



June 12, 2018

RE: Extension of deadline to submit new IPA affiliation due to Vantage Medical Group termination

Dear Physician:

As a public not-for-profit health plan, our responsibility is first and foremost to ensure our Members receive the care they need and are not put at risk. As you have heard, IEHP has decided to terminate our contract with Vantage. Our goal is to be sure you have the most accurate and up-to-date information regarding this important decision for the providers and members in our region. During a recent focused audit by IEHP, it was determined that Vantage had serious deficiencies in their UM processes that put IEHP members at risk. The deficiencies included cases with no evidence that a physician reviewed denials based on medical necessity, denials for services as a non-covered benefit when their medical necessity should have been reviewed and other significant referral review processes that delayed or denied member care. Some of these deficiencies had been communicated to Vantage following an audit in May 2017 and yet the deficiencies continued to occur. In addition, we found evidence of alteration of claims receipt dates, falsification of claims documentation and interest not being paid on many late paid claims. The issues we found were systematic, systemic and had been occurring in some cases for years. The issues are so serious that we are currently under an Enforcement Action by the Department of Managed Health Care and a Corrective Action Plan by the Department of Health Care Services.

Many of our PCPs advised IEHP that more time would be helpful to choose a new IPA affiliation to transfer Members assigned through Vantage Medical Group. The Department of Managed Healthcare (DMHC) originally required that we notify Members sixty (60) days in advance of the effective date of the Vantage termination, August 31, 2018. To give PCPs more time to select a new IPA, we requested a special waiver through DMHC to shorten the Member notice timeframe. DMHC has agreed to this request and **we are extending the deadline to provide IEHP with written confirmation of your new IPA affiliation to July 20, 2018.**

We recognize that the termination of IEHP's agreement with Vantage Medical Group impacts your practice and we appreciate the consideration you need to give to choosing a new IPA affiliation.

Thank you for your partnership. IEHP has always supported our physicians and will continue to do so throughout this transition.



Please call IEHP's Provider Relations Team at (909) 890-2054 with any questions.

Sincerely,

Bradley P. Gilbert

Bradley P. Gilbert, MD, MPP
Chief Executive Officer
Inland Empire Health Plan

cc: Jennifer Sayles, M.D., Chief Medical Officer, IEHP
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