BOARD OF GOVERNORS SPECIAL MEETING

September 27, 2021 • 2:00 PM
L.A. Care Health Plan
1055 W. 7th Street, Los Angeles, CA 90017
Statement

L.A. Care’s mission is to provide access to quality health care for Los Angeles County’s vulnerable and low-income communities and residents and to support the safety net required to achieve that purpose.

Overview

Committed to the promotion of accessible, affordable and high quality health care, L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is an independent local public agency created by the State of California to provide health coverage to low-income Los Angeles County residents. Serving more than 2.4 million members in four product lines, L.A. Care is the nation’s largest publicly operated health plan.

L.A. Care Health Plan is governed by 13 board members representing specific stakeholder groups, including consumer members, physicians, federally qualified health centers, children’s health care providers, local hospitals and the Los Angeles County Department of Health Services.

L.A. Care advances individual and community health through a variety of targeted activities including a Community Health Investment Fund and sponsorships program that have awarded more than $180 million throughout the years to support the health care safety net and expand health coverage. The patient-centered health plan has a robust system of consumer advisory groups, including 11 Regional Community Advisory Committees (governed by an Executive Community Advisory Committee), 35 health promoters and nine Resource Centers that offer free health education and exercise classes to the community, and has made significant investments in Health Information Technology for the benefit of the more than 10,000 doctors and other health care professionals who serve L.A. Care members.

Programs

- **Medi-Cal** – In addition to offering a direct Medi-Cal line of business, L.A. Care works with three subcontracted health plans to provide coverage to Medi-Cal members. These partners are Anthem Blue Cross, Blue Shield of California Promise Health Plan and Kaiser Permanente. Medi-Cal beneficiaries represent a vast majority of L.A. Care members.

- **L.A. Care Covered™** – As a state selected Qualified Health Plan, L.A. Care provides the opportunity for all members of a family to receive health coverage under one health plan in the Covered California state exchange.
L.A. Care Cal MediConnect Plan – L.A. Care Cal MediConnect Plan provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal.

PASC-SEIU Homecare Workers Health Care Plan – L.A. Care provides health coverage to Los Angeles County’s In-Home Supportive Services (IHSS) workers, who enable our most vulnerable community members to remain safely in their homes by providing services such as meal preparation and personal care services.

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<thead>
<tr>
<th>L.A. Care Membership by Product Line – As of August 2021</th>
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<tbody>
<tr>
<td>Medi-Cal</td>
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<tr>
<td>L.A. Care Covered</td>
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<td>Cal MediConnect</td>
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<tr>
<td>PASC-SEIU</td>
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<tr>
<td>Total membership</td>
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<tr>
<th>L.A. Care Providers – As of July 2021</th>
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<tr>
<td>Physicians</td>
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<tr>
<td>Specialists</td>
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<tr>
<td>Both</td>
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<tr>
<td>Hospitals, clinics and other health care professionals</td>
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<tr>
<th>Financial Performance (FY 2020-2021 budget)</th>
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<tbody>
<tr>
<td>Revenue</td>
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<tr>
<td>Fund Equity</td>
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<tr>
<td>Net Operating Surplus</td>
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<tr>
<td>Administrative cost ratio</td>
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<tr>
<th>Staffing highlights</th>
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<tr>
<td>Full-time employees (Actual as of September 2020)</td>
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<tr>
<td>Projected full-time employees (FY 2020-2021 budget)</td>
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NOTICE OF SPECIAL MEETING & AGENDA

NOTICE IS HEREBY GIVEN that the Chairperson of the Board of Governors of the Local Initiative Health Authority for Los Angeles County has called a Special Meeting to be held as indicated above for the purpose of conducting business listed in this Notice of Special Meeting and Agenda. No business shall be conducted at this meeting other than that indicated below.

California Governor issued Executive Order N-25-20 and N-29-20, which, among other provisions, amend the Ralph M. Brown Act. Accordingly, members of the public should now listen to this meeting via teleconference as follows:

https://lacare.webex.com/lacare/j.php?MTID=m558c35b22d6a118034073e43d010d69f
Call (213) 306-3065
Access Code 2496 625 7160  Password: lacare

Members of the Board of Governors or staff may participate in this meeting via teleconference. The public is encouraged to submit public comments or comments on Agenda items in writing by e-mail to BoardServices@lacare.org, or by sending a text or voicemail to (213) 628-6420.

The text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates.

Comments received by voicemail, email or text by 2:00 pm on September 27, 2021 will be provided to the members of the Board of Governors. Public comments submitted will be read for 3 minutes.

