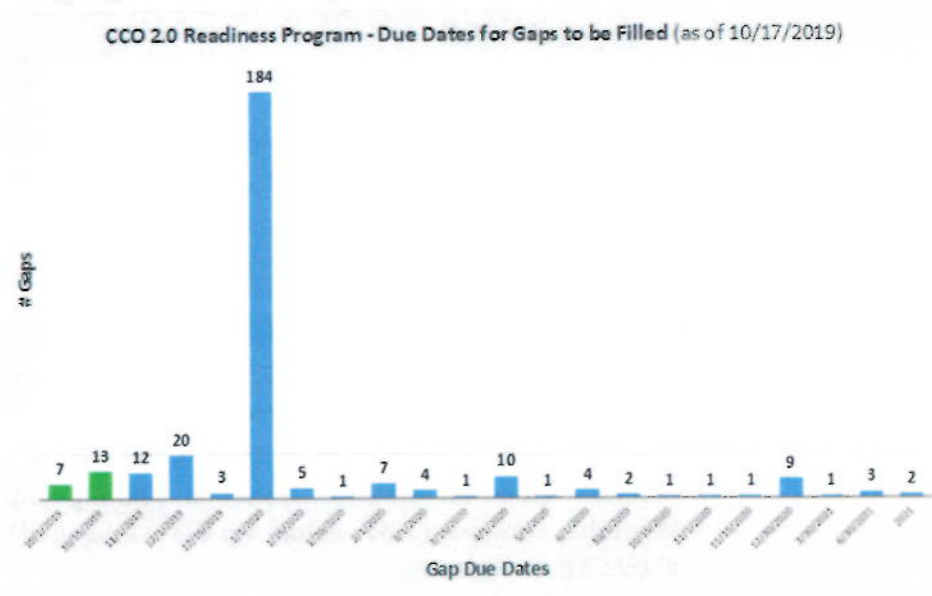


**InterCommunity Health Network  
Community Advisory Council  
Operations Report  
November 2019**

**CCO 2.0 Implementation**

IHN staff have identified several hundred discrete new accountabilities that will need to be fulfilled, ranging from low-impact (e.g. minor updates to a Policy) to high-impact (e.g. completely new programs or roles). Work is being organized into categories such as:

- Eleven major cross-functional projects.
- Seventeen major single-department projects.
- Gaps related to specific OHA due dates (see below). As of 11/4/2019, 100% of due dates have been met, but these represent only 18% of the total gaps to be addressed – with the majority (63%) centered on 1/1/2020.



- A full “What’s Different About CCO 2.0” presentation is being prepared for the December 4th Board Meeting.

**Overview of October 16, 2019 Board of Directors Meeting**

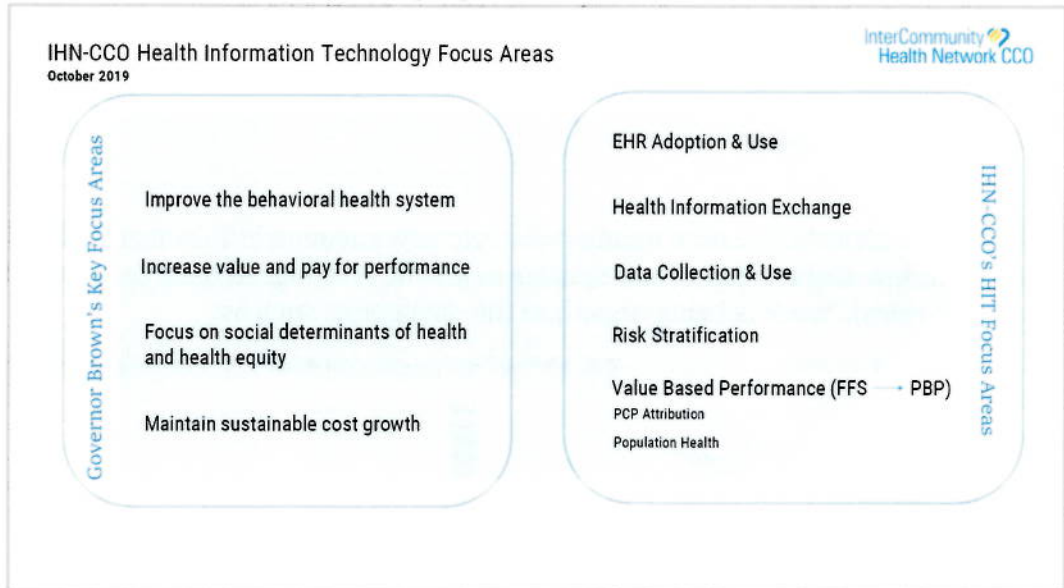
Action Items:

- Approval of prior meeting minutes.
- Approval to continue with KPMG as external auditors.
- Request by Denise Severson, Compliance Officer, to attest to receipt of materials regarding Fraud, Waste, and Abuse monitoring and additional general compliance materials.

Consent Items:

- Chief Executive Officer’s Operations Report

- Ranking among the top four CCOs in Quality Metrics is being retained as a Samaritan Health Services system-level goal for 2020.
- CCO 2.0 Implementation
  - Earlier version of preceding materials.
  - Summary-level discussions of health information technology requirements, social determinants of health payment program, and health-related services.



- Operations Dashboard (highlights):

- Year-To-Date Medical Loss Ratio (MLR – percentage of premium revenue spent on benefits) is running slightly above budget, for an unfavorable variance (90.4% actual vs. 89.8% budgeted).
- Year-To-Date Administrative Cost Ratio (ACR – percentage of premium revenue spent on administration) is running slightly below budget, for a favorable variance (7.8% actual vs. 8.2% budgeted), which partially offsets the above MLR variance.
- Year-To-Date Margin (revenues less expenses) is slightly unfavorable (0.6% vs. 0.9%).
- 2018-2019 Benefit Cost Trends:
  - Medical: 3.0%
  - Pharmacy: 7.5%
  - Combined: 4.0%

- Chief Medical Officer’s Report

- 2020 CCO Incentive Metrics – new metrics include: well-child visits for 3-6 year-olds (kindergarten readiness); preventive dental visits, ages 1-5 (kindergarten readiness); immunizations for adolescents; initiation/engagement in drug and alcohol treatment.
- Overview of high-cost claims activity.