

BOARD OF DIRECTORS MEETING
 Thursday, June 5th @ 11:00AM
 50 Water Street, 7th Floor Conference Room
 New York, N.Y. 10004

AGENDA

Call To Order	Sally Hernandez-Pinero
Old Business	
Adoption of Minutes March 27 th , 2025	Sally Hernandez-Pinero
Action Items	
a. Approving the appointment of Dr. Michael Bouton to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.	Hillary Jalon
b. Approving the appointment of Dr. Radeyah Hack to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.	Hillary Jalon
c. Approving the appointment of Vanessa Rodriguez to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.	Hillary Jalon
Executive Session	
d. Adopting the written procedures set forth in Attachment A for the use of videoconferencing for public meetings of the MetroPlus Board of Directors and its committees	Steven Stein Cushman
e. Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals ("NYC Health + Hospitals"), to authorize the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus or "the Plan") to increase the contract authority for Accenture, LLP ("Accenture") in the amount of \$3,100,000 for a total not to exceed authority amount of \$23,100,000, for the remaining contract term.	Frederick Covino
f. Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals ("NYC Health + Hospitals"), to authorize the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus or "the Plan") to execute a 9-month contract extension and to increase the contract authority with Deloitte Consulting, LLP ("Deloitte") in the amount of \$3,000,000 for a new total not to exceed authority amount of \$12,500,000.	Frederick Covino
g. Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals ("NYC Health + Hospitals"), to authorize the Executive Director of MetroPlus	Frederick Covino

<i>Health Plan, Inc. ("MetroPlus or "the Plan") to execute a 9-month contract extension and to increase the contract authority with SourcEdge Solutions LLC ("SourcEdge") in the amount of \$4,030,000 for a new total not to exceed authority amount of \$10,000,000.</i>	
<i>h. Authorizing the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus") to execute a contract with Wakely Consulting Group, LLC, an HMA Company ("Wakely") to provide Actuarial services for a term of three (3) year with two (2) one-year renewal options, solely exercisable by MetroPlus, for an amount not to exceed \$11,600,000, for the total 5-year term.</i>	Frederick Covino
New Business	
Project Edge	Tomasz Kawka
Federal & New York State Budget	Lauren Leverich Castaldo
Q1 Financial Performance	Lauren Leverich Castaldo
Membership, Acquisition & Retention	Roger Milliner
Salesforce Update	Tomasz Kawka
Provider Directory	Lila Benayoun Laura Santella-Saccone
Committee Reports	
Audit & Compliance Committee March 26th, 2025	Kathleen Shure
Customer Experience & Marketing Committee March 26th, 2025	Vallencia Lloyd
Finance Committee March 26th, 2025	Frederick Covino
Adjournment	Sally Hernandez- Piñero

**For Board Member convenience, only the minutes of each Committee have been provided since resolution documents were already presented at the Board level. Full Committee Reports can be provided upon request.*

**Minutes
of
March 27th, 2025
MetroPlusHealth
Board of Directors Meeting**



MetroPlus Health Plan, Inc.
Board of Directors Meeting
Thursday, March 27th, 2025

MetroPlusHealth Board of Directors Minutes

The meeting of the Board of Directors of the MetroPlus Health Plan, Inc. (hereafter “MetroPlus or the Plan”) was held in the 7th Floor Boardroom at 50 Water Street, New York, NY 10004, the 27th day of March 2025 at 10:30 A.M., pursuant to a notice which was sent to all the Board of Directors of the Corporation by the Secretary. The following Directors were present either in-person or via video conference:

Sally Hernandez Piñero
Dr. Talya Schwartz
Vallencia Lloyd
Frederick Covino
Mark Power
Kathleen Shure
Hillary Jalon

Sally Hernandez Piñero, Chair of the Board, called the meeting to order at 10:33 A.M. and Angela Minerva, kept the minutes, thereof.

ADOPTION OF THE MINUTES

The minutes from the Board of Directors meeting held on Thursday, December 12th at 11:00AM were presented to the Board. On a motion by Sally Hernandez Piñero and duly seconded, the Board adopted the minutes.

INFORMATION ITEM

KPMG Presentation | 2024 Calendar Year Audit Report

Eric Crossett, Senior Audit Manager and Jocelyn Denalsky, Audit Partner at KPMG briefly discussed MetroPlusHealth’s 2024 Calendar Year Audit Report. They presented A Better Audit Experience, an Overview of the Audit Results and Audit Results Required Communications and Other Matters.

Jocelyn Denalsky advised the final Auditor’s Report will be issued on Monday, March 31st.

Board Members asked questions regarding communication with our past auditors; Jocelyn Denalsky confirmed they were in contact with them while working on the 2024 Audit Report.

NEW BUSINESS

PROJECT EDGE

Sally Hernandez Piñero, asked that we move on to Project Edge. Tomasz Kawka, Vice President of Business Transformation began by presenting Project Edge Status, Project Edge Wave 1 Watch Items, Where We Are, January 2027 Medicare/QHP Transition Timeline, Critical Component of Project Edge – Integration with 47 Third Party and Vendor Contract and Contingency Spend.

Board Members asked questions regarding Medicare lives threshold, module development and Medicaid Go-Live in Q1 2026.

Tomasz Kawka, Ganesh Ramratan, Chief Information officer and Dr. Talya Schwartz, president & CEO responded.

MEMBERSHIP & MARKET SHARE

Sally Hernandez Piñero asked that we move on to discuss Membership & Market Share. Steven Mitchell, Vice President of Sales presented the 12-Month Membership Performance by lines of business.

FINANCE REPORT

Sally Hernandez Piñero asked that we move on to discuss the Finance Report. Lauren Leverich Castaldo, Chief Financial Officer presented the Revenue Projection Update - Original vs. Restate, Net Income by Lines of Business, 2024 Q4 MMCOR P&L, OMIG Audit & Recoupment, EIS Encounters Accuracy Estimated Penalties, 2024 Q4 Forecast vs. Actual, Future Rate Changes, Other Anticipated Rate Changes, Federal Chaos, Federal Funding Updates – Essential Plan (Phase 1) and Federal Funding Updates – Proposed MetroPlusHealth FY25 Administrative Savings.

Board Members asked questions regarding the Essential Plan Line of Business, penalty reconciliation and anticipated rate changes.

Lauren Leverich Castaldo and Dr. Talya Schwartz responded.

GEOGRAPHIC PLAN ADJUSTMENT

Sally Hernandez Piñero asked that we move on to discuss the Geographic Plan Adjustment. Lila Benayoun, Chief Operating Officer presented the Geographic Expansion Adjustment, Opportunity #1 – Grow Gold Via Network Expansion and Opportunity #2 – Expand Into Existing Service Areas.

Board Members asked questions regarding the number of those who are Medicare eligible that have been identified as uninsured on Long Island.

Dr. Schwartz responded.

H+H LOAN REPAYMENT PROGRAM

Sally Hernandez Piñero asked that we move on to discuss the H+H Loan Repayment Program. Lauren Leverich Castaldo presented the H+H Loan Repayment Overview and Access to Care Outcomes.

Board Members asked questions regarding program details.

Lauren Leverich Castaldo responded.

SPRING CAMPAIGN

Sally Hernandez Piñero asked that we move on to discuss MetroPlusHealth's 2025 Spring Campaign. Kenrick Louie, Deputy Chief Marketing & Brand Officer presented The Year of the Phone Call, 2024 In Review, Why We Need to Modulate, What Drives Calls and Distinction, Headline and Payoff – the New Campaign Messaging, RTBS Ranked With Averages and finally, the Spring Campaign.

SCN & FI Update

Sally Hernandez Piñero asked that we move on to discuss SCN & FI Updates. Raven Ryan Solon, Chief Compliance & Regulatory Officer presented on the Social Care Network (SCN) and Single Statewide Fiscal Intermediary (FI).

Board Members asked questions regarding the FI; Raven Ryan Solon responded.

There being no further business, Sally Hernandez Piñero adjourned the meeting at 11:57 A.M.

Resolution

a. Resolution

RESOLUTION

Approving the appointment of Dr. Michael Bouton to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

WHEREAS, the bylaws of MetroPlusHealth Plan, Inc. ("MetroPlusHealth") provide for the President of MetroPlusHealth to nominate members to the QAPI Committee; and

WHEREAS, the Bylaws of MetroPlusHealth provide for the Board of Directors of MetroPlusHealth to appoint members to the Board Committees, as set forth in Exhibit A attached to this Resolution; and

WHEREAS, the President of MetroPlusHealth has nominated Dr. Michael Bouton to the QAPI Committee to replace Dr. Machelles Allen upon her retirement; and

NOW, THEREFORE, be it

RESOLVED, that the Board of Directors of MetroPlusHealth Plan, Inc. hereby appoints Dr. Michael Bouton to the Quality Assurance & Performance Improvement Committee.

EXHIBIT A

Executive Committee

Committee Members:

1. *Sally Hernandez-Pinero, Chair*
2. Talya Schwartz, MD
3. Matthew Siegler
4. Kathleen Shure
5. Hillary Jalon

Finance Committee

Committee Members:

1. *Frederick Covino, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. James Cassidy
5. Kathleen Shure

Quality Assurance and Performance Improvement

Committee Members:

1. *Hillary Jalon, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Sanjiv Shah, MD
5. James King, DDS
6. Barry Brown, MD
7. Andrew B. Wallach, MD
8. Alan Cohen
9. Omar Fattal, MD
10. Katherine Piwnica-Worms, MD, MHS
11. Michael Bouton, MD
12. Radeyah Hack, MD
13. Vanessa Rodriguez

Audit & Compliance Committee

Committee Members:

1. *Kathleen Shure, Chair*
2. Sally Hernandez-Pinero
3. Vallencia Lloyd

Customer Experience & Marketing Committee

Committee Members:

1. *Vallencia Lloyd, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Matthew Siegler
5. Mark Power

EXECUTIVE SUMMARY

Appointment of Dr. Michael Bouton to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

The MetroPlusHealth Bylaws assigns to the President of MetroPlusHealth the right to nominate members to the QAPI Committee subject to the approval of the MetroPlus Board of Directors. Dr. Talya Schwartz, as MetroPlusHealth President, has nominated Dr. Michael Bouton. The proposed resolution provides Dr. Michael Bouton to be appointed to the QAPI Committee to fill a seat whose occupant's term has retired.

