

### **Addendum No. 1 to the Final Corrective Action Work Plan**

The following images are submitted as Addendum No. 1 to the Final Corrective Action Work Plan submitted August 15, 2024, per the Department's request. This document includes higher-resolution copies of the following images, originally submitted in the Final Corrective Action Work Plan. Page numbers refer to pages of the Final Corrective Action Work Plan submitted August 15, 2024.

- Escalation Pathway/Levers (p. 13)
- Member Communication Goals (p. 28)
- Optimized Contingency Planning (p. 29)
- Ensure the uniform structure for situational awareness, coordination, oversight, and rapid resolution (p. 31)
- Behavioral Health Ecosystem (p. 37)
- Exhibit A – Governance Structure (p. 42)
- Exhibit C – Timelines and Detailed Plans (p. 47)

## Escalation Pathway



## Levers

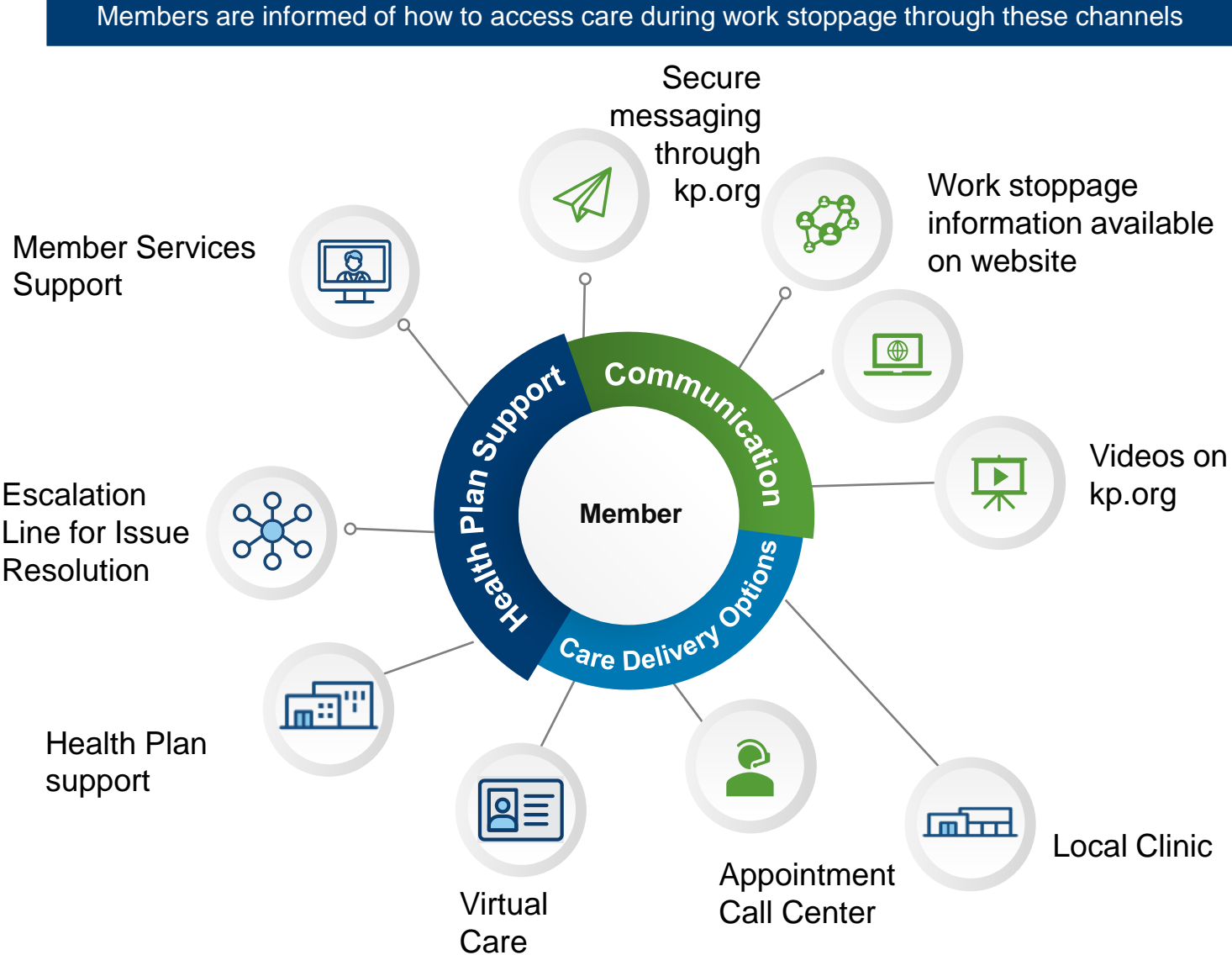
- Highest level of leadership engagement
- Highest level of leadership engagement
- Assessment of external resourcing and alternatives
- Assessment with subject matter experts to resolve noncompliance

