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TO: The Florida Hospital Commission
 Via email: flhospitalcommission@ahca.myflorida.com

FROM: Jennifer A. Sweet, CEO 
 Integral Health Plan Inc., dba Integral Quality Care

DATE: May 18, 2015

RE: Response to Request for information; Governor Rick Scott letter dated May 13, 2015

Integral Health Plan, Inc. dba Integral Quality Care has received the Governor’s request for information specific to health care expenses by entities receiving taxpayer dollars. Integral Quality Care is a not-for-profit 501c3 Provider Service Network ("PSN") authorized to provide coverage to Florida Medicaid beneficiaries pursuant to the Agency for Healthcare Administration (the "Agency") Contract #FP015 (2014-2019) and previously, Contract #FA994 (2010-2014). We are a single-state, single line of business company, serving only the Florida Medicaid MMA population.

Integral’s response to the Governor’s request is outlined on the attached spreadsheet. Further explanation is provided below. We have included here the data readily available given the required response time.

1. **COA Approval date:** Integral does not have a Certificate of Authority. Integral is a Provider Service Network regulated by the Agency.
2. **Years 2006 through 2009 –** Integral Health Plan Inc., dba Integral Quality Care commenced business under the Medicaid Contract with the Agency in 2010.
3. **Financial Data:** Integral does not participate in nor derive revenue from Medicare, State Group Insurance Plans, the Florida Healthy Kids program or private policyholders.
4. **Book of Business:**
 - a. **Total number of insureds or subscribers:** Integral has no subscribers enrolled in Medicare, State Group Insurance Plans or the Florida Healthy Kids program. Integral does not have private policyholders.
 - b. **Medicaid Contracts; average volume-weighted inpatient/outpatient rate (as a % of Medicaid fee schedule):** Integral recently submitted to the Agency’s actuaries, Milliman, a comprehensive provider survey that includes the information requested here. Integral marked this information “Trade Secret” to ensure it is not released publically. Integral regards its negotiated provider contract rates as proprietary; further, many of these same contracts contain confidentiality provisions specific to rates and terms, and it would be a violation of the terms of the contracts to release this information. However, the aggregated provider contract information submitted to Milliman is available through the Agency.

5. Quality Measures:

- a. Integral has made available to the Agency all data related to HEDIS and other quality performance measures. This information is available to the public on the Agency's website: <http://www.floridahealthfinder.gov/HealthPlans/HealthPlanType.aspx>.
- b. **Preventable Hospitalization measures** are not available. We do, however, track hospital readmissions and analyze the reasons for readmission.
- c. **Preventable Emergency Department visit measures** are not formally reported outside the organization. We track and trend and respond to incidents of preventable emergency department visits. We subscribe to the Florida HIE Emergency Notification System (ENS) application and we are exploring ways to make best use of this information.

6. Salaries and Benefits: Integral Quality Care had no full time employees from inception in 2010 through April 30, 2014.

- a. From Jan 1, 2010 through June 30, 2013. All health plan functions were performed by the employees of Integral's third party administrator, Aetna Medicaid Services.
- b. From July 1, 2013 through April 30, 2014. All health plan functions were performed by employees from Integral's primary sponsor, Healthcare Network of Southwest Florida; or, its delegated vendor, Independent Living Systems ("ILS").
- c. Effective May 1, 2014, Integral employed its first FTEs directly. As a tax-exempt organization, Integral executive salaries and compensation will be publicly available on the Form 990. Integral's 2014 990 filing will be made in August 2015. Note: Form 990 is an annual reporting return that federally tax-exempt organizations must file with the IRS. It provides information on the filing organization's mission, programs, and finances.
- d. Integral does employ Government Affairs or Lobby staff. Integral has no directly employed legal counsel personnel.
- e. There are no executive compensation packages to report.