Michael Bouton M.D, M.B.A, is a practicing emergency medicine physician and the Chief Health Information Officer of the NYC Health + Hospitals Corporation, the largest municipal health system in the country. His passion is integrating the financial, operational, clinical and technological aspects of hospital administration in pursuit of improving the care of the underserved.

Prior to working at NYC Health + Hospitals, Michael received the class Humanism Award from the Columbia College of Physicians and Surgeons and served as the first director of a homeless health clinic. He completed residency at the Harvard Emergency Medicine Program at Beth Israel Deaconess where he received the teaching award as a senior resident and then again as an attending after joining NYC Health + Hospitals.

A vote approving the appointment of Dr. Michael Bouton to the QAPI Committee of the MetroPlus Board of Directors is sought.

b. Resolution

RESOLUTION

Approving the appointment of Dr. Radeyah Hack to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

WHEREAS, the bylaws of MetroPlusHealth Plan, Inc. (“MetroPlusHealth”) provide for the President of MetroPlusHealth to nominate members to the QAPI Committee; and

WHEREAS, the Bylaws of MetroPlusHealth provide for the Board of Directors of MetroPlusHealth to appoint members to the Board Committees, as set forth in Exhibit A attached to this Resolution; and

WHEREAS, the President of MetroPlusHealth has nominated Dr. Radeyah Hack to the QAPI Committee; and

NOW, THEREFORE, be it

RESOLVED, that the Board of Directors of MetroPlusHealth Plan, Inc. hereby appoints Dr. Radeyah Hack to the Quality Assurance & Performance Improvement Committee.

EXHIBIT A

Executive Committee

Committee Members:

1. *Sally Hernandez-Pinero, Chair*
2. Talya Schwartz, MD
3. Matthew Siegler
4. Kathleen Shure
5. Hillary Jalon

Finance Committee

Committee Members:

1. *Frederick Covino, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. James Cassidy
5. Kathleen Shure

Quality Assurance and Performance Improvement

Committee Members:

1. *Hillary Jalon, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Sanjiv Shah, MD
5. James King, DDS
6. Barry Brown, MD
7. Andrew B. Wallach, MD
8. Alan Cohen
9. Omar Fattal, MD
10. Katherine Piwnica-Worms, MD, MHS
11. Michael Bouton, MD
12. Radeyah Hack, MD
13. Vanessa Rodriguez

Audit & Compliance Committee

Committee Members:

1. *Kathleen Shure, Chair*
2. Sally Hernandez-Pinero
3. Vallencia Lloyd

Customer Experience & Marketing Committee

Committee Members:

1. *Vallencia Lloyd, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Matthew Siegler
5. Mark Power

EXECUTIVE SUMMARY

Appointment of Dr. Radeyah Hack to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

The MetroPlusHealth Bylaws assigns to the President of MetroPlusHealth the right to nominate members to the QAPI Committee subject to the approval of the MetroPlus Board of Directors. Dr. Talya Schwartz, as MetroPlusHealth President, has nominated Dr. Radeyah Hack.

Radeyah Hack, M.D, M.P.A, is a Board-certified physician and the Deputy Chief Medical Officer at the Charles B. Wang Community Health Center, a nonprofit organization and Federally Qualified Health Center in New York City. She is passionate about finding new ways to increase access to quality, affordable healthcare for the most vulnerable patients either through improved clinical operations or new technology.

Radeyah completed her residency at Montefiore Medical Center in Primary Care/Social Medicine. Prior to Charles B. Wang, she served as Medical Director for the Community Medicine Program at NYU Langone Health, overseeing clinical operations for multiple clinics serving homeless patients in New York City.

A vote approving the appointment of Dr. Radeyah Hack to the QAPI Committee of the MetroPlus Board of Directors is sought.

c. Resolution

RESOLUTION

Approving the appointment of Vanessa Rodriguez to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

WHEREAS, the bylaws of MetroPlusHealth Plan, Inc. (“MetroPlusHealth”) provide for the President of MetroPlusHealth to nominate members to the QAPI Committee; and

WHEREAS, the Bylaws of MetroPlusHealth provide for the Board of Directors of MetroPlusHealth to appoint members to the Board Committees, as set forth in Exhibit A attached to this Resolution; and

WHEREAS, the President of MetroPlusHealth has nominated Vanessa Rodriguez to the QAPI Committee; and

NOW, THEREFORE, be it

RESOLVED, that the Board of Directors of MetroPlusHealth Plan, Inc. hereby appoints Vanessa Rodriguez to the Quality Assurance & Performance Improvement Committee.

EXHIBIT A

Executive Committee

Committee Members:

1. *Sally Hernandez-Pinero, Chair*
2. Talya Schwartz, MD
3. Matthew Siegler
4. Kathleen Shure
5. Hillary Jalon

Finance Committee

Committee Members:

1. *Frederick Covino, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. James Cassidy
5. Kathleen Shure

Quality Assurance and Performance Improvement

Committee Members:

1. *Hillary Jalon, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Sanjiv Shah, MD
5. James King, DDS
6. Barry Brown, MD
7. Andrew B. Wallach, MD
8. Alan Cohen
9. Omar Fattal, MD
10. Katherine Piwnica-Worms, MD, MHS
11. Michael Bouton, MD
12. Radeyah Hack, MD
13. Vanessa Rodriguez

Audit & Compliance Committee

Committee Members:

1. *Kathleen Shure, Chair*
2. Sally Hernandez-Pinero
3. Vallencia Lloyd

Customer Experience & Marketing Committee

Committee Members:

1. *Vallencia Lloyd, Chair*
2. Sally Hernandez-Pinero
3. Talya Schwartz, MD
4. Matthew Siegler
5. Mark Power

EXECUTIVE SUMMARY

Appointment of Vanessa Rodriguez to the Quality Assurance & Performance Improvement Committee (QAPI) of the MetroPlus Board of Directors.

The MetroPlusHealth Bylaws assigns to the President of MetroPlusHealth the right to nominate members to the QAPI Committee subject to the approval of the MetroPlus Board of Directors. Dr. Talya Schwartz, as MetroPlusHealth President, has nominated Vanessa Rodriguez.

Vanessa Rodriguez is the Director of Performance Improvement, HIV & PrEP Services at Urban Health Plan and is on the NYC Health + Hospitals Board of Directors. Her experience spans healthcare settings such as health centers, social service organizations, schools, and hospitals within high-risk communities. Ms. Rodriguez is dedicated to patient-centered care, ensuring high-quality healthcare delivery. Her areas of expertise include HIV Counseling & Testing, PrEP, HIV Primary Care, Case Management, Program Development, Performance Improvement, and Quality Leadership.

Ms. Rodriguez has presented program outcomes and data-driven results at numerous national and international conferences, including the U.S. Conference on AIDS, NYC RING, NACHC Community Health Institute (CHI) & Expo, CHCANYS Annual Conference, Gilead FOCUS Partner Summit, and the XIX International AIDS Conference.

A vote approving the appointment of Vanessa Rodriguez to the QAPI Committee of the MetroPlus Board of Directors is sought.

d. Resolution

RESOLUTION

Adopting the written procedures set forth in Attachment A for the use of videoconferencing for public meetings of the MetroPlus Board of Directors and its committees.

WHEREAS, MetroPlus Health Plan, Inc. (“MetroPlus”), a subsidiary corporation of NYC Health + Hospitals, is a Managed Care Organization and Prepaid Health Services Plan, certified under Article 44 of the Public Health Law of the State of New York; and

WHEREAS, MetroPlus, as a subsidiary of NYC Health + Hospitals, is subject to the Open Meetings Law pursuant to section 2829 of the Public Authorities Law; and

WHEREAS, the Open Meetings Law authorizes the MetroPlus Board of Directors to conduct its meetings, including committee meetings, provided that a minimum number of Board members are present to fulfill the Board’s quorum requirements, and provided that the Board has adopted a resolution authorizing the use of videoconferencing; and

WHEREAS, the MetroPlus Board of Directors desires to authorize videoconferencing pursuant to adopted written procedures;

NOW THEREFORE, be it

RESOLVED, the written procedures set forth in Attachment A for the use of videoconferencing for public meetings of the MetroPlus Board of Directors and its committees is hereby adopted.

ATTACHMENT A
METROPLUS HEALTH PLAN VIDEOCONFERENCING PROCEDURES

Videoconferencing may be used to conduct MetroPlus Board of Director or its committee meetings, provided that:

1. Board of Director members shall be physically present at any meeting of the Board or its committees at one of the public locations unless such member is unable to be physically present at a designated public meeting location due to an Extraordinary Circumstance.
2. For purposes of these procedures, “Extraordinary Circumstances” shall include disability, illness, caregiving responsibilities, or any other significant or unexpected factor or event which precludes the member’s physical attendance at such meeting.
3. To fulfill the Board’s quorum requirement a minimum number of the Board members must be present in the same physical location or locations where the public can attend.
 - a. A member with a disability as defined in Section 292 of the New York Executive Law that prevents the member from being physically present at the meeting and who is participating from a remote location that is not open to in-person physical attendance by the public shall also count toward a quorum.
4. If a member is unable to be physically present at one of the designated public locations and wishes to participate by videoconferencing from a private location due to Extraordinary Circumstances, the member shall notify the Chair prior to the scheduled meeting.
5. A member who is participating from a remote location that is not open to in-person physical attendance by the public shall not count toward a quorum but may participate and vote if there is a quorum of members at physical location(s) open to the public.
6. The Board, at any meeting involving videoconferencing, shall state if any members are participating remotely from a private location.
7. The relevant public notice shall inform the public that videoconferencing will be used, where the public can view such meeting, and where required documents and records will be posted or available.

8. In-person participation requirements shall not apply during a state disaster emergency declared by the governor if the circumstances necessitating the emergency declaration would affect or impair the ability of the Board or its committees to hold an in-person meeting.

