

Financial Solvency Standards Board

Alameda Alliance
for Health

Presentation by:
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September 9, 2015

Alameda Alliance for Health - Current Status

- TNE increases from (\$6.2) million deficit at 6/30/13 to \$75.3 million surplus at 6/30/15 or over 350% required TNE
- Cash \$0.4 million at 12/31/13 now \$349 million at 6/30/15
- Current working capital ratio is 1.2; required ratio is 1.0
- Capital spending controlled; only \$1.3 million for FY2015 compared to FY2013 or 2014
- IT conversion occurred 9/1/2015; no red flags yet
- Claims payment levels timeliness and accuracy compliant
- New call center implemented in August with minor issues; finished August meeting metrics of abandonment rate < 5% and 80% answered in 30 seconds
- Operational functionality much improved; still needs to improve HEDIS scores and Case Management

Senior Staff - Recruiting

- CEO hired – Scott Coffin
- COO hired – Matt Woodruff
- CIO Interim – Debbie Rieger (still recruiting for permanent CIO)
- Chief Compliance Officer - offer outstanding
- CFO– Neal Jarecki
- CMO – recruiting; current CMO will focus on Quality and HEDIS improvement

Status of CAP for Return to Local Control

Ref.	Milestone	Current Status
A	Working Capital at least 1:1	COMPLETE
B	Tangible Net Equity @ 130%	COMPLETE
C	Successful Transition HEALTHsuite System	9/1 GO-LIVE
D	Backlogged Claims Inventory Paid	COMPLETE
E	Compliance with Timeliness Standard	TRACKING FAVORABLE
F	Compliance with Provider Dispute Timeliness Standard	TRACKING FAVORABLE

Status of CAP for Return to Local Control

Ref.	Milestone	Current Status
G	Policies & Procedures for Oversight of Delegated Providers	<p>PENDING APPROVAL</p> <p>Policy drafted – awaiting approval</p>
H	Member Services: 80% of Calls Answered Within 30 Seconds	<p>This is a QTR measure: July was below target; August met target; September is below target.</p>
I	Member Services: Call Abandonment Rate Under 5%	<p>This is a QTR measure: July was below target; August met target; September is below target.</p>
J	Compliant Authorization & Denial Letters to Providers	<p>COMPLIANT</p> <p>July 2015 at 95%</p>

Status of CAP for Return to Local Control

Ref.	Milestone	Current Status
K	Accurate Provider Directories Submitted to DMHC	COMPLETE
L	Fill Management Positions: CIO COO, Compliance, PR Director	CIO Search – In Progress Compliance Chief – Identified Director of Contracting – In Progress
M	Board of Governors	July 27 th August 7 th September 9 th