

IN ACCORDANCE WITH THE PROVISIONS OF SECTION 103F-107,
HAWAII REVISED STATUTES, REGARDING MEDICAID CONTRACTS

2021 (SY 2020)

DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division

This report is submitted in accordance with section 103F-107, Hawaii Revised Statutes (HRS), regarding Medicaid contracts. Section 103F-107, HRS, requires,

(a) All nonprofit or for-profit Medicaid healthcare insurance contractors, within one hundred and eighty days following the close of each fiscal year, shall submit an annual report to the department of human services, the insurance division of the department of commerce and consumer affairs, and the legislature. The report shall be attested to by a plan executive located within the State and shall be made accessible to the public. The report shall be based on contracts administered in the State and shall include:

- (1) An accounting of expenditures of Med-QUEST contract payments for the contracted services, including the percentage of payments:
 - (A) For medical services;
 - (B) For administrative costs;
 - (C) Held in reserve; and
 - (D) Paid to shareholders;
- (2) Employment information including:
 - (A) Total number of full-time employees hired for the contracted services;
 - (B) Total number of employees located in the State and the category of work performed; and
 - (C) The compensation provided to each of the five highest paid Hawaii employees and to each of the five highest paid employees nationwide, and a description of each position;
- (3) Descriptions of any ongoing state or federal sanction proceedings, prohibitions, restrictions, ongoing civil or criminal investigations, and descriptions of past sanctions or resolved civil or criminal cases, within the past five years and related to the provision of Medicare or Medicaid services by the contracting entity, to the extent allowed by law;
- (4) Descriptions of contributions to the community, including the percentage of revenue devoted to Hawaii community development projects and health enhancements; provided that contracted services shall not be included in the percentage calculation; and

- (5) A list of any management and administrative service contracts for Med-Quest services made in Hawaii and outside of the State, including a description of the purpose and cost of those contracts.
- (b) The department of human services shall include in all Medicaid healthcare insurance plan contracts, the annual reporting requirements of subsection (a).
- (c) Any contract under this section shall be governed by the laws of the State of Hawaii.
- (d) Within ninety days of receipt of the reports required by this section, the department of human services shall provide a written analysis and comparative report to the legislature.

Please see the attached document.

2021 Medicaid Contract Report summary

Financial reports (Unaudited financials):

Administrative Ratios were consistently below 10% except for one health plan, although still within an acceptable range.

Employment Information:

Health plans employed on average about 313 employees for Medicaid QUEST.

The highest compensated Hawaii employee ranged for from \$614,890 to \$2,049,235. (This includes salary and other additional compensation)

State & Federal Sanctions/Litigation: See detailed report.

Contributions: See detailed report.

Management contracts: See detailed report.

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Attachment 1 - Financial Expenditures

| Health Plan Include as of date (i.e., SFYxx or CYxx) | Aloha Care SFY 2020 | HMSA SFY 2020 | Kaiser CY 2019 | Ohana SFY 2020 | United Healthcare SFY 2020 |
|--|------------------------|------------------------|------------------------|-----------------------------|-------------------------------|
| 1) An accounting of expenditures of Med-QUEST contract payments for the contracted services, including the percentage of payments: | | | | | |
| Dollars Received- in dollars Note: this information is not a required field in the legislation | 382,102,776 | 757,387,560 | 108,366,892 | 378,977,909 | 542,754,439 |
| (A) For medical services- in dollars 91.54% | 385,296,268 91.54% | 716,932,108 92.10% | 161,740,534 95.96% | 323,153,073 85.27% | 464,291,336 89.85% |
| (B) For administrative costs- in dollars 6.49% | 27,316,333 6.49% | 61,461,798 7.90% | 6,801,447 4.04% | 48,311,300 12.75% | 31,205,027 6.04% |
| Insurance Premium Tax- in dollars 0.00% | | | | 18,186,547 [no entry] | 21,239,701 4.11% |
| (C) Held in reserve- in dollars 1.97% | 8,282,833 1.97% | | | reserve amount within limit | |
| (D) Paid to shareholder- in dollars 0.00% | | | 0 0.00% | 0 0.00% | 0.00% |
| Total of expenditures 100.00% | 420,895,434 100.00% | 778,393,906 100.00% | 168,541,981 100.00% | 389,650,920 102.82% | 516,736,065 100.00% |
| Total Gain/Loss Note: this information is not a required field in the legislation | (38,792,658) | (21,006,346) | (60,175,089) | (10,673,010) | 26,018,374 |