MetroPlusHealth

Board of Directors Meeting

Videoconferencing Resolution

Steven Stein Cushman, Chief Counsel



Thursday, June 5th, 2025

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VIDEOCONFERENCING

- Pursuant to the Open Meetings Law, the MetroPlus Board of Directors is authorized to use videoconferencing to conduct its meetings, including committee meetings, provided that a minimum number of Board members are present to fulfill the Board's quorum requirements, and provided that the Board has adopted a resolution authorizing the use of videoconferencing.
- The authorizing resolution is required to lay out the procedures governing the use of videoconferencing.



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PARTICIPATION REQUIREMENTS

- A quorum of members must be physically present at a public location or be participating remotely because they have a disability.
- Board members may participate by videoconference from a private location, but not count for a quorum, when there are “extraordinary” circumstances.
- Extraordinary circumstances include disability, illness, caregiving responsibilities, or any other significant or unexpected factor or event which precludes the member's physical attendance at such meeting.





e. Resolution

RESOLUTION

Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to increase the contract authority for Accenture, LLP (“Accenture”) in the amount of \$3,100,000 for a total not to exceed authority amount of \$23,100,000, for the remaining contract term.

WHEREAS, MetroPlus, a subsidiary corporation of NYC Health + Hospitals, is a Managed Care Organization and Prepaid Health Services Plan, certified under Article 44 of the Public Health Law of the State of New York; and

WHEREAS, the Plan required a management consulting vendor to lead the business implementation efforts for the Plan’s core processing system; and

WHEREAS, an RFP for Consulting Partner services was issued in October 2023, in compliance with MetroPlus’ contracting policies and procedures; and

WHEREAS, Accenture was the vendor selected to provide Management Consulting services; and

WHEREAS, on December 7th, 2023, the Board of Directors of MetroPlus recommended adoption of the resolution for approval by the Board of Directors of the NYC Health + Hospitals, for the proposed contract between MetroPlus and Accenture; and

WHEREAS, on December 14, 2023, the Board of Directors of the NYC Health + Hospitals approved a contract resolution between MetroPlus and Accenture; and

WHEREAS, the Plan requires continued technical and functional resources from Accenture, to complete the implementation of a new core operating system.

WHEREAS, on June 4th, 2025, the MetroPlus Finance Committee considered and approved the submission of the resolution for approval by the MetroPlusHealth Board of Directors, for the proposed contract between MetroPlus and Accenture, LLP.

NOW THEREFORE, be it

RESOLVED, that a resolution will be submitted to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to increase the contract authority for Accenture, LLP (“Accenture”) in the amount of \$3,100,000 for a total not to exceed amount of \$23,100,000 for the remaining contract term.

EXECUTIVE SUMMARY

- OVERVIEW:** MetroPlus required a vendor to lead the implementation of the Plan's new core processing system. The implementation is a company-wide effort. This implementation will account for multiple go-live events and will achieve a transition from the Plan's legacy platform to HealthEdge's core admin and clinical platform.
- NEED:** There has been a shift in the implementation timeline. MetroPlus needs continued technical and functional resources, from Accenture, in order to complete the implementation. MetroPlus is requesting increased spending authority in order to support these additional resources.
- PROCUREMENT:** MetroPlus issued a Request for Proposals on October 10, 2023. Accenture was selected for the Management Consulting component of the RFP.
- PROPOSAL:** MetroPlus is seeking to increase the contract authority for Accenture, LLP (Accenture") in the amount of \$3,100,000, for a total not to exceed authority amount of \$23,100,000, for the remaining contract term.

MetroPlusHealth

Board of Directors Meeting

Application for Increased Contract Authority

Management Consulting – Accenture LLP

Ganesh Ramratan, Chief Information Officer
Lauren Leverich Castaldo, Chief Financial Officer

Thursday, June 5th, 2025



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BACKGROUND

- MetroPlusHealth is currently undergoing a major core system transition, entailing the migration from the SS&C legacy system to the new HealthEdge system platform. The implementation project, known as Project Edge, is a company-wide effort, with an anticipated completion date of December 2026, and includes multiple go-live events throughout 2025 and 2026.
- Accenture provides consulting support for the migration including advisory support, implementation planning, requirements gathering, technical leadership, program management, change enablement, and regulatory support.
- Accenture, LLP (“Accenture”) was selected in December 2023, as MetroPlusHealth’s Management Consultant vendor for Project Edge.
- In December 2023, both the Board of Directors of MetroPlusHealth and the Board of Directors of NYC Health + Hospitals approved contract resolutions for Accenture.
- MetroPlusHealth Finance Committee approved this resolution on Wednesday, June 4th, 2025.



AUTHORITY INCREASE FOR RESOURCE EXTENSION

- The Project Edge implementation timeline has shifted, and the first Go-live (Wave I) has changed from the originally planned April 2025 date to October 2025.
- This shift to the go-live date for Wave 1 will impact subsequent waves.
- MetroPlusHealth needs continued technical and functional resources, from Accenture, to ensure a successful completion of the HealthEdge implementation.
- MetroPlusHealth is seeking an increased contract authority of \$3,100,000, for a total not to exceed amount of \$23,100,000, to continue working with Accenture, on Project Edge.



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AUTHORITY INCREASE FOR RESOURCE EXTENSION

The main responsibilities of the Functional leads:

- Provide industry and technical expertise required to complete design requirements.

The main responsibilities of the Technical leads:

- Manage the environment strategy, release management plans, advise on the integrations, and solution design.



CONTRACT AUTHORITY INCREASE

Original Contract Authority	\$20,000,000
Increased Contract Authority Request	\$3,100,000 – Includes additional functional and technical resources as well as contingency.
New Total Contract Authority	\$23,100,000



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BOARD APPROVAL REQUEST

- Seeking an increased contract authority to for continued support of Accenture's technical and functional resources, necessary for the Project Edge implementation.
- **Additional Contract Authority:** \$3,100,000 which includes contingency.
- **New Total Contract Authority:** \$23,100,000.



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f. Resolution

RESOLUTION

Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to execute a 9-month contract extension and to increase the contract authority with Deloitte Consulting, LLP (“Deloitte”) in the amount of \$3,000,000 for a new total not to exceed authority amount of \$12,500,000.

WHEREAS, MetroPlus, a subsidiary corporation of NYC Health + Hospitals, is a Managed Care Organization and Prepaid Health Services Plan, certified under Article 44 of the Public Health Law of the State of New York; and

WHEREAS, the Plan required a consulting vendor to provide testing resources for its transition to a new core processing system; and

WHEREAS, an RFP for Consulting Partner services was issued in October 2023, in compliance with MetroPlus’ contracting policies and procedures; and

WHEREAS, Deloitte was the vendor selected to provide testing consulting services; and

WHEREAS, on March 28, 2024, the Board of Directors of MetroPlus recommended adoption of the resolution for approval by the Board of Directors of the NYC Health + Hospitals, for the proposed contract between MetroPlus and Deloitte; and

WHEREAS, on April 25, 2024, the Board of Directors of the NYC Health + Hospitals approved a contract resolution between MetroPlus and Deloitte; and

WHEREAS, on June 4th, 2025, the MetroPlus Finance Committee considered and approved the submission of the resolution for approval by the MetroPlusHealth Board of Directors, for the proposed contract between MetroPlus and Deloitte Consulting, LLP.

NOW THEREFORE, be it

RESOLVED, that a resolution will be submitted to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to execute a 9 month contract extension and to increase the contract authority with Deloitte Consulting, LLP (“Deloitte”) in the amount of \$3,000,000 for a new total not to exceed authority amount of \$12,500,000.

EXECUTIVE SUMMARY

OVERVIEW: MetroPlus required a vendor to provide testing resources for the Plan's transition to a new core processing system. The implementation is a company-wide effort. This implementation will account for multiple go-live events and will achieve a transition from the Plan's legacy platform to HealthEdge's core admin and clinical platform.

NEED: There has been a shift in the implementation timeline. MetroPlus needs continued testing resources, from Deloitte, in order to complete the implementation. MetroPlus is requesting an increased spending authority in order to support these additional resources and to extend the contract.

PROCUREMENT: MetroPlus issued a Request for Proposals on October 10, 2023. Deloitte was selected for the Testing component of the RFP.

PROPOSAL: MetroPlus is seeking to execute a 9-month contract extension and to increase the contract authority with Deloitte Consulting, LLP ("Deloitte") in the amount of \$3,000,000, for a new total not to exceed authority amount of \$12,500,000.

MetroPlusHealth

Board of Directors Meeting

Application for Increased Contract Authority & Contract Extension

Testing Resources | Deloitte LLP

Ganesh Ramratan, Chief Information Officer
Lauren Leverich Castaldo, Chief Financial Officer

Thursday, June 5th, 2025



For People. Not Profit.

BACKGROUND

- MetroPlusHealth is currently undergoing a major core system transition, entailing the migration from the SS&C legacy system to the new HealthEdge system platform. The implementation, known as Project Edge, is a company-wide effort, with an anticipated completion date of December 2026, and includes multiple go-live events throughout 2025 and 2026.
- Deloitte, LLP (“Deloitte”) was selected in March 2024, to provide testing resources for Project Edge.
 - The Board of Directors of MetroPlusHealth approved a contract resolution on March 28, 2024.
 - The Board of Directors of NYC Health + Hospitals approved a contract resolution on April 25, 2024.
- MetroPlusHealth is seeking a contract extension and an increased contract authority of \$3,000,000, for a total not to exceed amount of \$12,500,000, to continue working with Deloitte, on the Project Edge implementation of HealthEdge’s platforms.
- MetroPlusHealth Finance Committee approved this resolution on Wednesday, June 4th, 2025.



AUTHORITY INCREASE FOR RESOURCE EXTENSION

- The Project Edge implementation timeline has shifted, and the first Go-live (Wave I) has changed from the originally planned April 2025 date to October 2025.
- This shift to the go-live date for Wave 1 will impact subsequent waves.
- MetroPlusHealth needs continued testing resources, from Deloitte, to ensure a successful completion of the HealthEdge implementation.



