Enrollment Report (December 2011)

Month	IEHP*	Percent of IEHP	Molina*	Percent of Molina	Total Enrolled Recipients**
July 2011	440,912	50.6%	98,488	11.3%	871,000
August 2011	443,674	50.9%	98,310	11.3%	871,000
September 2011	449,950	51.7%	98,306	11.3%	871,000
October 2011	454,920	52.2%	98,200	11.3%	871,000
November 2011	459,824	52.8%	98,526	11.3%	871,000
December 2011	463,133	53.2%	98,529	11.3%	871,000
January 2012					
February 2012					
March 2012					
April 2012					
May 2012					
June 2012					

Sources:

* <http://www.dhcs.ca.gov> - HCO Monthly Plan Enrollment Status Reports (COPS-25)** <http://www.dhcs.ca.gov> - Medi-Cal Beneficiary Counts Pivot Table (released on July 2011 but data as of March 2011)

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

2) **Medi-Cal Mandatory - Families Aid Codes** Enrollment Report (December 2011)

Month	IEHP*	% of IEHP	Molina**	% of Molina	Mandatory in FFS & Excluded Zips	% of Mandatory in FFS & Excluded Zips	Total Families Mandatory Recipients***
July 2011	399,140	70.0%	91,683	16.1%	79,362	13.9%	570,000
August 2011	400,241	70.2%	90,799	15.9%	79,145	13.9%	570,000
September 2011	402,933	70.7%	90,091	15.8%	77,161	13.5%	570,000
October 2011	402,443	70.6%	89,291	15.7%	78,451	13.8%	570,000
November 2011	406,803	71.4%	88,917	15.6%	74,465	13.1%	570,000
December 2011	407,094	71.4%	88,236	15.5%	74,855	13.1%	570,000
January 2012							
February 2012							
March 2012							
April 2012							
May 2012							
June 2012							
Sources:	* IEHP's Marketing Management Report #1b - Data as of 15th of the month						
	** http://www.dhcs.ca.gov - HCO Monthly Plan Enrollment Status Reports (COPS-25) / Total enrollment less 3% estimated non-mandatory population and less estimated Mandatory SPD.						
	*** http://www.dhcs.ca.gov - Medi-Cal Beneficiary Counts Pivot Table (released on July 2011 but data as of March 2011)						

A. ADMINISTRATION (Brad Gilbert, M.D.)**1. Review Of The Standard IEHP Monthly Reports****d. Marketing Reports****3) Medi-Cal Mandatory – Seniors & Persons with Disabilities (SPD) Aid Codes Enrollment Report
(December 2011)**

Month	IEHP*	% of IEHP	Molina**	% of Molina	Mandatory in FFS & Excluded Zips	% of Mandatory in FFS & Excluded Zips	Total SPD Mandatory Recipients***
July 2011	24,948	33.7%	3,850	5.2%	45,314	61.2%	74,000
August 2011	27,768	37.5%	4,562	6.2%	41,783	56.5%	74,000
September 2011	30,904	41.8%	5,266	7.1%	37,942	51.3%	74,000
October 2011	33,258	44.9%	5,963	8.1%	34,891	47.1%	74,000
November 2011	35,969	48.6%	6,654	9.0%	31,489	42.6%	74,000
December 2011	38,322	51.8%	7,337	9.9%	28,453	38.4%	74,000
January 2012							
February 2012							
March 2012							
April 2012							
May 2012							
June 2012							
Sources:	* IEHP's Marketing Management Report #1b - Data as of 15th of the month						
	** Molina Investor Report, 2nd Quarter 2011 (June 2011), multiplied by population factor, less disenrollment of 1% per month, plus an estimated 750 new SPD's per month.						
	*** http://www.dhcs.ca.gov - Medi-Cal Beneficiary Counts Pivot Table (released on July 2011 but data as of March 2011)						

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

4) **IEHP's Medi-Cal Non-Mandatory Aid Codes*** Enrollment Report (December 2011)

Month	Medi-Medi's*	Foster Children*	Others*	Total IEHP Non-Mandatory	Total Non-Mandatory**	Percent of IEHP
July 2011	6,764	6,286	6,962	20,012	130,000	15.4%
August 2011	7,003	6,311	6,817	20,131	130,000	15.5%
September 2011	7,307	6,258	6,574	20,139	130,000	15.5%
October 2011	8,182	6,306	6,991	21,479	130,000	16.5%
November 2011	8,433	6,376	7,100	21,909	130,000	16.9%
December 2011	8,676	6,357	7,144	22,177	130,000	17.1%
January 2012						
February 2012						
March 2012						
April 2012						
May 2012						
June 2012						
Sources:	* IEHP's Marketing Management Report #1b - Data as of 15th of the month					
	** http://www.dhcs.ca.gov - Medi-Cal Beneficiary Counts Pivot Table (released on July 2011 but data as of March 2011)					

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

5) **Healthy Families Program By Health Plan** Enrollment Report (November 2011)

Month	IEHP	Kaiser	Blue Cross	Health Net	Molina	Blue Shield	Comm. Health	Inland Empire Enrollment	Total State Enrollment
July 2011	58,422	30,925	18,727	12,683	10,716	5,987	496	137,956	872,500
August 2011	58,160	31,081	18,776	12,481	10,713	5,837	504	137,552	870,711
September 2011	58,208	31,288	18,902	12,383	10,701	5,709	514	137,705	871,691
October 2011	58,165	32,569	18,458	12,258	10,506	5,326	501	137,783	874,645
November 2011	57,966	32,544	18,375	12,321	10,387	5,203	503	137,299	872,951
December 2011									
January 2012									
February 2012									
March 2012									
April 2012									
May 2012									
June 2012									
Source:	www.mrmib.ca.gov - Healthy Families Enrollment Report - Data as of end of the month								

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

6) **IEHP's Healthy Kids Program** Enrollment Report (December 2011)

Month	Enrollment in Riverside	Enrollment in San Bernardino	Total Enrollment	Total Funded Eligibles	Percent of Enrollment
July 2011	3,769	921	4,690	3,750	125.1%
August 2011	3,683	910	4,593	3,750	122.5%
September 2011	3,656	913	4,569	3,750	121.8%
October 2011	3,583	914	4,497	3,750	119.9%
November 2011	3,546	918	4,464	3,750	119.0%
December 2011	3,469	911	4,380	3,750	116.8%
January 2012					
February 2012					
March 2012					
April 2012					
May 2012					
June 2012					
Source:	IEHP's Marketing Management Report #1b - Data as of 15th of the month				
	<u>Note:</u> Current total enrollment is higher than total funded eligibles due to unexpended funds from the prior years. However, the enrollment will ultimately be decreasing to the funded level of 3,750 in the next few months.				

A. ADMINISTRATION (Brad Gilbert, M.D.)

1. Review Of The Standard IEHP Monthly Reports

d. Marketing Reports

7) **IEHP Medicare DualChoice (HMO SNP)** Enrollment Report (December 2011)

Month	Total DualChoice Enrollment
July 2011	5,324
August 2011	5,495
September 2011	5,685
October 2011	5,892
November 2011	6,094
December 2011	6,280
January 2012	
February 2012	
March 2012	
April 2012	
May 2012	
June 2012	

Source: IEHP's Marketing Management Report #1b - Data as of 15th of the month