Health Plan Notes

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| <p>Ohana</p> <p>Note: Gain/(Loss) Including \$14.3M IBNP Expense (24,990,728) Gain/(Loss) Net of IBNP</p> <p>Note for #1 above: Financial Expenditures listed are not intended to match audited financials or statutory filings. These numbers have been solely produced for the purpose of complying with the requirements of this report.</p> <p>Note for "Dollars Received- in dollars": Dollars received are revenue amounts received from the state to administer services for SFY 2020. The amount represents capitation received and includes retroactivity through the November 2020 payment. The amount excludes the health insurer fee, member cost share, and spend-down. Revenue also excludes the supplemental payments made to facilities (HHSC payments & private acute hospital access fee payments). The amount includes an estimate for expected payments to and from the state for risk share/corridor arrangements for ABD, Non-ABD/Non-Expansion, and Expansion. The estimated risk sharing amounts are estimated as of November 2020 and pro-rated to apply to the applicable period: July2019-June 2020. These risk sharing estimates include Calendar Year Retroactive Settlement Corridor, High Cost Drug Corridor, and Program aggregate gain/loss shares.</p> <p>Note for "(A) For medical services- in dollars": The amount listed for medical services represents costs associated with medical service claims paid for service dates in SFY 2020 and paid through 11/30/20. They include: Health Services cost of \$12.3M (Service coordination, case management, care management, Rx management and disease management costs). They exclude: IBNP of \$14.3M, member cost share and spend-down. To get a true picture of medical cost, the IBNP amount of \$14.3M should be added to the reported amount.</p> <p>Note for "(B) For administrative costs- in dollars": Administration expenses represent direct expenses related to Hawaii's Medicaid line of business plus a 5% management fee for 2016, increased to 6.1% on 1/1/2017, based on a percentage of premiums. Premium Tax was removed from admin and shown separately, Health Services expenses as defined above (Section A, see note 3) were excluded from this line and included in medical services costs.</p> |
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| United Healthcare |
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Note: This unaudited financial information was compiled from the books and records of UnitedHealthcare Insurance Company ("UHIC"). Financial information presented is subject to audit. UHIC's fiscal year is on a calendar basis, information presented herein is for July 2019 to June 2020 and is specific to UnitedHealthcare Insurance Company d/b/a UnitedHealthcare Community Plan Hawaii (the "Plan").

No funds from the Plan were held in reserve. However, UHIC, the Plan's parent company, maintains sufficient reserves to meet/exceed State of Hawaii regulatory requirements, including obligations for State Medicaid programs. Obligations for these programs include, but are not limited to, estimated claims for services outstanding (incurred but not reported "IBNR"). UHIC has, and continues to meet, reserve & solvency requirements of the DCCA/Insurance Division for all of its health plan programs in Hawaii.

SFY 2020 reported results include \$6.8M of capitation adjustments (and associated premium taxes) for prior state fiscal years. This includes capitation adjustments related to retroactive member adjustments, variance between accrued and actual amounts, gain share and quality bonus payments and accruals, and retroactive rate adjustments. SFY 2020 reported results also include \$7.0M of medical expense adjustments for prior state fiscal years related to claims reprocessing, settlement adjustments, IBNR adjustments and variance between accrued and actual paid amounts.

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Attachment 2 - Employment Information

| Health Plan | Aloha Care | HMSA | Kaiser | Ohana | United Healthcare |
|---|---|-------------------------------|------------------------------------|-------------------------------------|--------------------------------------|
| Include as of date (i.e., SFYxx or CYxx) | SFY 2020 | CY 2020 | CY 2019 | SFY 2020 | CY 2019 |
| 2) Employment information | | | | | |
| (A) Total number of full-time employees hired for the contracted services | 244 | 420.6 | Quest Integration Department 44 | 263 | 326 |
| (B) Total number of employees located in the State and the category of work performed. List categories and identify the number of employees per category during the reporting period. | Number of employees per category (as of 12/31/19) | | | | |
| | Clinical Services 128 | Administration - General 57.5 | Foundation Health Plan, Inc. 2,479 | Behavioral Health 27 | Member Services 35 |
| | Operational Services 66 | Administration - QUEST 10.0 | | Case Management 91 | Provider Services 47 |
| | Executive Staff 8 | Audit and Compliance 4.2 | | Claims Operations 7 | Administration 4 |
| | Financial Services 12 | Claims Processing 81.4 | | Community Relations 1 | Operations 18 |
| | Administrative Services 7 | Finance 29.1 | | Compliance 3 | Quality 16 |
| | Information Tech Services 23 | Information Systems 51.9 | | Customer Service 29 | Clinical Management 80 |
| | | Legal Services 2.2 | | Executive 4 | Field-Based Service Coordination 126 |
| | | Marketing 14.9 | | Finance 6 | |
| | | Medical Management 114.5 | | Government and Regulatory Affairs 3 | |
| | | Member Servicing 3.0 | | Health Services 34 | |
| | | Provider Servicing 33.3 | | HR 3 | |
| | | Quality Improvement 18.6 | | IT 3 | |
| | | | | Medicare Sales 3 | |
| | | | | Network Management 5 | |
| | | | | Pharmacy 2 | |
| | | | | Provider Relations 11 | |
| | | | | Quality Improvement 18 | |
| | | | | Utilization Management 13 | |
| Total | 244 | 420.6 | 2,479 | 263 | 326 |