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AUTHORITY INCREASE FOR RESOURCE EXTENSION

Deloitte services include:

- Development of test strategy, test scenario and script design.
- Requirements traceability management.
- Test data creation, test execution, defect identification, management, and reporting across all program phases of testing (In-Sprint, Systems Integration, End to End, Parallel, Data Conversion, and Performance).
- Deloitte also provides support and execution oversight for user acceptance testing performed by MetroPlusHealth's subject matter experts.



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CONTRACT AUTHORITY INCREASE

Original Contract Authority	\$9,500,000
Increased Contract Authority Request	\$3,000,000 – includes additional testing resources as well as contingency.
New Total Contract Authority	\$12,500,000



BOARD APPROVAL REQUEST

- MetroPlusHealth is seeking an increase to the approved contract authority of \$3,000,000 and to execute a 9-month contract extension with Deloitte.
- **New Total Contract Authority:** \$12,500,000 which includes contingency.
- **New Contract Term:** 8/19/2024 – 3/31/2027.



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g. Resolution

RESOLUTION

Authorizing the submission of a resolution to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to execute a 9-month contract extension and to increase the contract authority with SourcEdge Solutions LLC (“SourcEdge”) in the amount of \$4,030,000 for a new total not to exceed authority amount of \$10,000,000.

WHEREAS, MetroPlus, a subsidiary corporation of NYC Health + Hospitals, is a Managed Care Organization and Prepaid Health Services Plan, certified under Article 44 of the Public Health Law of the State of New York; and

WHEREAS, MetroPlus required a vendor to provide technical and operational subject matter experts, to handle the configuration and data conversion requirements for the Plan’s transition to a new core processing system; and

WHEREAS, an RFP for Consulting Partner services was issued in October 2023, in compliance with MetroPlus’ contracting policies and procedures; and

WHEREAS, SourcEdge was the vendor selected to provide Technical and Operational services; and

WHEREAS, on March 28, 2024, the MetroPlus Board of Directors approved a contract resolution between MetroPlus and SourcEdge; and

WHEREAS, on June 4th, 2025, the MetroPlus Finance Committee considered and approved the submission of the resolution for approval by the MetroPlusHealth Board of Directors, for the proposed contract between MetroPlus and SourcEdge Solutions LLC.

NOW THEREFORE, be it

RESOLVED, that a resolution will be submitted to the Board of Directors of New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus or “the Plan”) to execute a 9-month contract extension and to increase the contract authority with SourcEdge Solutions LLC (“SourcEdge”) in the amount of \$4,030,000 for a new total not to exceed authority amount of \$10,000,000.

EXECUTIVE SUMMARY

- OVERVIEW:** MetroPlus required a vendor to provide technical and operational subject matter experts, to handle the configuration and data conversion requirements for Project Edge.
- NEED:** There has been a shift in the implementation timeline. MetroPlus needs continued technical and operational resources from SourcEdge in order to complete the implementation. MetroPlus is requesting an increased spending authority in order to support these additional resources and to extend the contract.
- PROCUREMENT:** MetroPlus issued a Request for Proposals (“RFP”) on October 10, 2023 and SourcEdge was selected for the Technical and Operational SMEs component of the RFP.
- PROPOSAL:** MetroPlus is seeking to execute a 9-month contract extension and to increase the contract authority with SourcEdge Solutions LLC (“SourcEdge”) for an amount of \$4,030,000 for a new total not to exceed authority amount of \$10,000,000.

MetroPlusHealth

Board of Directors Meeting

Application for Increased Authority & Contract Extension

Technical and Operational SME Resources | SourceEdge Solutions LLC

Lauren Leverich Castaldo, Chief Financial Officer
Ganesh Ramratan, Chief Information Officer

Thursday, June 5th, 2025



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BACKGROUND

- MetroPlusHealth is currently undergoing a major core system transition, entailing the migration from the SS&C legacy system to the new HealthEdge system platform. The implementation project, known as Project Edge, is a company-wide effort, with an anticipated completion date of December 2026, and includes multiple go-live events throughout 2025 and 2026.
- SourcEdge provides analysis, development, and deployment support for all data migration activities including conversion of historical data from existing core systems to HealthEdge's platforms.
- SourcEdge Solutions LLC ("SourcEdge") was selected in March 2024, to provide technical and operational support for Project Edge.
 - The Board of Directors of MetroPlusHealth approved a contract resolution on March 28, 2024
 - At the time, the contract did not require approval of the Board of Directors of NYC Health + Hospitals.
- MetroPlusHealth is seeking a contract extension and an increased contract authority of \$4,030,000, for a total not to exceed amount of \$10,000,000, to continue working with SourcEdge, on the Project Edge implementation of HealthEdge's platforms.
- MetroPlusHealth Finance Committee approved this resolution on Wednesday, June 4th, 2025.



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AUTHORITY INCREASE FOR RESOURCE EXTENSION

- The Project Edge implementation timeline has shifted, and the first Go-live (Wave I) has changed from the originally planned April 2025 date to October 2025. This shift to the go-live date for Wave 1 will impact subsequent waves.
- MetroPlusHealth needs continued support, from SourcEdge, to ensure a successful completion of the HealthEdge implementation.
- In the original contract scope, SourcEdge resources were scheduled to scale down by mid 2025, however, since the timeline has shifted, we need resources to stay on at full capacity through all three waves.
- Additionally, during implementation we have seen an increase in the complexities of the data mapping and transformation logic. SourcEdge has been able to keep pace with the demand of the additional work needed to accomplish a successful implementation.



AUTHORITY INCREASE FOR RESOURCE EXTENSION

SourceEdge will continue to provide:

- Creation of Data Mapping Documents.
- Historical Data Conversion Files and historical data loads into HealthEdge's platforms.
- Review and delivery of design documents and recommendations.
- Provide subject matter expertise and guidance to MetroPlusHealth's configuration team.
- Support for configuration and testing.



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CONTRACT AUTHORITY INCREASE

Original Contract Authority	\$5,970,000
Increased Contract Authority Request	\$4,030,000 – Includes additional technical resources as well as contingency.
New Total Contract Authority	\$10,000,000



BOARD APPROVAL REQUEST

- MetroPlusHealth is seeking an increase to the approved contract authority of \$4,030,000 and to execute a 9-month contract extension with SourcEdge.
- **New Total Contract Authority:** \$10,000,000 which includes contingency.
- **New Contract Term:** 5/15/2024 – 3/31/2027.



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h. Resolution

RESOLUTION

Authorizing the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus") to execute a contract with Wakely Consulting Group, LLC, an HMA Company ("Wakely") to provide Actuarial services for a term of three (3) year with two (2) one-year renewal options, solely exercisable by MetroPlus, for an amount not to exceed \$11,600,000 for the total 5-year term.

WHEREAS, MetroPlus is certified under Section 4403(a) of the Public Health Law of the State of New York as a Health Maintenance Organization and has organized a plan for the provision of Prepaid Health Services to its members; and

WHEREAS, MetroPlus seeks a qualified vendor for actuarial services, and

WHEREAS, the selected vendor will provide MetroPlus with on-going professional consulting services including the calculation and analysis of IBNR and claims liability; the development of rate setting methodology for products; the development and review of medical expense documentation, premium rates, and administrative cost assumptions for its products; and

WHEREAS, an RFP for actuarial services was issued on March 24, 2025, in compliance with MetroPlus' procurement policies and procedures; and

WHEREAS, Wakely was the vendor selected to provide these services.

WHEREAS, on June 4th, 2025, the MetroPlus Finance Committee considered and approved the submission of the resolution for approval by the MetroPlusHealth Board of Directors, for the proposed contract between MetroPlus and Wakely Consulting Group, LLP.

NOW THEREFORE, be it

RESOLVED, the Executive Director of MetroPlus is hereby authorized to execute a contract with Wakely Consulting Group, LLC, an HMA Company ("Wakely"), to provide actuarial services for a term of three (3) year with two (2) one-year renewal options, solely exercisable by MetroPlus, for an amount not to exceed \$11,600,000 for the total 5-year terms.

EXECUTIVE SUMMARY

- OVERVIEW:** MetroPlus seeks an actuarial consulting firm to provide the following services: calculation and analysis of IBNR and claims liability; the development of rate setting methodology for products, the development and review of medical expense documentation, premium rates, and administrative cost assumptions for its products, and on-going professional consulting services.
- PROCUREMENT:** MetroPlus issued a Request for Proposals on March 24, 2025. A pre-proposal conference was held on March 28, 2025. 4 proposals were received, evaluated, and scored by an Evaluation Committee on the vendors experience in analytics of Unpaid Claim Liabilities (UCL), experience with NYS government and non-government products, expertise in explaining trend and effects of UCL, expertise of staff, ability to handle ad-hoc analysis, cost, and MWBE utilization. Wakely was ranked highest on these criteria and was the selected vendor.
- TERM:** The term of the proposed agreement is three years with two one-year options to renew, solely exercisable by MetroPlus.
- MWBE:** 10% Utilization Plan has been submitted and a 20% waiver request.

MetroPlusHealth

Board of Directors Meeting

Application to Enter Into Contract

Actuarial Services

Lauren Leverich Castaldo
Chief Financial Officer

Thursday, June 5th, 2025



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BACKGROUND

- **MetroPlusHealth is seeking an actuarial consulting firm to provide the following services:**
 - Calculation and analysis of IBNR and claims liability.
 - Development of rate setting methodology for products.
 - Development and review of medical expense documentation, premium rates, and administrative cost assumptions for its products.
 - On-going professional consulting services.
- MetroPlusHealth released a Request for Proposals (RFP) on March 24, 2025, and Wakely Consulting Group (Wakely), was selected by the evaluation committee.
- MetroPlusHealth Finance Committee approved this resolution on Wednesday, June 4th, 2025.



RFP CRITERIA

Minimum Criteria

- MWBE Utilization Plan, Waiver, or MWBE Certification.
- Must have experience as a supervising actuary including consulting services, experience analysis and valuation assignments for major health plans, for a minimum of five years.
- Must have experience in the review and analysis of health benefit plan rate filing.