Once the meeting has started, voicemails, emails and texts for public comment should be submitted before the agenda item is called by the meeting Chair. If you wish to submit public comment on a specific agenda item, you must submit it at any time prior to the time the Chair announces the item and asks for public comment. Please take note that if your public comment is not related to any of the agenda item topics, your public comment will be read in the general public comment agenda item.

There may be delay in the digital transmittal of emails, texts and voicemail. The Chair will announce when public comment period is over. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section prior to the board going to closed session.

The purpose of public comment is that it is an opportunity for members of the public to inform the governing body about their views. The Board appreciates hearing the input as it considers the business on the Agenda.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act (ADA) please contact L.A. Care Board Services staff prior to the meeting for assistance by text to 213 628-6420 or by email to BoardServices@lacare.org.

Welcome

Hector De La Torre, Chair

1. Approve today’s Agenda

2. Public Comment (Please read instructions above.)
3. Approve Consent Agenda Items
   - I Color Printing and Mailing Contract Amendment (FIN 100)
   - Cognizant Contract Amendment for Salesforce Software Development Services (FIN 101)
   - Information Technology Staff Augmentation Services Contract Amendment (FIN 102)
   - Infosys Limited Contract Amendment for Quality Assurance and Testing Services (FIN 103)
   - Alchemy Communications Inc. Contract Amendment (FIN 104)

4. Chairperson’s Report

5. Chief Executive Officer Report
   John Baackes
   Chief Executive Officer

6. Public Comment on Closed Session Items

Adjourn to Closed Session (Estimated time: 10 minutes)

7. CONFERENCE WITH LEGAL COUNSEL - ANTICIPATED LITIGATION
   Initiation of litigation pursuant to Section 54956.9(d)(4) of Ralph M. Brown Act
   One potential case

8. CONFERENCE WITH LEGAL COUNSEL — ANTICIPATED LITIGATION
   Significant exposure to litigation pursuant to Section 54956.9(d)(2) of Ralph M. Brown Act:
   Three Potential Cases

Reconvene in Open Session

Adjournment

The October 7, 2021 meeting is CANCELLED.

The next meeting is scheduled on Thursday, November 4, 2021 at 2 PM
and may be conducted as a teleconference meeting.

Public comments will be read for up to three minutes.
The order of items appearing on the agenda may change during the meeting.

If a teleconference location is listed at the top of this agenda, the public can participate in the meeting by calling the teleconference call
in number provided. If teleconference arrangements are listed at the top of this Agenda, note that the arrangements may change prior
to the meeting.

THE PUBLIC MAY SUBMIT COMMENTS TO THE BOARD OF GOVERNORS BEFORE DISCUSSION OF EACH ITEM
LISTED ON THE AGENDA BY SUBMITTING THE COMMENT BY VOICE MESSAGE OR IN WRITING BY TEXT MESSAGE
TO 213 628 6420, OR IN WRITING BY EMAIL TO BoardServices@lacare.org. Please follow additional instructions on the first page
of this Agenda.

ACTION MAY NOT BE TAKEN ON ANY MATTER RAISED DURING THE PUBLIC COMMENT PERIODS UNTIL THE
MATTER IS SPECIFICALLY LISTED ON A FUTURE AGENDA, according to California Govt Code Section 54954.2 (a)(3) and
Section 54954.3.

NOTE: THE BOARD OF GOVERNORS CURRENTLY MEETS ON THE FIRST THURSDAY OF MOST MONTHS AT 2:00 P.M.
AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION AT http://www.lacare.org/about-
us/public-meetings/board-meetings and by email request to BoardServices@lacare.org

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda has been posted will be
available for public inspection at http://www.lacare.org/about-us/public-meetings/board-meetings and can be requested by email to
BoardServices@lacare.org.

An audio recording of the meeting is made to assist in writing the minutes and is retained for 30 days.

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats - i.e.,
large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an
alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care’s Board Services Department at
(213) 628 6420. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure
accessibility to the meetings and to the related materials.
Board of Governors
MOTION SUMMARY

Date: September 27, 2021  Motion No. FIN 100.0921
Committee: Finance & Budget  Chairperson: Robert H. Curry

Issue: Amend a contract with I Color Printing and Mailing Inc. to add funds for invoice and notice printing, mailing and storage.
☐ New Contract  ☑ Amendment  ☐ Sole Source  ☑ RFP/RFQ was conducted in 2019

Background: L.A. Care staff requests approval to amend a contract with I Color Printing and Mailing Inc. to add funds in the amount of $1,300,000, from $995,000 to $2,295,000. The vendor provides L.A. Care MPSS Premium Billing Unit with printing, storage, postage/mailing, reporting, and order fulfillment services that are needed because of regulatory requirements. This contract has been in place since February 2020 and we are pleased with their work. Other departments, including Marketing and Communication also use this vendor for their services under a separate contract.