Health Plan Notes

United Healthcare

Note: includes all Hawaii-based UnitedHealth Group employees supporting Hawaii Medicaid programs.

In CY 2019, UnitedHealth Group and all subsidiaries employed 325,000 individuals worldwide.

(C) Compensation provided to each of the five highest paid Hawaii employees during the reporting period.

| | Aloha Care | HMSA | Kaiser | Ohana | United Healthcare |
|-------------------------|---|--|--------------------------|---------------------------|---|
| | SFY 2020 | CY 2020 | SFY 2020 | SFY 2020 | CY 2019 |
| #1 | | | | | |
| Name and Title | Chief Executive Officer | Executive Vice President, Market and Product | Region President, Hawaii | State President | Health Plan CEO |
| Description of position | Responsible for the overall operations of the healthplan. | | | | Overall management responsibility for Hawaii Medicaid programs |
| Total Compensation | 614,890 | 2,049,235 | 997,075 | 1,003,688 | 505,666 |
| Annual Salary | 454,329 | 879,698 | 517,431 | 297,711 | 250,000 |
| Additional Compensation | 160,561 | 1,169,537 | 479,645 | 709,607 | 255,666 |
| #2 | | | | | |
| Name and Title | Chief Financial Officer | President and Chief Executive Officer | SVP, Area Manager Large | VP, Field Health Services | Medical Director |
| Description of position | Responsible for the financial operations of the plan. | | | | Medical Director for clinical programs including medical management and quality oversight |
| Total Compensation | 366,205 | 1,862,685 | 958,302 | 675,171 | 342,818 |
| Annual Salary | 243,623 | 825,558 | 456,923 | 227,121 | 301,846 |
| Additional Compensation | 122,582 | 1,037,127 | 501,378 | 450,679 | 40,972 |
| #3 | | | | | |

| Name and Title | Chief Medical Officer | Executive Vice President, Chief Financial Officer | VP, MSBD, Hawaii | | Chief Financial Officer |
|-------------------------|--|---|-----------------------------------|-----------------------------|--|
| Description of position | Provides strategic direction and leadership for all aspects of AlohaCare's clinical operations, including clinical quality improvement, utilization management, disease management, care coordination, behavioral health, pharmacy, patient safety, medical policy development, technology management, and clinical cost | | | Dir, State Pharmacy | Management of financial reporting and analysis |
| Total Compensation | 470,671 | 729,619 | 544,490 | 369,543 | 302,008 |
| Annual Salary | 375,090 | 419,150 | 321,769 | 172,513 | 183,291 |
| Additional Compensation | 95,581 | 310,468 | 222,721 | 193,370 | 118,718 |
| #4 | | | | | |
| Name and Title | Chief Compliance Officer | Executive Vice President, Chief Business Operations Officer | VP, HR, Hawaii | | Vice President of Network Programs |
| Description of position | Provide overall leadership of AlohaCare's compliance efforts. Position includes the roles of Privacy Officer, Medicare Compliance Officer, Fraud & Abuse Coordinator, and Director of the Compliance Department. Accountable for the development, implementation and maintenance of the Corporate Compliance Program and related components, including the annual Compliance | | | Dir, Mkt Compliance Officer | Overall responsibility for Hawaii Medicaid provider network management |
| Total Compensation | 354,962 | 688,515 | 526,651 | 339,362 | 299,162 |
| Annual Salary | 275,072 | 355,000 | 285,000 | 166,951 | 216,311 |
| Additional Compensation | 79,890 | 333,515 | 241,651 | 138,904 | 82,851 |
| #5 | | | | | |
| Name and Title | Chief Information Officer | Executive Vice President, Chief Administrative and Strategy Officer | VP, Quality, Patient Exp & Safety | | Chief Operations Officer |
| Description of position | leadership in the development and implementation of AlohaCare's management information systems and operations of AlohaCare's Information Systems | | | BH Medical Director | Overall operations responsibility for Hawaii Medicaid programs |
| Total Compensation | 365,238 | 681,515 | 452,580 | 338,760 | 228,923 |
| Annual Salary | 283,942 | 355,000 | 266,615 | 276,502 | 198,923 |
| Additional Compensation | 81,296 | 326,515 | 185,965 | 62,226 | 30,000 |

