



Central California Alliance for Health - Delegation Plan

Delegation Model

The Central California Alliance for Health (the “Alliance” or “Plan”) delegates – or may strive to delegate – certain Plan functions to Subcontractors and Downstream Subcontractors (collectively, “Delegates”) to achieve the following primary goals:

Capacity and Access	<ul style="list-style-type: none">• Expand provider capacity and access.• Improvement in the number and type of providers and/or timely access to care.
Better Health Outcomes	<ul style="list-style-type: none">• Improve quality of care and achieve better health outcomes.• Measured via Clinical Measures performance levels (CBI/HEDIS).
Member Satisfaction	<ul style="list-style-type: none">• Increase member satisfaction.• Measured by the CAHPS Clinician and Group Survey.

The Alliance currently operates in Merced, Monterey, and Santa Cruz Counties. Beginning in January 2024, the Alliance will commence operations in Mariposa and San Benito Counties. The Alliance’s stated goals for its Delegation Model remain the same across all Counties in which it operates. Similarly, the Alliance’s Delegate Oversight (“DO”) Program detailed throughout this document, is executed with the same level of diligence, care, and resolve across all Counties in which the Alliance operates. The Alliance’s Delegation Model is designed and implemented primarily to positively impact Alliance members; Plan functions are not solely delegated for administrative ease of Alliance operations. In summary, the Plan’s Delegation Model operates as follows:

Identified Opportunity	<ul style="list-style-type: none">• The Alliance Identifies an opportunity to delegate a Plan function to improve members’ satisfaction, quality of care, and/or timely access to care.
Delegation Assessment	<ul style="list-style-type: none">• Evaluation of Delegate’s capacity to meet Alliance standards, legal requirements, and to perform delegated functions.
Contract Execution	<ul style="list-style-type: none">• Execute legal agreement binding the Alliance and its Delegate to legal requirements and performance standards.
Ongoing Monitoring	<ul style="list-style-type: none">• Review of contract reporting requirements and performance indicators. Issue performance corrections, as needed.
Annual Evaluation	<ul style="list-style-type: none">• Assessment of delegated function standards. Issue performance corrections, as needed.
Corrective Action	<ul style="list-style-type: none">• Warning letter > Corrective Action Plan > De-delegation.