

2021 Virtual Annual Conference

The History

Year at a
Glance

The New
ICE

The Future

Get
Involved

Industry
Collaboration
Effort



Over the Years



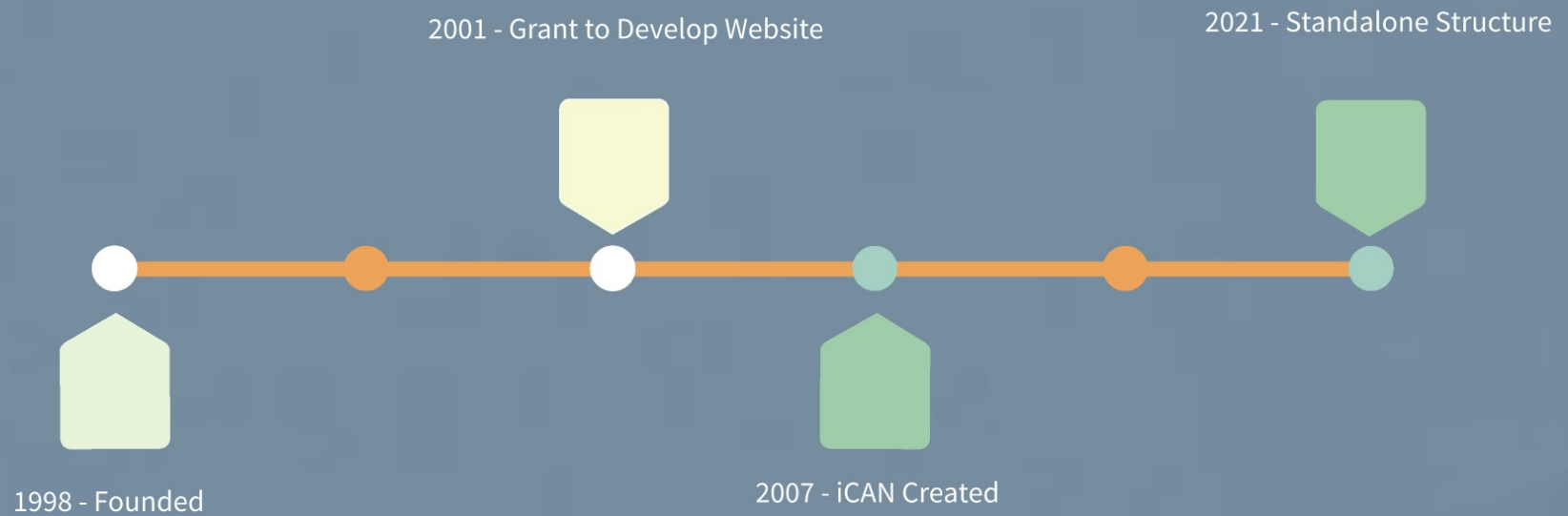
Partners

History

- Formed in 1998 as a California nonprofit mutual benefit corporation to address significant regulatory changes that came about in the late 1990s related to the transition of Medicare Risk to Medicare+Choice
- Industry executives joined forces to present the idea of collaboration through dog & pony shows with industry associations & regulators

Over the Years

Timeline of ICE



Organizations Spearheading Efforts



**California
Hospital
Association**



**Integrated
Healthcare**
ASSOCIATION



California Association of
Health Plans

**AMERICA'S
PHYSICIAN
GROUPS** 

Partner Efforts

- Connecting With Other Industry Associations & Agencies:
 - ICE meets regularly with associations to coordinate efforts; Executive Summary of ICE Team Activities sent to CAHP & APG on a bi-monthly basis
 - Quarterly ICE Agency Leadership Summit meetings
 - EDGE Project with IHA

2021 Overview

- Over 20 years of success!
- California Health Plans - 115
- California Provider Organizations – 813
(Physician Organizations / IPAs / Medical Groups / MSOs / Hospitals)
- Voluntary industry participation utilizing workgroup model
- 19 active teams and workgroups with dedicated volunteers leading the charge
- One staff person / as a 501c3, ICE relies on industry funding and volunteers
- Regulatory and Association participation

IT Systems
Integrity
Audit Tool

Credentialing
Shared Audit
Program

Delegated
Entity
Compliance
Audit Tool

Health Net/
IHA EDGE
Project

HICE Coded
Division of
Financial
Responsibility
(DOFR)

Credentialing Audit Process



- This program made it possible for health plans (with provider permission) to share audit results for credentialing with other plans
- In 2007, funding was approved to facilitate the centralization of the database and processes by incorporating them into the ICE database and website
- A new automated web-based process was developed and implemented to post and view audit results, the ICE Credentialing Audits Network (iCAN) system
- Expanded to Northwest, Mid-Atlantic, Texas to-date - More to come?

IT Systems Integrity Audit Tool

Results

Future

- This program makes it possible for health plans (with delegate permission) to share audit results for IT system integrity and security with other plans.
- Business process documents developed:
 - Audit business rules
 - Evidence grid, including:
 - disaster recovery
 - data security (at rest or in motion)
 - HIPAA – not just what is happening at your desk, but the actual IT system HIPAA requirements

Audit Stats Pay Off!