We conducted a competitive request for proposal in August 2019. I Color Printing and Mailing Inc. was selected because of pricing and experience.

Member Impact: L.A. Care members will benefit from this motion through having access to timely correspondence and notifications/communications related to their benefits. It will provide members with printed correspondence via USPS Mail. The process enhancements provided by I Color Printing and Mailing will integrate technologies, allow better tracking/reporting, increase efficiencies as well as quality of care provided to our members.

Budget Impact: The cost was anticipated and included in the approved budget for the Medical Payments Systems and Services (MPSS) in this fiscal year. We will budget the balance in future fiscal years.

Motion: To authorize staff to amend contract to increase funds in the amount of $1.3 million for a new total not to exceed amount $2,295,000 with I Color Printing and Mailing Inc. to provide L.A. Care MPSS Premium Billing Unit with printing, storage, postage/mailing, reporting, and order fulfillment services through June 30, 2023.
Board of Governors
MOTION SUMMARY

Date: September 27, 2021
Motion No. FIN 101.0921
Committee: Finance & Budget
Chairperson: Robert H. Curry

Issue: Amend a contract with Cognizant to provide ongoing technical support for the Salesforce project.

☐ New Contract  ☑ Amendment  ☐ Sole Source  ☑ RFP/RFQ was conducted in 2018

Background: L.A. Care staff requests approval to amend an existing contract with Cognizant adding $948,069 for continued Salesforce implementation activities relating to the VOICE Program and Customer Solution Center (CSC) Intelligent Desktop (IDT) rollout, Sales & Marketing, Community Resource Centers (CRC/FRCs), Legal Department, etc., through March 31, 2022. The work will center around several major projects including:

- Enabling the tracking and capturing of all Provider interactions
- Allowing members to change their Primary Care Providers
- Handling of the DSNP product Line of Business
- Enabling multi-factor authentication to enhance access security of the Salesforce platform
- Support Goldmine and Salesforce Marketing Cloud applications

Member Impact: The Salesforce-based Intelligent Desktop (IDT) application is gradually replacing a number of separate applications used to track and answer inquiries in CSC and is used extensively in support of a variety of inquiries, outreach efforts, and escalation of issues for resolution. The integration of the Salesforce tool with the phone system in the CSC in particular, will enable our agents to greet callers by name when they call from a known phone number and have their record retrieved before the agent picks up the phone.

Budget Impact: This cost was anticipated and included in the 2021-22 Fiscal Year Information Technology budget request.

Motion: To authorize staff to amend the existing contract with Cognizant for an additional $948,069 (total contract not to exceed $5,323,069) for continued Salesforce implementation activities through March 31, 2022.
Date: September 27, 2021

Committee: Finance & Budget

Chairperson: Robert H. Curry

Motion No. FIN 102.0921

Issue: Amend existing contracts with Cognizant, HCL, Infosys Limited, and Solugenix for Information Technology (IT) staff augmentation services to continue through March 31, 2022.

- New Contract
- Amendment
- Sole Source
- RFP/RFQ was conducted in 2018

Background: In June, 2015, the Board of Governors approved motion FIN 107.0615, authorizing staff to negotiate contracts with Cognizant, HCL, and Infosys, following a competitive bidding process. In September, 2018, L.A. Care conducted a Request for Proposal (RFP) process that evaluated more than twenty vendors. Cognizant, HCL, Infosys, and Solugenix were selected during that RFP. All of these vendors provided competitive rates and supply resources with the specialized expertise required to support initiatives at L.A. Care. These vendors compete to meet our staff augmentation needs position by position so we adjust the allocation of dollars between these vendors in these contracts.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Estimated Increase</th>
<th>Estimated Total</th>
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<tbody>
<tr>
<td>Cognizant</td>
<td>$706,776</td>
<td>$3,624,776</td>
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<tr>
<td>HCL</td>
<td>$574,502</td>
<td>$1,954,165</td>
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<tr>
<td>Infosys</td>
<td>$1,175,586</td>
<td>$4,193,970</td>
</tr>
<tr>
<td>Solugenix</td>
<td>$243,136</td>
<td>$1,481,437</td>
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<tr>
<td>Total</td>
<td>$2,700,000</td>
<td>$11,254,348</td>
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The total cost of the increase of the revised contract agreements with the four vendors is $2,700,000 through March 31, 2022.