\*Escalation is not always linear there could be several real-time solutions if a situation needs to be resolved immediately, such as leadership escalation or situation management teams

# The strike contingency plan includes various channels of member communication

## Member Communication Goals:

- Ensure members are aware of the strike and know the available options for care
- Update member communication processes for rescheduling



# Implementing changes for clear issues identification and quick resolution

## Optimized Contingency Planning

### PLANNING FOR COVERAGE OPERATIONS

- ✓ Utilize external network capacity
- ✓ Create approach for utilizing external network
- ✓ Additional staffing support for coverage
- Delineate roles and responsibilities to
- ✓ optimize health plan and PMG coordination

### CONTINUITY OF OPERATIONS

- ✓ Ensure data transparency between Health Plan and Medical Groups
- ✓ Clear path to resolution & accountability to resolve
- ✓ Operate regional structure to provide standard reporting on member escalations
- ✓ Ensure quick resolution for member concerns and grievances

### COMMUNICATIONS & TRAINING

- ✓ Pre-emptive care communications to members
- ✓ Ensure staff are informed of established escalation pathways
- ✓ Equip Regional Call Center, AACC and Member Services center staff with resources and support
- ✓ Prepare EPN for potential surge in demand

# Ensure the uniform structure for situational awareness, coordination, oversight and rapid resolution

## Structure:

- Refine regional structure for work stoppage
- Partner in remediation and reporting between Medical Group and Health Plan
- Build statewide alignment on incident management structure and escalation processes

## Health Plan Oversight:

- Monitor member concerns to obtain access and coordinate with medical groups to resolve member issues in real-time
- Obtain timely data updates (i.e. CGAs, cancelled appointments, member escalation) via an oversight dashboard
- Oversee issue resolution & cancellations concerns
- Conduct audit of cancelled appointments to ensure members are rescheduled timely
- Focused review of member concerns and grievances post-strike