Health Plan Notes

| Ohana |
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| (1) Does not include equity investments/long term incentives |

(D) Compensation provided to each of the five highest paid nationwide employees during the reporting period.

| | Aloha Care | HMSA | Kaiser | Ohana | United Healthcare |
|----------------|---------------|---------------|----------------|----------|-------------------------|
| | SFY 2020 | CY 2020 | SFY 2020 | SFY 2020 | CY 2019 |
| #1 | | | | | |
| Name and Title | SAME AS ABOVE | SAME AS ABOVE | Chairman & CEO | | Chief Executive Officer |

| | | | | | |
|-------------------------|---------------|---------------|--------------------------------|---------------------------|---|
| Description of position | | | | EVP, Markets & Products | Chief executive for UnitedHealth Group and affiliates |
| Total Compensation | | | 16,142,491 | 52,562,336 | 18,886,989 |
| Annual Salary | | | 1,611,563 | 1,400,000 | 1,384,615 |
| Additional Compensation | | | 14,530,928 | 51,162,337 | 17,502,374 |
| #2 | | | | | |
| Name and Title | SAME AS ABOVE | SAME AS ABOVE | EVP and CFO | | President and Chief Executive Officer, Optum |
| Description of position | | | | EVP, Envolve Specialty | Senior executive for UnitedHealth Group and affiliates |
| Total Compensation | | | 6,222,871 | 16,444,324 | 16,526,020 |
| Annual Salary | | | 1,130,769 | 772,500 | 1,100,000 |
| Additional Compensation | | | 5,092,101 | 15,704,228 | 15,426,020 |
| #3 | | | | | |
| Name and Title | SAME AS ABOVE | SAME AS ABOVE | Chairman and CEO | | Former Executive VP & CEO, UnitedHealthcare |
| Description of position | | | | EVP, Medicaid | Senior executive responsible for UnitedHealth Group's health care benefits business |
| Total Compensation | | | 5,516,746 | 13,497,768 | 14,059,422 |
| Annual Salary | | | 1,342,308 | 600,000 | 773,077 |
| Additional Compensation | | | 4,174,438 | 13,151,614 | 13,286,345 |
| #4 | | | | | |
| Name and Title | SAME AS ABOVE | SAME AS ABOVE | EVP, Health Plan Operations | | Executive Vice President and Chief Financial Officer |
| Description of position | | | | SVP, Medicare CEO | Senior executive responsible for UnitedHealth Group financial matters |
| Total Compensation | | | 5,348,471 | 11,398,608 | 10,627,085 |
| Annual Salary | | | 1,138,461 | 669,500 | 1,000,000 |
| Additional Compensation | | | 4,210,010 | 10,773,974 | 9,627,085 |
| #5 | | | | | |
| Name and Title | SAME AS ABOVE | SAME AS ABOVE | EVP, Chief Information Officer | | Former Executive VP and CEO, UnitedHealthcare |
| Description of position | | | | EVP, Quality and Pharmacy | Senior executive responsible for UnitedHealth Group's health care benefits business |
| Total Compensation | | | 2,606,143 | 10,863,851 | 8,966,980 |
| Annual Salary | | | 854,616 | 500,000 | 896,154 |
| Additional Compensation | | | 1,751,527 | 10,569,620 | 8,070,826 |

Additional Compensation includes bonus, stock awards, option/SAR awards, and any other additional compensation to include additional benefits beyond that provided to all FT employees (i.e., additional health benefits, automobiles, etc.).

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Attachment 3 - State and Federal Sanctions

(3) Descriptions of any on-going State or Federal sanction proceedings, prohibitions, restrictions, on-going civil or criminal investigations, and descriptions of past sanctions or resolved civil or criminal cases, within the past five years and related to the provision of Medicare or Medicaid services by the contracting entity, to the extent allowed by law.

Instructions: Include a write-up to include this information. Include as of date (i.e., SFYxx or CYxx)

Aloha Care As of SFY 2020

NONE

HMSA As of CY 2020

On-going state or federal sanction proceedings, prohibitions, restrictions, on-going civil or criminal investigations; past sanctions or resolved criminal cases within the past five years related to the provision of Medicare or Medicaid services

None.