Evaluation Criteria

- Expertise in analytics of Unpaid Claim Liabilities (UCL) calculations & other health metrics. Ability to produce monthly with fast turn around i.e.. 10 days - 15%.
- Experience with NYS government and non-government products - 15%.
- Expertise in explaining trend and effects of UCL - 15%.
- Availability to handle additional ad-hoc analysis, trending and questions related to actual experience - 15%.
- Expertise of staff to be assigned to MetroPlusHealth account - 15%
- Cost - 15%
- MWBE 10%



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SELECTION PROCESS

- 4 vendors responded to the RFP.
- 4 vendors met the minimum qualifications to proceed.
- Final scoring concluded 5/8/25.
- Wakely Consulting Group, LLC, was selected by the Evaluation Committee.



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VENDOR EVALUATION

- MetroPlusHealth previously contracted with two actuary vendors but is electing to proceed with one vendor for this contracting cycle.
- Currently, MetroPlusHealth manages the transfer of essential information and data—such as the UCL—between the two vendors, which creates inefficiencies and requires additional administrative support.
- Consolidating to one vendor will streamline communication, eliminate duplicative work, and enhance overall efficiency.
- Additionally, we project savings of approximately 6% annually, contracting with one vendor.
- Wakely is one of MetroPlusHealth's current contracted actuaries, and we have had a very positive experience with them.
- Wakely displayed the best technical capabilities and expertise specifically around their ability to pivot alongside MetroPlusHealth's transition to a new claims processing system (HealthEdge).



BOARD APPROVAL REQUEST

- Seeking a 3-year contract with two 1-year options to renew.
- **Anticipated Contract Start Date:** 9/1/2025.
- **Total Contract Authority request** - \$11,600,000 which includes contingency.
- Wakely has submitted a 10% MWBE Utilization Plan and a waiver for the remaining 20%. They will be utilizing Lepton Actuarial & Consulting, a certified MBE company.



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New Business

MetroPlusHealth

Board of Directors Meeting



Thursday, June 5th, 2025

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Project Edge

Tomasz Kawka

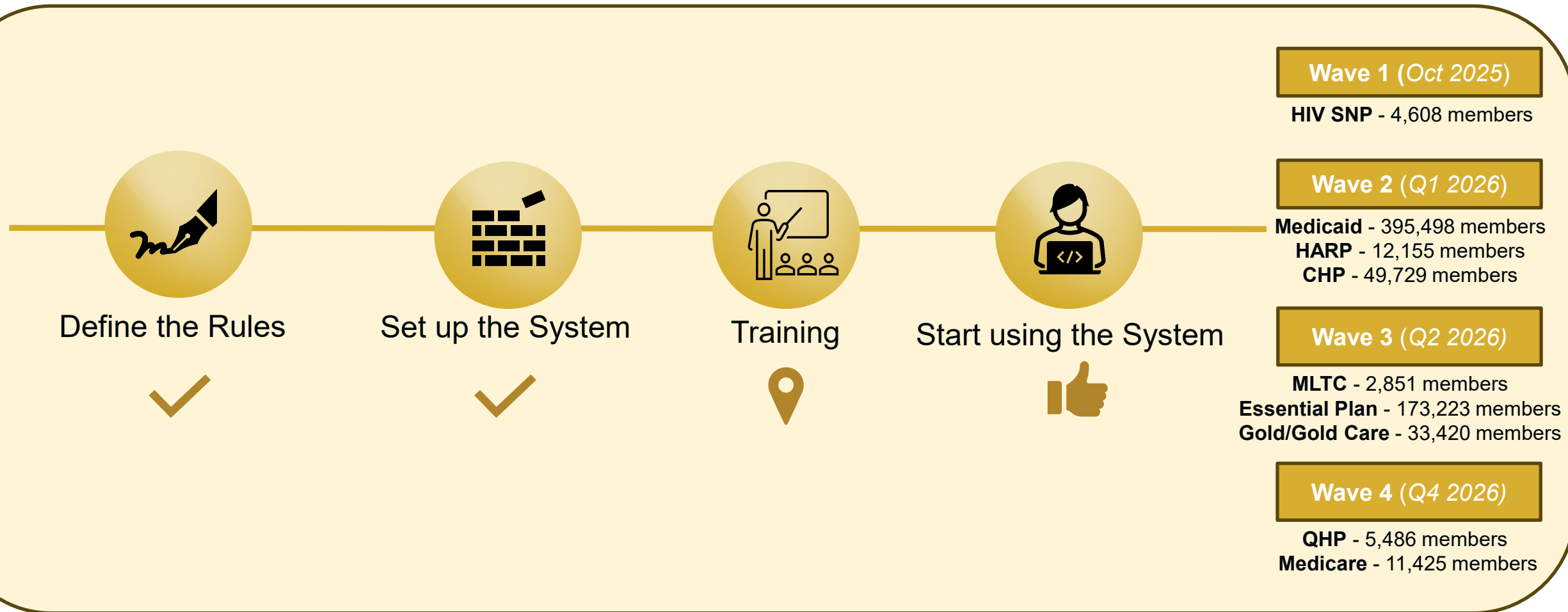
Vice President of Business Transformation

Thursday, June 5th, 2025

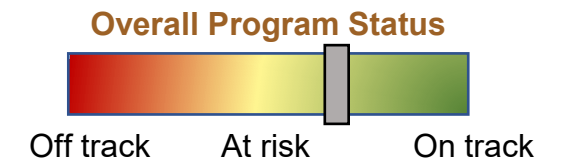


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PROJECT EDGE | WHERE WE ARE



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PROJECT EDGE | STATUS

Key Accomplishments

Wave 1 (PIC HIV SNP)

- All design completed.
- All product enhancements, configurations and integrations completed.
- Established multiple environments to fulfill needs for development, testing, training.
- Completed unit testing, configuration validation, and 2 out of 3 rounds of systems integration testing.
- Established delivery schedule with 3rd party vendors, began testing with partners.
- Finalized training plan and curriculum. Began train the trainer sessions.
- Assessment of impacted P&Ps completed, began updating and/or developing new P&Ps.

Wave 2 (Medicaid, HARP, CHP)

- Initiated design under an accelerated timeline and approach focused on incremental deliverables.

Awareness

Wave 1 (PIC HIV-SNP)

- Go-live scheduled for 10/6/2025.
- End-to-end testing and business validation starts in June.
- User Acceptance testing starting in August.
- Training will begin early August.

Wave 2 (Medicaid, HARP, CHP)

- Target implementation is Q1 2026.
- No net new product gaps identified (yet).

Wave 3 (MLTC, Gold/GoldCare, EP)

- Target implementation Q2 2026.

Wave 4 (QHP, Medicare)

- Completed due diligence and partner selection.
- Implementation targeted for Q4 2026.



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PROJECT EDGE | WATCH ITEMS

Key Risks

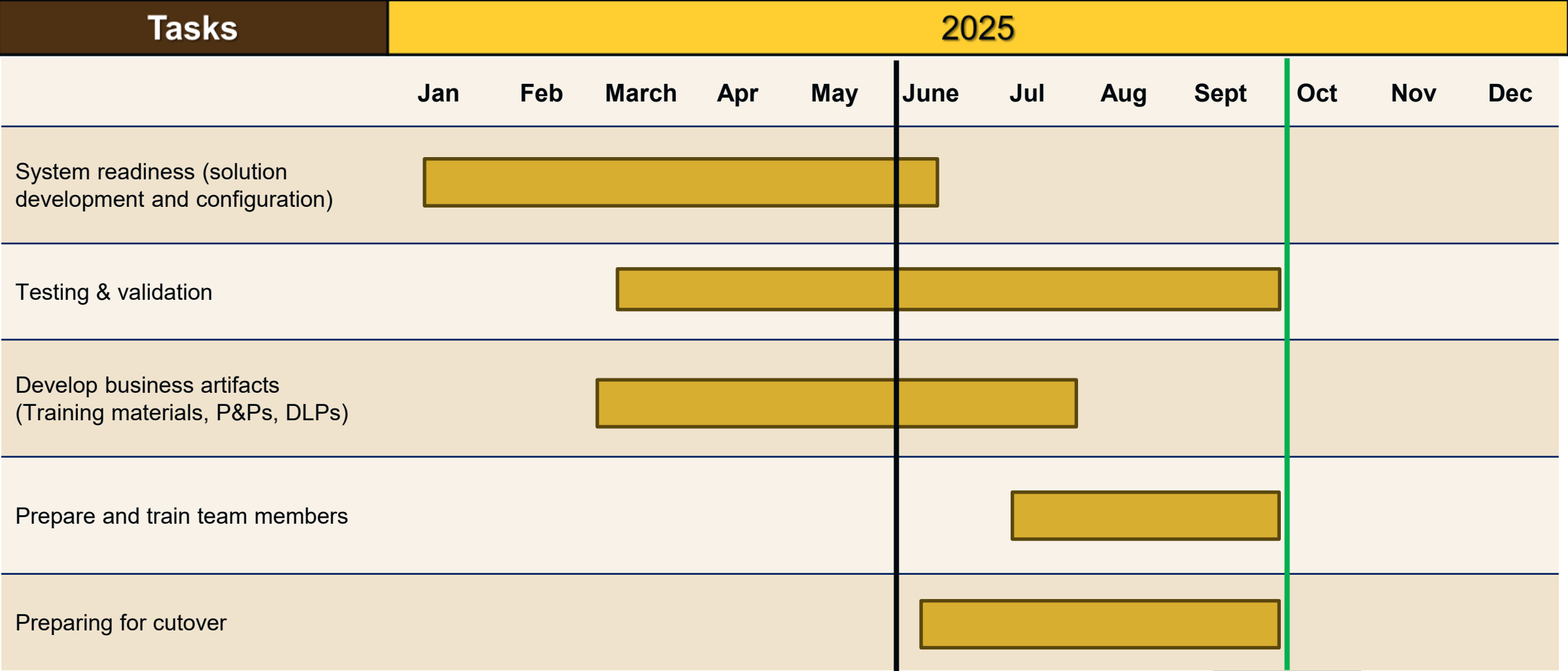
- MPH will be first client to leverage several new HRP product enhancements, leading to higher risk of defects. MPH is mitigating the risk with extensive business validation and testing.
- MPH is operating under a fixed timeline to complete the migration and is concluding a longstanding TPA relationship. The schedule compression leaves little room for error and may result in MPH having to accept a partial solution.