## Care Delivery Operations:

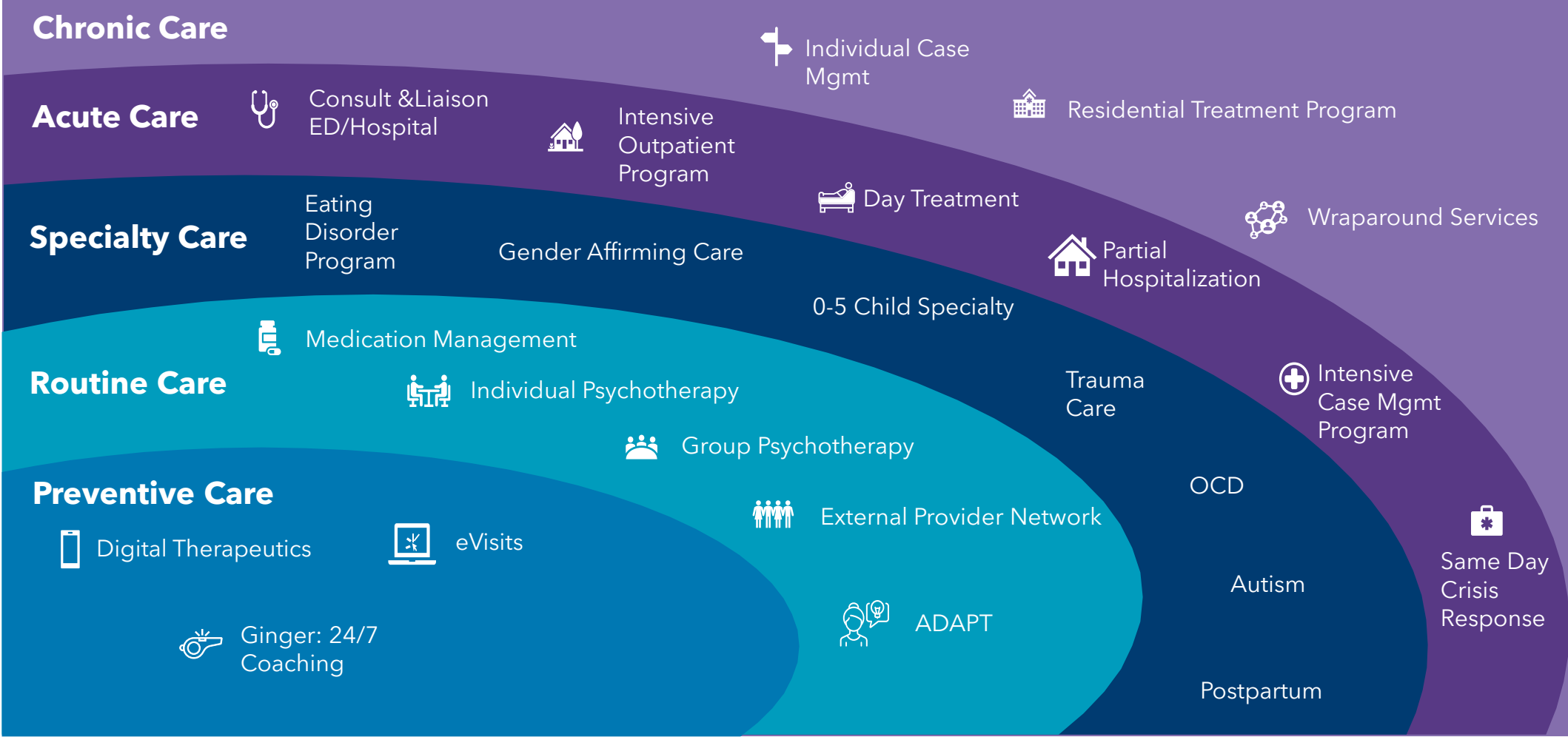
- Ensure adequate access for capacity (e.g., before, during & after strike)
- Ensure plan for staffing coverage and support for high- risk groups in each clinic
- Daily inventory of clinical staff and deployment of contingent staff
- Coordinate with external network
- Identify members who are impacted in each clinic for rescheduling.
- Update member communications as needed for rescheduling and cancellations