Resolved civil cases within the past five years related to the provision of Medicare or Medicaid services

In the 2018 report, HMSA indicated that we had a dialogue with the Medicaid Fraud Control Unit (MFCU) within the Department of the Attorney General regarding the coding of the supportive care benefit. The matter has since been resolved with MFCU.

Kaiser As of CY 2019

N/A

Ohana SFY 2020

PENDING MATTERS – 'OHANA HEALTH PLAN

- Wooden v. Comprehensive Health Management, Inc. Two former employees allege a pattern of discrimination at 'Ohana Health Plan and CHMI. Allegations being investigated. Filed 2020.

- Mack v. WellCare Health Insurance of Arizona, Inc., d/b/a 'Ohana Health Plan, Inc. Former Associate Quality Practice Advisor in Hawaii alleges racial discrimination and harassment by the company for not hiring him into the higher level Quality Practice Advisor position. Allegations being investigated. Filed 2020.
- Wilfred v. WellCare Health Insurance of Arizona, Inc., d/b/a 'Ohana Health Plan, Inc. Former customer service representative filed a pro se suit alleging wrongful termination and violations of RICO against the company and individual defendants and seeking cumulative damages of \$395 billion. Allegations being investigated. Filed 2020.
- Reis v. Comprehensive Health Management, Inc. Plaintiff is a former Quality Director for the 'Ohana Health Plan in Hawaii. She claims she was humiliated by racial remarks by a supervisor, unfairly compensated and fired due to racial discrimination. Allegations being investigated. Filed 2020.
- Maka, Mary B. v. 'Ohana Health Plan. The complaint alleges that WellCare breached the covenant of good faith and fair dealing owed to Plaintiff by failing to arrange, coordinate, and provide care that Plaintiff's treating physician ordered, which was not excluded under the Plaintiff's plan with 'Ohana. The Complaint states that amputation of Plaintiff's leg is a result of the above allegations. No specific demand amount was outlined in the Complaint. Allegations being investigated. Filed 2019.
- Feinberg, Soleil v. State of Hawaii DHS Directors. Former 'Ohana member has filed suit against the State of Hawaii for failure to administer mental health services, programs, and activities in the most integrated setting appropriate under the Americans with Disabilities Act and the Rehabilitation Act. State of Hawaii has tendered defense to WellCare, pursuant to indemnification agreement in the State's contract with WellCare. Allegations being investigated. Filed 2019.

CLOSED MATTERS – 'OHANA HEALTH PLAN

- Josserme, George v. 'Ohana Health Plan (Hawaii State Court) Small claims suit brought by a member alleging improper discharge and refusal to provide continuous treatment by doctor. Plaintiff suffered from chest pains and uncontrollable diarrhea, and is claiming that improper treatment resulted in destruction of Plaintiff's personal property. Case Closed. Filed 2019.
- Okawaki v. First Hawaiian Bank, et. al. (Supreme Court of the United States) Mentally disturbed member filed litigation against 'Ohana Health Plan and many other parties, which was promptly dismissed by the federal court. Her appeals have been unsuccessful. She currently has a petition for writ of certiorari pending at the U.S. Supreme Court. Case Closed. Filed 2017.
- *Okawaki v. Ohana Health Plan* Plaintiff filed suit alleging incorrectly paid claims. Matter settled. Filed during 2016.

United Healthc As of SFY 2020



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Attachment 4 - Contributions to the Community

(4) Descriptions of contributions to the community, including the percentage of revenue devoted to Hawaii community development projects and health enhancements (provided that contracted services shall not be included in the percentage calculations). List community activities provided during the reporting period. For each activity provide a description with total dollars and a percentage of revenue.

Instructions: 1. Please include the four pieces of information for each community event provided; 2. Please do not include any community event for less than \$1,000. The health plan can combine all of the community events for less than \$1,000 into one event; 3. Please indicate if the community events listed are for only the QUEST Integration program or for all health plan related lines of business. Include as of date (i.e., SFYxx or CYxx)

