

Gena Melissa 10.22.19

Recently, OneCare CEO Victoria Loner stated that the public should ignore current poor outcomes and instead look at process improvements. Her Director of Finance -- Thom Borys described OneCare's quality measures as "aspirational". Both ignore the contractual obligations of the CMS contract and the VMNG contract which enumerate required AC0 activities related to quality improvement.

CMS Contract Section VII, A, 1-2 clearly enumerates that the AC0 should be engaged in a cycle of continuous improvement -- measuring outcomes, monitoring network activity, driving improvement activities, re-measuring outcomes and enforcing activities up to and including punitive measures for non-compliance by network participants.

Moreover, the VMNG contract very clearly visualizes this in Fig. 14 of its contract -- underscoring the AC0 is to be engaged in the ongoing improvement at the institutional level.

What we find instead in OneCare's budget presentation quality grid is that the AC0 has no routine, institutional level QI cycles. Instead, it has cobbled together ad-hoc efforts that do not meet the intent of the contract.

When OneCare has been enjoined to be transparent with its activities, it has obfuscated and even declined requests by the State Auditor to better understand its activities.

OneCare leadership's own words demonstrate the disregard the AC0 has for the gravity of the responsibility they have been entrusted with on behalf of the public. They betray the intent of the contract and prey on the ignorance of a public uninitiated in AC0 purposes and contracting. The resulting poor quality outcomes, lack of shared savings, failure to meet scale targets and most important of all -- its demand for \$13.1mm in taxpayer support to prop the AC0 up in absence of the savings it is meant to be accruing for the system - all beg the question - does GMCB really believe the public will continue to simply acquiesce to its peremptory advancing of OneCare? In 2017 CEO Todd Moore said by mid-2019 we'd have a good sense how the model is performing. I submit to the GMCB that he was correct and the performance is very clear - non-performance.