

INLAND EMPIRE HEALTH PLAN | PROVIDER SERVICES  
Review of the Results of the 2016 IPA Performance Evaluation Tool (PET)

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IEHP developed the Performance Evaluation Tool (PET) to assess our contracted IPAs in a number of operational areas. IEHP uses the PET to determine the level of compliance by each IPA in meeting its contractual responsibilities, IEHP standards, and administering delegated duties.

On an annual basis, IEHP evaluates each IPA's performance and compliance with IEHP's policies and procedures and contractual requirements using the IPA PET. Performance is reviewed and scored in seven functional areas that are monitored by the IEHP team members through audits, monthly reporting requirements, contractual compliance and other activities that the IPA participates throughout the contract year in the following areas:

Functional Areas

- 1) Claims
- 2) Communication
- 3) Encounter Data
- 4) Finance
- 5) Grievances
- 6) Delegation Oversight Audit Results
- 7) Delegation Reporting and Member Access Audit

The results from PET are used to determine whether IEHP should continue contracting with each IPA and the term of the contract that is offered the IPA. Based on PET scores, IEHP extends the contract to IPA as follows:

<u>Score</u>	<u>Contract Term</u>
95% or above	3 years
85% to 94.99%	2 years
80% to 84.99%	1 year
Less than 80%	Non-renewal

The overall scores are significantly lower than FY 2015. Several IPAs, particularly those who did not pass, were struggling in the functional areas of Claims Audits, Grievance and Delegate Reporting & Member Access. IEHP has documented the corrective action plan provided to address the functional area deficits noted in the IPA PET to those IPAs that did not receive passing scores. IEHP will continue to monitor to ensure compliance with the standards set forth in the PET and any further deficiencies could result in additional actions.

The graph on the following page represent the final outcome and overall score for FY 2016 PET.

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**OVERALL SCORE BY IPA**

<b>IPA</b>	<b>CURRENT 2016</b>	<b>PREVIOUS 2015</b>
Allied Pacific	87%	89%
Alpha Care Medical Group	89%	87%
Dignity Health Medical Group	88%	91%
Horizon Valley Medical Group	78%	75%
Inland Faculty Medical Group	86%	80%
Inland Valleys IPA	82%	87%
LaSalle Medical Associates	80%	81%
Physicians Health Network	85%	88%
Vantage	82%	86%