| Aloha Care SFY 2020 | | HMSA CY 2020 | | Kaiser CY 2019 SFY 2020* | | | | Ohana SFY 2020 | | United Healthcare SFY 2020 | | | |
|---|-----------|---|---------------------------|--|------------|--|------------|--|--------|-------------------------------|--|--------|-------|
| Community Event | Amount | Community Event | Amount | Community Event | Amount | Community Event | Amount | Community Event and Amount | | Community Event and Amount | | | |
| Community Partnerships | 1,237,692 | Advertising | 336,731 | Charity Care | 6,294,143 | Charity Care | 5,989,101 | DONATIONS: | | | | | |
| As part of AlohaCare commitment to the community, we partner with other community organizations to help with donations, sponsorships, funding etc. Some organizations that we partnered with include: Child & Family Services, March of Dimes, Council for Native Hawaiian Advancement, The Food Basket, Domestic Violence Action Center, Sustainable Molokai, Kauai Food Bank, Maui Food Bank, Hawaii Foodbank, The Institute of Human Services, One Shared Future, and YMCA of Honolulu. In addition, 28,800 KN-95 masks were bought donated to CHC's in response to COVID. | 0.29% | Support via TV, radio, print, and digital advertising for community health issues such as healthy eating, well-being, and disease prevention. Also supports nonprofit community organizations such as Aloha United Way, Hawaii Food Bank, American Heart Association, and various others. | 0.04% | Medical financial assistance and charitable coverage to persons who are unable to afford care or coverage. | 0.40% | Medical financial assistance and charitable coverage to persons who are unable to afford care or coverage. | 0.30% | Adult Foster Home Association | 1,025 | .0003% | 2020 State of Reform (Event Sponsorship) | 3,750 | .001% |
| Charitable Contributions | 5,609 | Community Events | 88,975 | Government Sponsored Programs | 33,724,785 | Government Sponsored Programs | 39,016,534 | American Heart Association of Hawaii | 3,000 | .0008% | March of Dimes (Event Sponsorship) | 15,000 | .003% |
| AlohaCare continues our commitment to the community by providing charitable contributions to other organizations who share our mission. Some organizations that have received our contributions include: Aloha United Way | 0.00% | Community events in support of various community health issues and nonprofit community organizations | 0.01% | Un-reimbursed expenses for persons with Medicaid coverage - Med-Quest, non-member Medicaid, and SCHIP | 2.00% | Un-reimbursed expenses for persons with Medicaid coverage - Med-Quest, non-member Medicaid, and SCHIP | 2.20% | Arc of Maui | 500 | .0001% | American Heart Association (Event Sponsorship) | 8,000 | .001% |
| Access and Availability Grants | 27,011 | Corporate Giving | 822,779 | CHI Programs and Services | 14,697 | CHI Programs and Services | 22,281 | Boys & Girls Club of Hawaii | 5,000 | .0013% | Waikiki Health (Fundraising Contribution) | 1,000 | .000% |
| As part of AlohaCare's commitment to ensure that the people of Hawaii continue to have access to high quality healthcare, we provide funding to key providers in medically underserved areas to enhance their capabilities to recruit physicians in urgently needed specialties within those rural communities. | 0.01% | Financial support for nonprofit organizations focused on improving the health of our community | 0.11% | Kaiser Permanente Hawaii promotes healthy eating active living (HEAL) for the community in part by sponsoring fresh day farmers markets at four clinic locations. Market days also provide an opportunity for community outreach for programs like tobacco cessation. Health and wellness classes are available to the community through our education and lifestyles program. | 0.00% | Kaiser Permanente Hawaii promotes healthy eating active living (HEAL) for the community in part by sponsoring fresh day farmers markets at four clinic locations. Market days also provide an opportunity for community outreach for programs like tobacco cessation. Health and wellness classes are available to the community through our education and lifestyles program. | 0.00% | FCH Enterprises Inc | 2,269 | .0006% | American Diabetes (Fundraising Contribution) | 1,000 | .000% |
| | | CHI Initiatives | 960,000 | Medical Research | - | Medical Research | - | Koolauloa Community Health & Wellness | 1,000 | .0003% | Kokua Mau (Fundraising Contribution) | 5,000 | .001% |
| | | Support community health initiatives | 0.13% | Research done by Kaiser Permanente physicians and staff and funded by Kaiser Permanente Hawaii that include patient-centered, population and practice based research on disease, prevention, and improved methods of health care delivery. | 0.00% | Research done by Kaiser Permanente physicians and staff and funded by Kaiser Permanente Hawaii that include patient-centered, population and practice based research on disease, prevention, and improved methods of health care delivery. | 0.00% | National Alliance on Mental Illness Hawaii | 3,000 | .0008% | | | |
| | | HMSA Foundation | 1,162,181 | ETP (Educational Theater Programs) | 77,423 | ETP (Educational Theater Programs) | 110,000 | Mental Health America of Hawaii | 7,500 | .0019% | | | |
| | | HMSA Foundation grants extends HMSA's commitment to provide access to cost-effective health care services; health promotion, education, and research, and the promotion of social welfare. | 0.15% | Lessons on healthy lifestyles provided to public elementary schools as plays presented at the schools with follow-up lesson plans to reinforce the learnings. | 0.00% | Lessons on healthy lifestyles provided to public elementary schools as plays presented at the schools with follow-up lesson plans to reinforce the learnings. | 0.00% | Miscellaneous Donations | 1,900 | .0005% | | | |
| | | Government Reimbursement Shortfall Covered by Commercial Plans (all health plan related lines of business) | 243,000,000 - 329,000,000 | Medical Education and Training | 504,965 | Medical Education and Training | 523,306 | Sodexo America LLC | 6,000 | .0015% | | | |
| | | | | | | | | State of Hawaii | 15,000 | .0038% | | | |
| | | | | | | | | Waikiki Health | 57,719 | .0148% | | | |
| | | | | | | | | Waipahu Community Association | 3,000 | .0008% | | | |
| | | | | | | | | West Hawaii Community Health Center | 1,000 | .0003% | | | |
| | | | | | | | | SPONSORSHIPS: | | | | | |
| | | | | | | | | Hawaii Medical Association | 5,000 | .0013% | | | |
| | | | | | | | | Healthcare Association of Hawaii | 6,500 | .0017% | | | |
| | | | | | | | | Hospice Hawaii Inc | 2,500 | .0006% | | | |
| | | | | | | | | Malaai the Culinary Garden of Waimea | 10,000 | .0026% | | | |
| | | | | | | | | Salvation Army A CA Corp | 17,000 | .0044% | | | |
| | | | | | | | | St. Theresa Church | 3,750 | .0010% | | | |