## Health Plan Support:

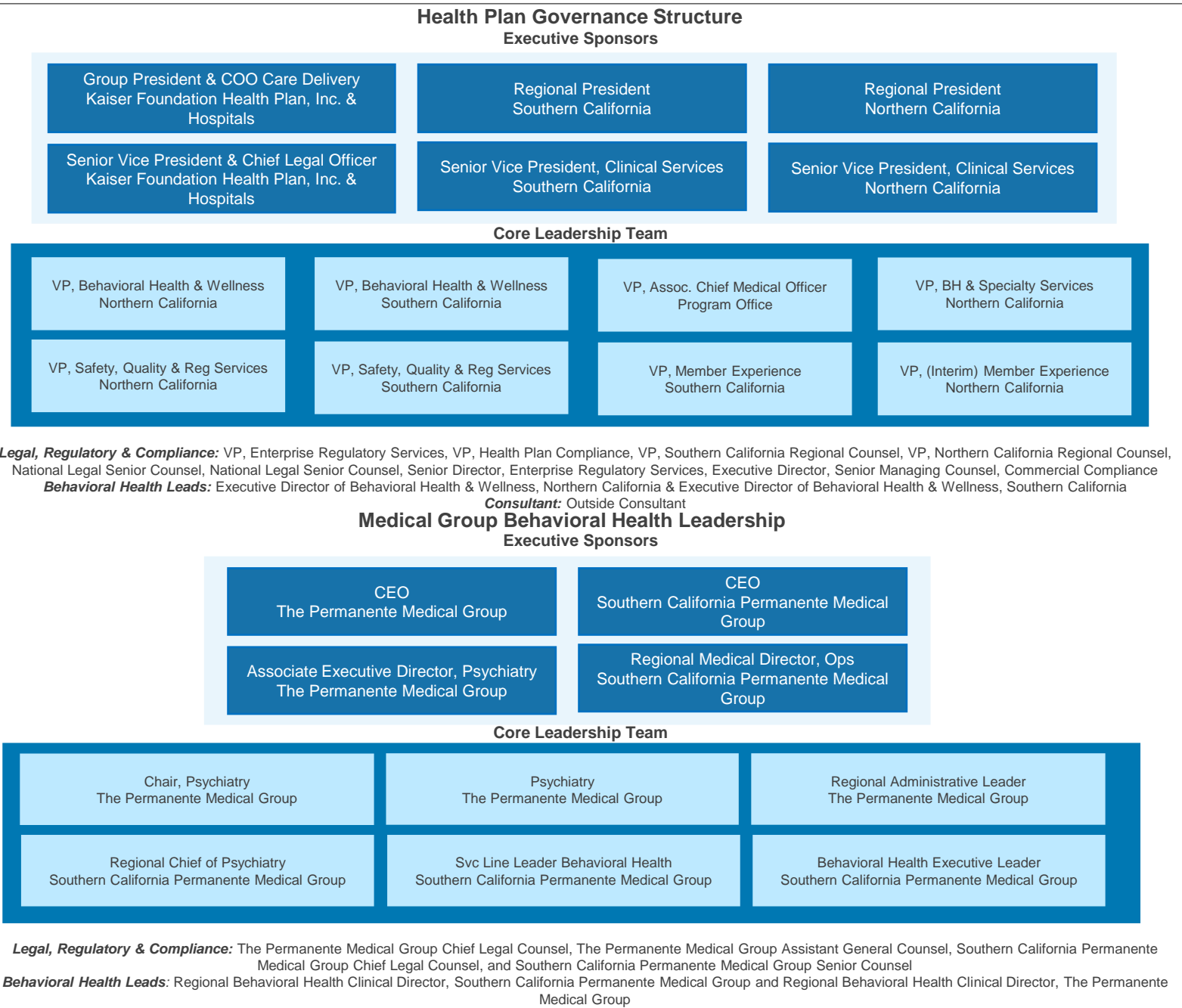
### (Member Services and Grievances)

- Utilize updated scripting and FAQs to inform members of processes and potential office closures
- Specialized grievance tracks for member access concerns
- Triage member issues and ensure appropriate escalation.
- Daily report to health plan and medical groups on escalated issues