Key Issues

- Capacity of MPH and HE teams to maintain high velocity needed to execute on multiple waves in parallel and meet current program timelines. MPH is mitigating the issue by limiting initiatives and new commitments.
- We identified HealthEdge product gaps during previous program phases resulting in a cascading delay to the program. While MPH expedited discovery and we do not expect further gaps, additional deficiencies could impact program timelines.



PROJECT EDGE | FOCUS ON WAVE 1 READINESS



Federal & New York State Budget

Lauren Leverich Castaldo
Chief Financial Officer

Thursday, June 5th, 2025



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FEDERAL RISK | NYS

- **Restricting Immigrant Coverage**
 - 10% Penalty on Expansion FMAP for Covering Undocumented Immigrants with State funds.
- **Restrict Premium tax Credit and Medicare Eligibility to Lawful Permanent Residents, Certain Cubans, & People from CFAs**
 - Eligible aliens' definition shrunken, does not include the "Aliessa" population despite their lawful presence.
- **Implementing Mandatory Work Requirements as a Condition for Medicaid Eligibility**
 - Beginning as early as 2026
- **Adding Red Tape to Medicaid Enrollment Eligibility**
 - Eligibility Checks every 6 months.
 - Reducing retroactive Medicaid from 3 months to 1.
 - Cost Sharing for income above 100% FPL.
- **Revoking New York's MCO Tax and Banning New Provider Tax**
 - Medicaid Quality Awards funded NYS budget via MCO tax revenue.



STATE BUDGET SFY 2025 HIGHLIGHTS

Included

- Eliminate Quality Funding in Managed Long-Term Care.
- Managed Care Contracting and Performance Penalties.
 - Violations to range from \$25 to \$25,000.
- **MCO Tax:** Medicaid, Essential Plan, and commercial plans.
- Carve out of Medicaid Nursing home.

Did Not Include

- Independent Dispute Resolution (IDR) Medicaid Exclusion.
 - IDR results in higher payments to out-of-network providers.



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Q1 Financial Performance

Lauren Leverich Castaldo
Chief Financial Officer

Thursday, June 5th, 2025



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RATE UPDATES

April 2024 v2 Revision

Medicaid

- Increase of 0.2%.
- **Primary Driver:** 1% Across The Board (ABT) decrease effective April 2024 (accrued); Fiscal Intermediary (FI) Admin Carve Out effective August 2024; base updates.

April 2024 v2 Revision

HARP

- Decrease of –1.5%.
- **Primary Driver:** 1% ATB decrease effective April 2024 (accrued); FI Admin Carve Out effective August 2024; base updates (minimum wage, health home pricing).



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2025 Q1 MMCOR P&L | FINANCIAL HEALTH CHECK

- **Medical Loss Ratio: 92.6%**
- **Administrative Loss Ratio: 7.6%**
- **Margin: 2%**
- Managed Care Organization (MCO) Tax in effect for Q1 2025.
- Qualified Health Plan and Medicare both showing continued stable performance.
- Medicaid and HARP starting to show deterioration.



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Q1 2025 REGULATORY REPORTING TO FORECAST

- Revenue net of pass-throughs (e.g., MCO Tax, NYHER and UPL) was 1.4% higher than forecast.
- Overall expenses are 2% higher than expected.
- In Q1 2025 we realized a current year margin of 1%.
 - Inclusive of the Aggregate Write-ins (PY) at Q1 2025 MetroPlus generated a 2% margin.



RATE UPDATES

April 2025 Initial Rates

Medicaid and HARP

- Increase of 9% and 1%, respectively excluding MCO Tax.
- **Primary Driver:** Base data change from Year 2022 to 2023, jumping off point is higher with increased utilization after COVID; updated CRG scores.

Risk Score

- Increases in TANF Child and TANF Adult; decreases in SSI and HARP.
- HARP risk score is still highest in the region.



RATE UPDATES

April 2025 Initial Rates

Partnership in Care | HIV SNP

- Increase of 0.5%, excluding MCO tax.
- **Primary Driver:** Base data change from Year 2022 to 2023; decreases in care management and admin component post Rx carve-out.



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Membership, Acquisition & Retention

Roger Milliner
Chief Growth Officer

Thursday, June 5th, 2025



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STRATEGIC COLLABORATION WITH HEALTH + HOSPITALS & COMMUNITY PROVIDERS TARGETING ELIGIBLE MEMBERS FOR PIC CONVERSION

- Partner with four Health + Hospitals Safety Net Clinics to target homeless eligibles for the Partnership in Care Line Of Business Conversion.
 - Launched in April 2025
- Collaborating with seven contracted HIV Community Providers.
 - **Amended agreements to offer enrolled HIV members:**
 - Care Management Activities
 - Case Conferences
 - Appointment Reminders & Follow Up Missed Appointments
 - Health Education



NEW METROPLUSHEALTH COMMUNITY OFFICES COMING SOON!

Brooklyn

Brighton Beach

May 2025

**Staten
Island**

Highland Blvd. (New Drop)

September 2025

Queens

Richmond Hill

August 2025



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Salesforce Update

Tomasz Kawka

Vice President of Business Transformation

Thursday, June 5th, 2025



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SALESFORCE | STRATEGIC ENHANCEMENTS


- **MPH implemented Salesforce to modernize customer service operations and elevate member and provider experience.** The platform currently supports our customer service teams and contracting team, as well as our member, provider, and broker portals.
- **Our long-term strategy is to unify customer-facing systems using a single, integrated platform.** This consolidation aims to drive operational efficiency, streamline workflows, and enhance service delivery.
- **Salesforce development was strategically paused in Q4 2024** to evaluate current business needs, assess platform capabilities, and ensure alignment of investments with enterprise priorities.
- **We have since developed a roadmap, prioritized 2025 initiatives, and resumed Salesforce development** to advance our integrated customer experience vision.



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SALESFORCE | 2025 PRIORITIES

	 CUSTOMER SUCCESS	 MARKETING	 SALES & BROKER	 CUSTOMER SERVICE
<i>Initiative</i>	Launch Salesforce for the member retention team	Automate Gold member acquisition	Migrate internal Sales and Gold teams to Salesforce	Continue to enhance customer service capabilities
<i>Timing</i>	Q3 2025	Q3 2025	Q3 2025	ONGOING



Provider Directory

Lila Benayoun, Chief Operating Officer

Laura Santella-Saccone, Chief Marketing & Brand Officer

Thursday, June 5th, 2025



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PROVIDER DIRECTORY ACCURACY IMPROVEMENTS

Several initiatives were implemented to increase data accuracy of our Provider Directory.

Better Doctor's Partnership

- Campaign launched July '24, educating providers to submit quarterly rosters, and/or attest to demographics, to Better Doctor's for data validation.
- Providers participating in P4P program are incentivized for participating.
- MPH began receiving data validation discrepancies in October 2024.

Monthly Secret Shopper

- Medical, BH and Specialists randomly selected from the provider directory and an attempt is made to make an appointment, confirm demographics and panel status.
- Any discrepancies identified are validated and outreach made to provider.



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PROVIDER DIRECTORY ACCURACY IMPROVEMENTS | CONTINUED

Access and Availability P4P Incentive – 2025

- All providers in MetroPlus P4P with 200+ members (as of Feb 2025) are eligible.
- Deficient providers and/or groups will undergo specialized training.
 - Providers earn additional PMPM for a 75% pass rate targeted at Non-Urgent Sick, Emergency and Urgent appointment availability.

Note: *We continue to perform existing quarterly A+A surveys to network, inclusive of BH and educate deficient providers.*



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Provider Search

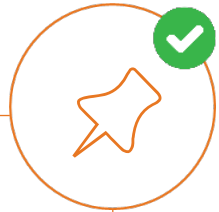
Find a Doc | The Search Problem Addressed & Next Steps

Thursday, June 5th, 2025



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OUR “FIND A DOC” TOOL ENHANCEMENT METHODOLOGY AND JOURNEY



DIAGNOSE

Use data to diagnose issue and delineated between front-end and back-end issues.



QUANT ANALYSIS (OUTSIDE-IN)

Website data, owned channel, competitor assessment, online surveys, etc.



QUAL ANALYSIS

User testing with 30 MPH employees.



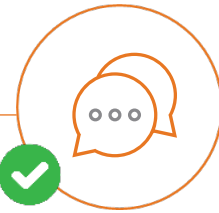
LAUNCH NEW AI SEARCH TOOL

Address search issues with AI search tool. Continue to to integrate data.



NEXT GEN TOOL

Explore guided path rather than open search.



QUICK WINS AND REFINEMENT

NYRx, Dr. prompting, BH Virtual Health.



HEATMAPPING TECHNOLOGY

Deep insights into user behavior and optimize user experience.

THE SEARCH PROBLEM SOLVED CHALLENGE |

MORE THAN A QUARTER OF ALL VISITORS GOT A “NOT FOUND” SEARCH RESULT IN 2024

Key Problem

(2024)

Some Provider searches on metroplus.org got a “Not Found” search result.

AI Solution

(Launched December 2024)

Innovatively enhanced the search functionality with ChatGPT.

This solution has addressed about **90%** of the "not found" results from the historical “Not Found” data via Azure.

Successful Prelim Results

Launched on December 2nd, preliminary “not found” has dropped 5-fold.

HUGE WIN!

Duration: Dec 1, 2024 - Mar 31, 2025.



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Source: [Google Analytics, G4, Accessed April 24](#)

*Remove two-day technical glitch in data: (1) March 19, (2) March 20.