| | | | | | | | | | |
|--|--|---|----------------|---|---------|---|-----------|--|--|
| | | The estimated costs that providers did not recover through reimbursement by the Medicare and Medicaid plans administered by HMSA was between \$243 million and \$329 million. These costs were recovered through HMSA's commercial plan reimbursements. | 6.98% to 9.45% | Educating interns, residents and fellows and providing continuing medical education and training for health professionals throughout the community. | 0.00% | Educating interns, residents and fellows and providing continuing medical education and training for health professionals throughout the community. | 0.00% | | |
| | | | | Total Grants and Donations | 970,373 | Total Grants and Donations | 1,225,000 | | |
| | | | | Grants and donations given to organizations for work that improves the health and well-being of people throughout the state. | 0.10% | Grants and donations given to organizations for work that improves the health and well-being of people throughout the state. | 0.10% | | |

Health Plan Notes

Aloha Care
Percentages: % of revenue related to amount reported on Financial Expenditures sheet (cell B19)

Kaiser
*Actual YTD as of September 31, 2020 and forecast for Q4 of 2020
Percent of revenue related to amount reported on financial expenditure sheet (cell B18)

Ohana
Percent of revenue related to amount reported on financial expenditure sheet (cell B18)

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Attachment 5 - Management and Administrative Contracts

(5) A list of any management and administrative service contracts for Med-QUEST services made in Hawaii and outside of the state, including a description of the purpose and cost of those contracts.

Instructions: Include any management or administrative contract to include, but not be limited to, pharmacy benefit management, transportation, case management, behavioral health, auditing, mailing of benefit packets, after-hour call numbers, hearing and vision. Include as of date (i.e., SFYxx or CYxx)