# Behavioral Health Ecosystem



# Exhibit A—Governance Structure



# CA BH DMHC CAWP | Milestone Timeline | CAAs 1 – 4

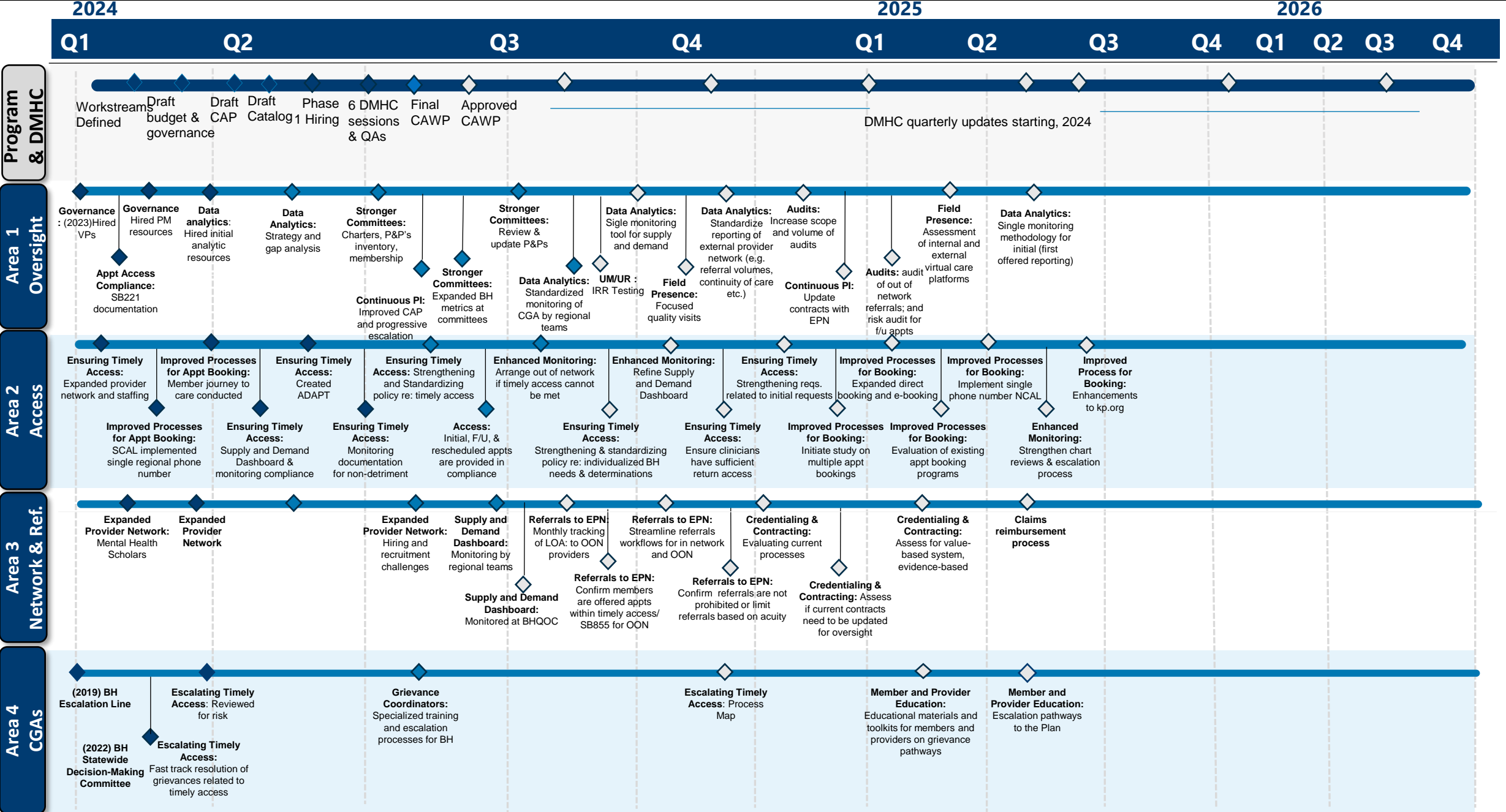
Key

Completed work

Started work

Future work

Continuous oversight





