

Regular Meeting of the

## Santa Clara County Health Authority Compliance Committee

Wednesday, May 27, 2020, 8:30 AM – 10:00 AM

Santa Clara Family Health Plan – Via Teleconference

6201 San Ignacio Ave, San Jose, CA 95119

# MINUTES - Approved

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### Members Present

Jordan Yamashita, Compliance Officer, Chair  
Sue Murphy, Board Member  
Christine M. Tomcala, Chief Executive Officer  
Neal Jarecki, Chief Financial Officer  
Laurie Nakahira, D.O., Chief Medical Officer  
Jonathan Tamayo, Chief Information Officer  
Chris Turner, Chief Operations Officer  
Ngoc Bui-Tong, VP Strategies and Analysis  
Teresa Chapman, VP Human Resources  
Laura Watkins, VP Marketing and Enrollment  
Jeff Robertson, MD, Medical Director

### Staff Present

Mai Phuong Nguyen, Oversight Manager  
Anna Vuong, Compliance Manager  
Leanne Kelly, Delegation Oversight  
Analyst  
Sylvia Luong, Audit Program Manager  
Vanessa Santos, Compliance Coordinator  
Megha Shah, Compliance Coordinator  
Leah Tubera, Compliance Coordinator  
Bryan Valdez, Compliance Coordinator

### 1. Roll Call

Jordan Yamashita, Compliance Officer, called the meeting to order at 8:31am. Roll call was taken and a quorum established. Ms. Yamashita welcomed Susan Murphy, Governing Board Member, as a new member of the Compliance Committee.

### 2. Public Comment

There were no public comments.

### 3. Approve Minutes of the March 2, 2020, Regular Compliance Committee Meeting

The minutes of the March 2, 2020 regular Compliance Committee meeting were reviewed.

**It was moved, seconded, and** the March 2, 2020 Regular Compliance Committee meeting were **unanimously approved** with an amendment to modify the date within the footer.

### 4. Regulatory Audits Report

Ms. Yamashita provided an update on regulatory audits, including the Centers for Medicare and Medicaid (CMS) Revalidation and Compliance Program Effectiveness audit. Laurie Nakahira, D.O., Chief Medical Officer, thanked the Case Management team and the IT department for working diligently to prepare for the CMS Revalidation audit.

Ms. Yamashita noted that due to COVID-19, the 2020 Medicare Validation audit was limited in scope, focusing on the validation of Medication Therapy Management. Fieldwork was conducted on May 26, 2020; the Plan was informed that the Plan successfully passed the audit. Anna Vuong, Manager, Compliance, provided an update on the status of state regulatory audits.

Ms. Vuong reported that the 2019 Department of Managed Health Care (DMHC) audit has been closed and the California Department of Healthcare Services (DHCS) audit remains open.

Ms. Yamashita explained to Ms. Murphy how the Plan is ensuring everything is in place despite the operational disruption due to the COVID-19 pandemic. Dr. Nakahira explained that the Plan is exploring other alternatives to complete tasks that were meant to be in person.

**It was moved, seconded, and the Regulatory Audits Report was unanimously approved.**

## 5. Oversight Activity Report

Mai-Phuong Nguyen, Oversight Manager, presented the Compliance Dashboard, explaining green signifies the compliance goal is met, yellow signifies “substantially met” 98-99.9% compliance, and Red represents anything less than 98%.

Sylvia Luong, Audit Program Manager, provided an update on internal audits, noting the Plan is on schedule for conducting audits based on the three-year audit schedule. Ms. Yamashita is reviewing the Final Audit Reports for Customer Service and Marketing Website Audit, and the Utilization Management and Claims are in progress as well.

Leanne Kelly, Delegation Oversight Analyst, reported on external audits noting stated the Plan is on schedule in conducting delegation audits of FDRs and Delegated Entities according to the 3-Year Audit Plan. The Oversight Team is currently conducting delegation audits of Language Line, Hanna, and MedImpact. The Quarter 2 delegation audit of Vision Service Plan is now in the planning phase.

Ms. Luong reported on the Internal Audits and stated that before delegating functions to a new Delegated Entity, California IPA, the Plan is currently conducting a Pre-Delegation Audit. The Oversight Team has issued the audit notification, and it will be utilizing subject matter experts from each of the Plan’s internal departments for all delegated functions to be performed by California IPA. Ms. Yamashita added that an audit introduction webinar was held between the Plan and California IPA.

**It was moved, seconded, and the Oversight Activity Report was unanimously approved.**

## 6. Fraud, Waste, and Abuse Report

Ms. Yamashita stated that Fraud, Waste, and Abuse is currently outsourced to T&M Protection Resources. The contract is costly and while looking at ways the Plan can be more cost effective, it was determined that Fraud, Waste, and Abuse will be brought in house after the T&M contract ends in November 2020.

Ms. Yamashita stated that in April, 2020 the Plan received indication from a provider that a member was impersonating her in an effort to obtain medical supplies from BioReference. The member was sending e-mails to a contact at BioReference to get printers, ink, etc. The member also fraudulently requested every lab test that is available under this provider. Information on this case was sent over to Medi-Cal and the Department of Justice.

Ms. Yamashita stated a compliant was received by the Plan that a member fraudulently obtaining services by not reporting their full income. This has been reported to the regulators and no further action is required on the Plan’s side at this time.

Ms. Turner, Chief Operating Officer, inquired about a complaint related to an alleged HIPAA breach sharing information that a member was pregnant to an unauthorized member of the patient’s family. The investigation did not substantiate that the Plan breached HIPAA.

**It was moved, seconded, and the Fraud, Waste, and Abuse Report was unanimously approved.**

## 7. Adjournment

The meeting was adjourned at 9:20 am.

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Susan G. Murphy, Governing Board Secretary