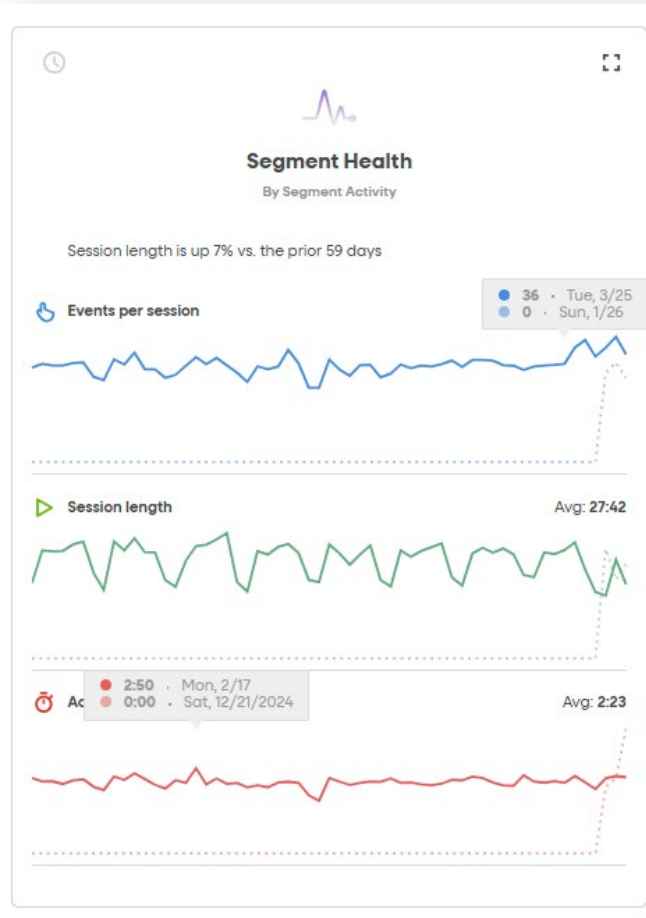
How Does It Work?



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NEW HEAT MAPPING TECHNOLOGY GIVES US NEW INSIGHTS | STRONG RESULTS | TOOL IS WORKING!

Time Spent



The average users spends approximately **2:30 of Active** time and upwards of **30 minutes** on the provider search tool.

So what?
Users spend a lot of time on the tool suggesting the tool is helpful.

Completed Search



More than **7 out of 10 users complete a search**. Goes up to 8 out of 10 for mobile users.

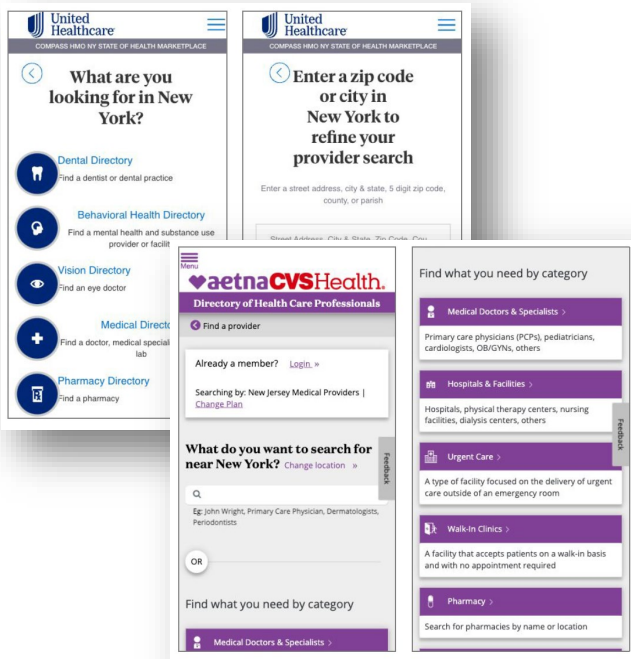
So what?
Users are generally comprehending search.

WHAT'S NEXT?

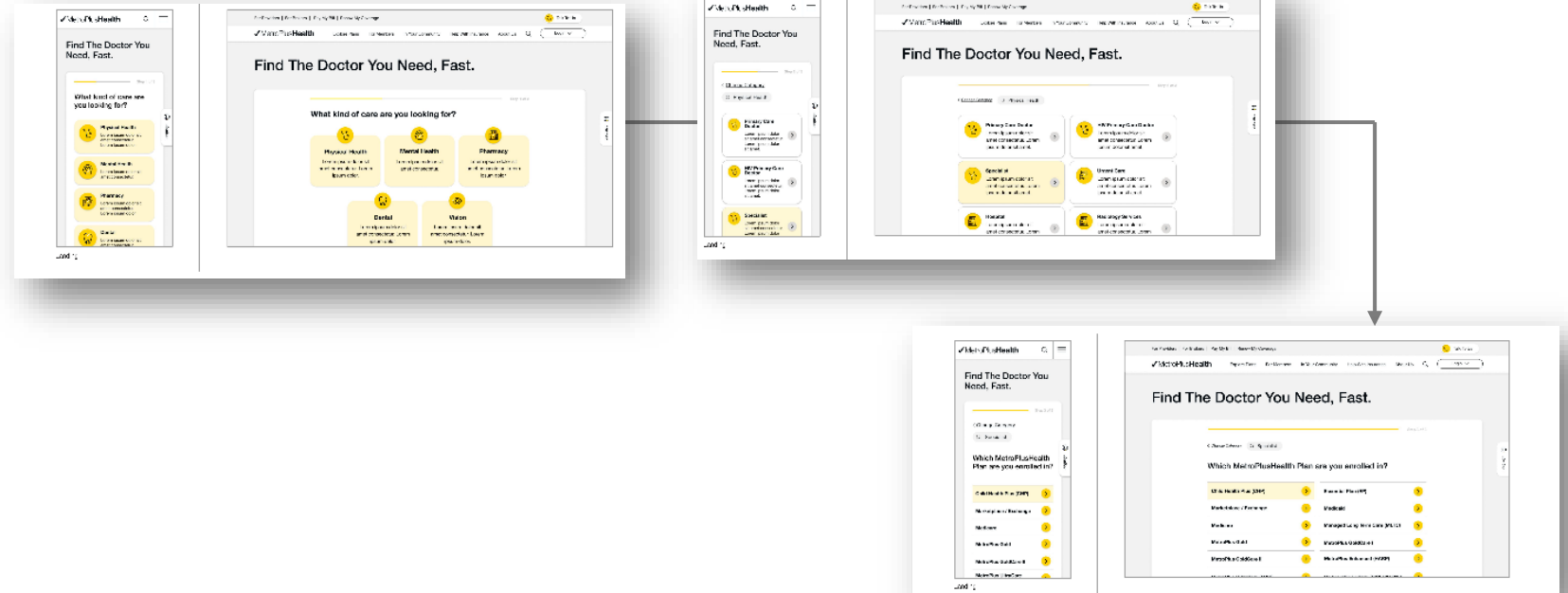
GUIDED PATH EXPLORATION

A guided path search is a structured approach that helps users refine their questions before manually entering anything into a search bar. Instead of requiring the user to guess the right keywords, this method guides them through a series of questions — like a quiz — to narrow down their options.

Competitive Intel



Prototype



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**Minutes
of
March 26th, 2025
Audit & Compliance Committee
Meeting**

MetroPlus Health Plan, Inc.
Audit & Compliance Committee
Wednesday, March 26th, 2025

Audit & Compliance Committee Minutes

The meeting of the Audit & Compliance Committee of the MetroPlus Health Plan, Inc. (hereafter “MetroPlus or the Plan”) was held in the 7th Floor Boardroom at 50 Water Street, New York, NY 10004 on the 26th day of March 2025 at 2:30 P.M.

The following Committee Members were present via video conference or in-person:

Sally Hernandez-Piñero
Vallencia Lloyd
Kathleen Shure

Kathleen Shure, Interim Chair of the Audit & Compliance Committee, called the meeting to order at 2:30 P.M.

Kathleen Shure chaired the meeting and Angela Minerva kept the minutes thereof.

ADOPTION OF THE MINUTES

The minutes of the Audit & Compliance meeting held on December 11th, 2024, were presented to the Committee. On a motion by Kathleen Shure and duly seconded, the Committee adopted the minutes.

KPMG PRESENTATION | 2024 Calendar Year Audit Report

Eric Crossett, Senior Audit Manager and Jocelyn Denalsky, Audit Partner at KPMG discussed MetroPlusHealth’s 2024 Calendar Year Audit Report. They presented A Better Audit Experience, an Overview of the Audit Results, Audit Results Required Communications & Other Matters, Outstanding Matters, Auditor’s Report, Significant Accounting Estimates, Required Inquiries, 2025 Board Agenda, Financial Balance Sheet and Cash Flow.

Dr. Talya Schwartz, President & CEO made a comment regarding KPMG’s central estimate, recoverables, and asked a question regarding AI capabilities.

Jocelyn Denalsky responded.

NEW BUSINESS

INTERNAL AUDIT EXECUTIVE SUMMARY

Kathleen Shure asked that we move on to the Internal Audit Executive Summary. Joseph Sorbello, Director of Internal Audits presented the Agenda, 2025 Audit Plan Status, Nursing Home Financing Audit, Provider Directory Audit, Provider Payment Records Audit, Corrective Action Plan Status, 2024 Model Audit Rule (MAR) Status and MAR Improvements in 2024.

Committee Members asked a question regarding sample size as it pertains to the Nursing Home Financing Audit.

Both Joseph Sorbello, Raven Ryan Solon, Chief Compliance & Regulatory Officer and Dr. Talya Schwartz responded.

QUARTERLY CYBERSECURITY UPDATE

Kathleen Shure asked that we move on to the Quarterly Cybersecurity Update. Robert Micillo, Chief Information Security Officer presented Training & Awareness, System Health, Security Investigation Updates, Business Continuity and Disaster Recovery, Coalfire Opportunities for Improvement, Application Development Lifecycle & Security, New NYS/DFS Cybersecurity Regulation & Timeline, Program Measurements – Delegated Vendor Security Tracking and Security Posture for Local Competition.

Committee Members asked questions regarding the Cybersecurity Regulation & Timeline and MetroPlusHealth security score.

Both Ganesh Ramratan, Chief Information Officer and Rober Micillo responded.

Compliance Executive Summary

Kathleen Shure asked that we move on to the Compliance Executive Summary. Raven Ryan Solon presented the 2024 Work Plan Summary.

Committee Members asked a question regarding PCP Auto Assignment; Raven Ryan Solon responded.

Committee Members approved the modification of the 2024 Work Plan.