# CA BH DMHC CAWP | Milestone Timeline | CAAs 5 – 8

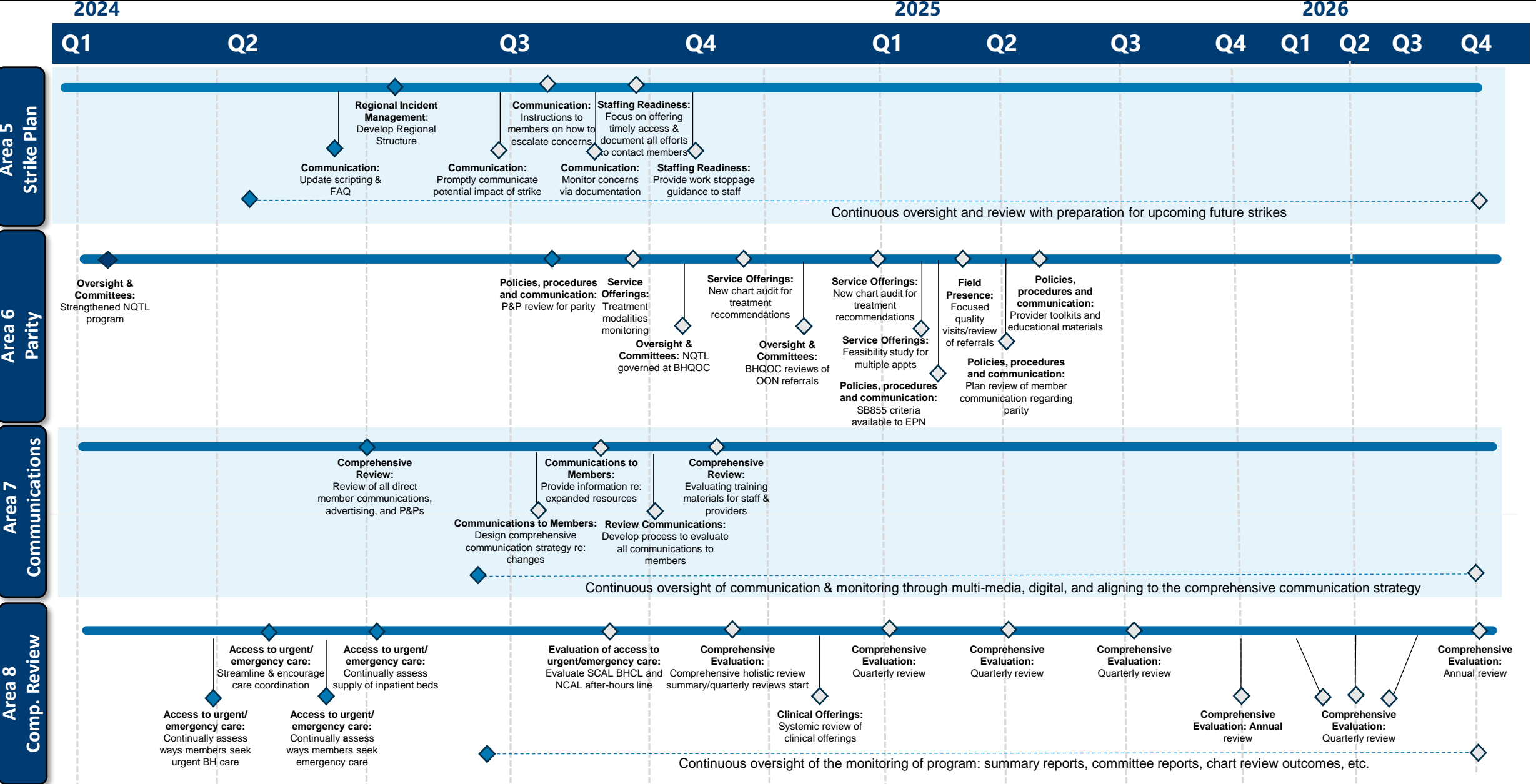
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Note: These timelines are based upon current assumptions and subject to adjust/change based upon unknown future dependencies