Member Impact: The services purchased under this agreement will improve L.A. Care’s technology delivery capability, which in turn indirectly results in enhanced quality and more efficient services to all members.

Budget Impact: The staff augmentation contract expenses were anticipated and included in IT’s recommendation for the FY21-22 budget.

Motion: To authorize staff to amend contracts with Cognizant, HCL, Infosys Limited, and Solugenix to increase funds by $2,700,000 (total not to exceed of $11,254,348) for Information Technology staff augmentation services through March 31, 2022.
Date: September 27, 2021

Committee: Finance & Budget

Chairperson: Robert H. Curry

Motion No. FIN 103.0921

Issue: Execute a new three year managed service contract for Information Technology quality testing to continue the software quality testing service in place since 2018.

☑️ New Contract  ☐ Amendment  ☐ Sole Source  ☒ RFP/RFQ was conducted in 2018

Background: L.A. Care requests approval to contract with existing vendor Infosys Limited to continue the current managed service contract for another three-year term. The managed service contract that is currently in place is a service level agreement between a managed service provider (Infosys Limited) and L.A. Care. It outlines both parties’ responsibilities, including which services the provider will deliver. The managed service contract has enabled greater test coverage, better defect detection, and increased automation of testing to increase IT quality delivery and efficiency. The contract includes defined service level agreements.

The average monthly cost is estimated at $210,000 for a combination of onshore and offshore resources. This works out to an annual cost of $2,520,000 and a three-year average cost of $7,560,000. The maximum total cost of the new agreement is set at $8,000,000 to enable us to spend up to $440,000 above the average costs if we encounter greater demand for testing services.

Infosys Limited was selected as one of the IT staff augmentation vendors from a competitive request for proposal in 2018.

Member Impact: The services purchased under this agreement will improve L.A. Care’s technology delivery capability, which in turn indirectly results in enhanced quality and more efficient services to all members.

Budget Impact: The managed service contract expenses were anticipated and included in IT’s recommendation for the FY21-22 budget. Funds for future years will be requested in budgets for subsequent years.

Motion: To authorize staff to contract with Infosys Limited in an amount not to exceed a total of $8,000,000 for Information Technology quality assurance and testing services for three years.
Date: September 27, 2021  
Motion No. FIN 104.0921  

Committee: Finance & Budget  
Chairperson: Robert H. Curry

Issue: Approval to add additional funds to the Alchemy data center purchase order to pay our current service contract through to February 2022 until our new service agreement begins.

☐ New Contract  ☑ Amendment  ☐ Sole Source  ☐ RFP/RFQ was conducted

Background: The Board of Governors approved motion (BOG 106.0916) authorizing L.A. Care staff to relocate its data center from the 1055 W. 7th building to the Alchemy Data center located in the 1200 W. 7th building in February 2017. There have been subsequent amendments to add rack space and services which were authorized in motions BOG 103.0417 and BOG 100.0519. The Alchemy data center provides redundancy in electrical supply with battery UPS systems, back-up generators, standby air conditioning, expansion space capacity, a higher level of physical security, fire protection systems and real-time system monitoring to keep L.A. Care’s computer network operational 24/7/365.

It has recently come to our attention that the funds on current purchase order (PO# 0932) are insufficient to get us through to the expiration of the current agreement. The current spend per month is $68,863.44 and we need to add $400,000.00 in order to pay our service contract until our new agreement begins February 2022. There were many factors contributing to the shortage of funds including unanticipated non-recurring service costs and miscalculation of the 3% annual fee escalation.

L.A. Care staff requests approval to add sufficient funding to PO# 0932 to pay the Alchemy data center service contract until our new agreement begins in February 2022.

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<td>$13,960.38*</td>
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<td>$68,863.44</td>
<td>$358,277.58</td>
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*Remaining Sept fee due-PO balance shortage

Member Impact: Datacenter disruption even for a short period would have substantial adverse effects on L.A Care’s business continuity, revenue and reputation. Having an efficient data center infrastructure will ensure seamless support services for L.A. Care members.

Budget Impact: Sufficient funds are budgeted under Facility Services for FY 2021-22 and the remaining agreement term are budgeted in future fiscal years.

Motion: To authorize staff to add sufficient funds to the Alchemy Communication Inc. data center purchase order to pay our current service contract through to the end of the service agreement in February 2022 in an amount not to exceed $400,000 for a grand total not to exceed amount of $3,844,282.