Raven Ryan Solon went on to discuss Compliance Activity Categories, the 2025 Compliance Work Plan Summary, First Tier Vendors – Annual Risk Assessment and Department Activities.

Committee Members approved the 2025 Compliance Work Plan Summary.

Raven Ryan Solon went on to discuss 2025 SIU Work Plan Summary.

Dr. Schwartz commented on the SIU Plan moving forward; Raven Ryan Solon responded.

Committee Members approved the 2025 SIU Work Plan Summary.

Raven Ryan Solon then went on to present the Statement of Deficiencies, External OMIG Audits, External OMIG Simultaneously Enrollment Audits, External OMIG MLTC Care Management Audit, External OSC & SDOH Audits, External SDOH Focus Survey Audits, 2023 Program Integrity Review Results, 2023 Delegation Oversight Program Summary Review, Business Process Monitoring Q3 2024 Internal Dashboard (excluding Medicare), Business

Process Monitoring Q3 2024 Internal Dashboard (Medicare), Business Process Monitoring Q3 2024 Delegated Vendor Dashboard (excluding Medicare), Business Process Monitoring Q3 2024 Delegated Vendor Dashboard (Medicare), BH Rate Monitoring and BH Monitoring Divisionary Programs Underpayments.

Committee Members asked questions regarding Provider Directory, Access & Availability, and Statement of Deficiencies; Raven Ryan Solon responded.

Steven Stein Cushman, Chief Counsel, briefed the Committee on the status of the Simultaneously Enrollment External Audit.

Committee Members responded, Dr. Talya Schwartz provided further background.

Committee Members asked additional questions regarding the MLTC Care Management Audit; Raven Ryan Solon responded.

Dr. Talya Schwartz spoke to the Business Process Monitoring Q3 Delegated Vendor Dashboard (Medicare); Committee Members asked a question and Dr. Talya Schwartz responded.

There being no further business, Kathleen Shure adjourned the meeting at 4:33 P.M.

**Minutes
of
March 26th, 2025
Customer Experience & Marketing
Committee Meeting**

MetroPlus Health Plan, Inc.

Customer Experience & Marketing Committee Meeting

Wednesday, March 26th, 2025

Customer Experience & Marketing Committee Meeting

The meeting of the Customer Experience & Marketing Committee of MetroPlus Health Plan, Inc. (hereafter “MetroPlus or the Plan”) was held in the 7th Floor Boardroom at 50 Water Street, New York, NY 10004 on the 26th day of March 2025 at 10:30 A.M.

The following Finance Committee Members were present via video conference or in-person:

Sally Hernandez-Piñero

Vallencia Lloyd

Dr. Talya Schwartz

Mark Power

Vallencia Lloyd, Chair of the Customer Experience & Marketing Committee, called the meeting to order at 10:31 A.M.

Vallencia Lloyd chaired the meeting and Angela Minerva kept the minutes, thereof.

ADOPTION OF THE MINUTES

The minutes of the Customer Experience & Marketing Committee held on December 11th, 2024, were presented to the Committee. On a motion by Vallencia Lloyd and duly seconded, the Committee adopted the minutes.

NEW BUSINESS

PROJECT EDGE

Vallencia Lloyd asked that we begin with Project Edge. Tomasz Kawka, Vice President of Business Transformation began by presenting Project Edge Status, Project Edge Wave 1 Watch Items, Where We Are, January 2027 Medicare/QHP Transition Timeline, Critical Component of Project Edge – Integration with 47 Third Party and Vendor Contract & Contingency Spend.

Committee Members asked questions regarding the cost, platforms and plan for the future as it relates to the outsourcing of Medicare and QHP.

Ganesh Ramratan, Chief Information officer, Dr. Talya Schwartz, President & CEO and Tomasz Kawka responded.

RETENTION

Vallencia Lloyd asked Tabitha Garcia, Senior Director of Customer Success to discuss Member Retention. Tabitha Garcia presented the Recertification Update, Impact of the HRA

Auto-Extension Phase Out, Recertification Strategy & Announcements, Top Voluntary Disenrollment Codes for 2024, Top Involuntary Disenrollment Codes for 2024, Disenrollment Text Message Survey Results, Traditional CSX Disenrollment Outreaches Saved in 2024 and 2024 MetroPlus Overall Retention.

Committee Members asked questions regarding retention efforts, transition to Salesforce Marketing Cloud, providers responsibility to recertification efforts and voluntary and involuntary disenrollment.

Lila Benayoun, Chief Operating Officer, Dr. Talya Schwartz and Tabitha Garcia responded.

MEMBERSHIP & MARKETSHARE

Vallencia Lloyd asked that we move on to discuss Membership & Market Share. Steven Mitchell, Vice President of Sales presented the 12-Month Membership Performance by lines of business.

Committee Members asked questions regarding Broker Activity and QHP membership.

Steven Mitchell and Dr. Talya Schwartz responded.

PROVIDER DATA MANAGEMENT

Vallencia Lloyd asked that we move on to discuss Provider Data Management. Jeffrey Wojtasik, Vice President of Health Analytics presented the Program Overview and Providers Added to the Network in 2024.

Committee Members asked questions regarding providers that were added to our network and high utilizing providers.

Dr. Talya Schwartz, Jeffrey Wojtasik and Brindha Sridhar, Vice President of Customer Experience and Strategy responded.

PROVIDER ACTIVATION INITIATIVE

Vallencia Lloyd asked that we move on to discuss the Provider Activation Initiative. Brindha Sridhar, Vice President of Customer Experience Strategy and Laura Saccone-Santella, Chief Brand & marketing Officer presented the Program Overview, results as of March 18th, 2025, Contact Related Follow-Ups and Provider Survey Update.

Committee Members and Dr. Schwartz made comments regarding the results of the Provider Outreach Initiative.

2024 ANNUAL PROVIDER SATISFACTION SURVEY RESULTS

Vallencia Lloyd asked that we move on to discuss the 2024 Annual Provider Satisfaction Survey Results. Lila Benayoun, Chief Operation Officer presented the Methodology, Composite Summary Rate Scores, Key Findings, Loyalty Analysis, Summary Rate Scores and Competitive Comparison.

Committee Members asked questions and made comments regarding Rate Scores and Competitive Campaigns.

Lilar Benayoun responded.

MARKETING CAMPAIGN

Vallencia Lloyd asked that we move on to discuss MetroPlusHealth's 2025 Spring Campaign. Kenrick Louie, Deputy Chief Marketing & Brand Officer presented The Year of the Phone Call, 2024 In Review, Why We Need to Modulate, What Drives Calls and Distinction, Headline and Payoff – the New Campaign Messaging, RTBS Ranked With Averages and finally, the Spring Campaign.

Committee Members asked a question regarding the Spring Campaign and scheduling appointments with H+H providers/facilities.

Laura Saccone-Santella responded.

CALL CENTER

Vallencia Lloyd asked that we move on to discuss the Call Center. Lila Benayoun, Chief Operating Officer presented Member Call Volume Trends, Abandonment Rate for Member Calls, Provider Call Volume Trends, Abandonment Rate for Provider Calls and NPS Call Center Trends. In the interest of time, we asked Committee Members to review the Complaints presentation and circle back with any questions.

IT UPDATE ON DIVESTITURE & DATA CENTER

Vallencia Lloyd asked that we move on to discuss the IT Update on Divestiture & Data Center. Ganesh Ramratan presented the Background, Projects Overview, Network Separation/Segmentation, Primary Data Center Move, Secondary Data Center Move and Virtual Infrastructure Migration.

Dr. Schwartz briefly discussed and updated the Committee on the Single Statewide Fiscal Intermediary (FI) initiative.

There being no further business, Vallencia Lloyd adjourned the meeting at 12:18 P.M.

**Minutes
of
March 26th, 2025
Finance Committee Meeting**

MetroPlus Health Plan, Inc.

Finance Committee Meeting

Wednesday, March 26th, 2025

Finance Committee Minutes

The meeting of the Finance Committee of the MetroPlus Health Plan, Inc. (hereafter “MetroPlus or the Plan”) was held in the 7th Floor Boardroom at 50 Water Street, New York, NY 10004 on the 26th day of March 2025 at 1:00 P.M.

The following Finance Committee Members were present via video conference or in-person:

Sally Pinero-Hernandez

Frederick Covino

Dr. Talya Schwartz

James Cassidy

Frederick Covino, Chair of the Finance Committee, called the meeting to order at 1:03 P.M.

Frederick Covino chaired the meeting and Angela Minerva, kept the minutes, thereof.

ADOPTION OF THE MINUTES

The minutes of the Finance Committee meeting held on December 11th, 2024, were presented to the Committee. On a motion by Frederick Covino and duly seconded, the Committee adopted the minutes.

NEW BUSINESS

FINANCE COMMITTEE REPORT

Frederick Covino asked that Lauren Leverich Castaldo, Chief Financial Officer discuss the Finance Committee Report.

Laurne presented the 2024 Q4 Utilization Summary, Revenue Projection Update – Original vs. Restate, Rate Updates, 2024 Q4 MMCOR P&L, QHP Review, Medicare Review, EP Review, MLTC Review, Current Year Operating Income By Lines of Business, 2024 Q4 Forecast vs. Actual, Future Rate Changes, Other Anticipated Rate Changes, Proposed State Budget SFY 2025 Highlights, Federal Chaos, Federal Funding Updates – Essential Plan (Phase 1), Federal Funding Updates – Proposed MetroPlusHealth FY25 Administrative Savings, Administrative Expense – Budget v. Actual, Financial Performance Assets, Financial Performance Liabilities & Net Worth, MetroPlusHealth Investments, OTC/Flex Card, VBP Performance Q4 2024, Non-Risk Facilities Risk Surplus, Membership Trend 2022 to 2024,

Market Share, Recertifications, Risk Adjustment, Provider Contracting and Full Medical Network.

Board Members asked questions regarding 2024 Q4 Utilization, MLTC Review, Proposed FY25 Administrative Savings and Non-Risk Facilities Risk Surplus.

Both Lauren Leverich and Dr. Talya Schwartz, President & CEO responded.

There being no further business, Frederick Covino adjourned the meeting at 2:00 P.M.