| Aloha Care SFY 2020 | | HMSA SFY 2020 | | Kaiser CY 2019 | | Ohana SFY 2020 | | United Healthcare SFY 2020 | |
|--|---------|---|-----------|-------------------|------|--|------------------------------------|--|-----------|
| Contract | Cost | Contract | Cost | Contract | Cost | Contract | Cost | Contract | Cost |
| Acuity LLP | 144,031 | American Well | 1,285,383 | N/A | | Claims Administration | Covered under Corporate allocation | Ceridian | 98,313 |
| 401K audit; Financial audit; 990 | | Platform for administrative contract | | | | | | (In Hawaii) Administration of payroll processing for caregivers (personal assistance and CHORE services) | |
| Administep/Legacy | 32,638 | Beacon Health Options, Inc. | 5,121,648 | | | Enrollment & Member Administration | Function performed at Corporate | Medline | 132,146 |
| Operates clearing house | | Behavioral health, service coordination, and utilization management | | | | | | (Mainland based with Hawaii operations) Incontinence management supply benefit administration (estimated administration costs) | |
| Advent Advisory Group, LLC | 79,273 | Carenet Health (Carenet) | 658,549 | | | Audiology Distribution, Inc. d/b/a Hear USA | 138,539 | Logisticare | 1,315,855 |
| HEDIS / Data Validation | | 24-hour nurse call line | | | | | | (Mainland based with Hawaii operations) Non-emergent ground and air transportation benefit administration (estimated administration costs) | |
| AGK Consulting LLC | 141,025 | CVS Caremark | 450,658 | | | Marketing & Materials Fulfillm | Function performed at Corporate | | |
| Provider Contracting consulting services | | HMSA contracts with CVS Caremark to process pharmacy claims electronically at point of service. | | | | i.e. sending members' ID cards or handbooks | | | |
| Allmed Healthcare Management, Inc. | 15,302 | eviCore Healthcare (eviCore) | 380,595 | | | Carenet | 30,712 | | |
| Physician review services for quality & utilization mgmt | | Utilization Management services (prior authorizations) for Physical Therapy, Occupational Therapy, and Chiropractic | | | | Outreach services to include supporting EPSDT or Nurse Lines | | | |
| Altruista Health, Inc. | 352,519 | NIA Magellan Health, Inc. (NIA) | 400,548 | | | Ceridian | 110,322 | | |
| Consulting support/Software Subscription | | Management fee paid for HMSA QUEST members assigned to this Health Center. | | | | Payroll processing for self-direction | | | |
| AON Consulting | 26,597 | | | | | WHI & CVS | 347,209 | | |
| Consulting for pharmacy benefit management | | | | | | Pharmacy benefits manager | | | |
| Carenet Healthcare Services | 57,588 | | | | | Interlliride | 6,744,757 | | |
| Nurse Advice Line | | | | | | Transportation | | | |
| Change Healthcare | 329,975 | | | | | Premier Eye Care | 2,611,931 | | |
| Encounter reporting and analytics | | | | | | | | | |
| Edward Enterprises, Inc. | 221,113 | | | | | Interpretek, Translation Station | 102,846 | | |

| | | | | | | | | | |
|---|-----------|--|--|--|--|--------------|--|--|--|
| Printing services for marketing material | | | | | | Translations | | | |
| Express Scripts | 1,063,024 | | | | | | | | |
| Pharmacy benefit and management | | | | | | | | | |
| Health Catalyst | 1,123,969 | | | | | | | | |
| Consulting Services for improvement of care data warehouse | | | | | | | | | |
| Health Logix | 300,901 | | | | | | | | |
| Mailings to disease management program participants | | | | | | | | | |
| Inovalon | 342,209 | | | | | | | | |
| HEDIS review services | | | | | | | | | |
| Language Services Associates | 16,737 | | | | | | | | |
| Interpretations | | | | | | | | | |
| Market Trends Pacific | 31,770 | | | | | | | | |
| Timely access surveys and CM survey | | | | | | | | | |
| Miliman | 201,927 | | | | | | | | |
| Actuarial services | | | | | | | | | |
| Optum 360 | 33,254 | | | | | | | | |
| Encoder pro | | | | | | | | | |
| Payspan | 98,023 | | | | | | | | |
| Provider payments system | | | | | | | | | |
| Physicians Exchange of Honolulu | 12,531 | | | | | | | | |
| After hours and weekend telephone and assistance coverage | | | | | | | | | |
| Pricewaterhouse Coopers | 3,764 | | | | | | | | |
| Consulting actuary | | | | | | | | | |
| Sellers, Dorsey & Associates | 632,057 | | | | | | | | |
| Consulting services for RFP | | | | | | | | | |
| The Mihalik Group LLC | 24,893 | | | | | | | | |
| Quality improvement consulting services and preventive health program | | | | | | | | | |
| Total Management Care Services, Inc. | 61,850 | | | | | | | | |
| Quality improvement consulting services | | | | | | | | | |
| Transperfect | 6,104 | | | | | | | | |
| Translation services | | | | | | | | | |
| William F Orr | 45,663 | | | | | | | | |
| Quality improvement and Medical Director consulting services | | | | | | | | | |
| Zelis Healthcare | 1,989,185 | | | | | | | | |
| Cost containment/claims editing/bill review and audit | | | | | | | | | |

Ohana

Note: The amounts for Vision, Hearing, Nurse Line, Non-Emergent Transportation and Translations reflect total payments as the admin portion is not tracked separately.

United Healthcare

Note: For State Fiscal Year 2020 UnitedHealthcare Insurance Company dba UnitedHealthcare Community Plan - Hawaii did not have third-party management and administrative service contracts for the following categories of service:

- Behavioral Health Management
- Claims Administration
- Enrollment and Member Administration
- Hearing Services
- Outreach Services to include EPSDT or NurseLines
- Pharmacy Benefits Management
- Third party auditing of health plan functions
- Vision Services