- 1st Quarter 2021 was the kick-off
- From kick-off through August 31st - 54 audits have occurred; continuing to actively schedule
- Health Plans and delegates are still joining the shared audit – including delegates who have a limited Knox-Keene license (auditor and auditee) – current participation: 7 Plans & 100+ Delegates; in discussions with 9 more plans (main issue is staffing) and continue to add delegates
- 2022 estimated savings of \$1.58 million overall for performing the shared audit

What's Next?



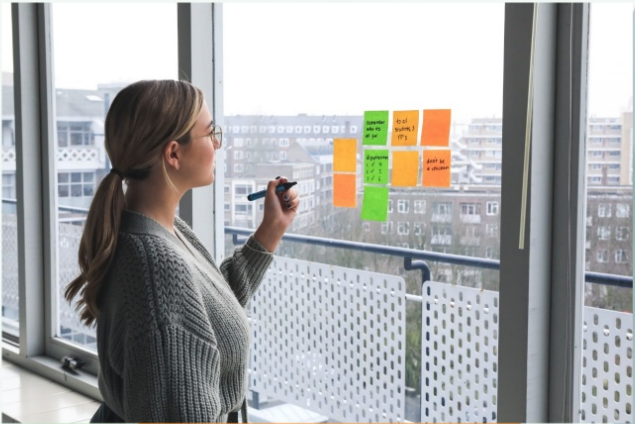
- Enhancements being programmed in website audit tool:
 - Single corrective action plan
 - Single monitoring process
- This audit is in partnership with the ICE Delegated Entity Audit (Compliance Program)
- View process documents on the ICE website at:
 - <https://www.iceforhealth.org/library.asp?sf=&cid=472#cid472>
- Further Expansion?
 - Interest expressed from organizations in Washington and Colorado
 - Takes buy-in and volunteers



Future

Delegated Entity Compliance Audit Tool

- In 2020, the ICE Board of Directors approved funding to facilitate a shared audit process for the FTE attestation, which did not go live.
- ICE Leadership agreed to the build out of the Delegated Entity Audit Tool utilizing what was initially created for the FTE Attestation Audit.



What's Next?

1

Expected Kick Off - 1st Quarter 2022

2

ICE Policy Team is actively working on the evidence grid, policies and business rules; testing of the audit tool to begin very soon

3

Workgroup kick-off will occur in late November/early December, with training for health plans and delegated entities on the audit process, tool, etc. planned for January 2022

4

The Policy Team is currently recruiting participating health plans and delegated entities and organizing the information to affiliate them in the database in preparation for the shared audit process

Health Net/IHA EDGE Project



- IHA was selected by Health Net as the Encounter Data Governance Entity (EDGE) to oversee a cross-industry encounter data improvement project for the State of California for the Medi-Cal line of business
- ICE has been chosen by IHA as an EDGE partner organization under the Data Standards work stream

HICE Coded Division of Financial Responsibility (DOFR)

The HICE workgroup met weekly beginning in the third quarter of 2020 to complete a review and update of the existing HICE 2016 DOFR

A version of the DOFR that included updates through June 2021 was finalized and made available for download from the ICE website

During the process of reviewing the DOFR, the workgroup created a “parking lot” list to capture issues that would need further discussion and vetting, such as potential new categories that may need to be created on the DOFR (i.e., wound care, telehealth, new technologies, etc.) or expanding it to include the Medi-Cal line of business

For this next step, additional participation is needed from a broader range of workgroup members in order to determine what most impacts the majority of the population and how the DOFR could be expanded to better assist with common issues and questions that arise during the contracting process

Please consider joining this workgroup for these important discussions to create a more effective tool for everyone to use going forward – contact admin@iceforhealth.org for more information



Industry
Collaboration
Effort

HICE

From ICE to HICE

From name change to logo change...

- In 2020 the decision was made to include "Health" in the original name of ICE
- Re-branding kicked off
- Decision on new logo was made

The New HICE



SIMPLIFYING HEALTHCARE ADMINISTRATION



2022 Focus

What's Next?

- New Structure - increased funding support
- Expansion/growth opportunities
- Continued partnership focus
- Regulatory relationships
- Healthcare standardization



New
Officers for
2022

New Board
Members
for 2022

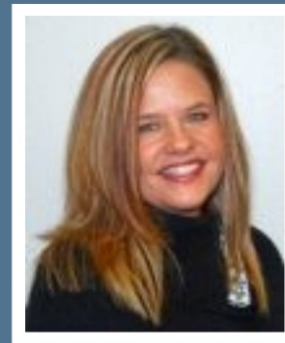
New Officers



Chief Operating Officer
Sharp Community Medical Group

Christopher McGlone

2022 Board President



Director of Medical & Clinical
Operations
UnitedHealthcare

Gena Jongebloed

2022 Secretary/Treasurer

2022 New Board Members



*Angela
Arredondo*

Executive Director, Network Management
MemorialCare Medical Foundation



*Howard
Saner*

Vice President, Network Operations & Marketing
NAMM California, Part of Optum

Get Involved

Why support HICE?

Collaboration between plans and their provider partners allows ICE to develop educational and “best practice” materials, tools and processes

Industry support is an integral part of allowing ICE to continue to offer a platform for collaboration

Participation contributes to the betterment of health care regulatory compliance through collaboration; standardization of regulatory compliance reduces organizational administrative expenses

It is estimated that the work and work products of ICE results in an annual savings of over \$34 million dollars for participating plans and providers



Visit HICE
website:
www.iceforhealth.org