



June 29, 2021

Via electronic mail and Federal Express

William Elsass, MD
Chief Medical Officer
Mind Springs Health
136 Windward Cir
Breckenridge, CO 80424

Dear Dr. Elsass,

Rocky Mountain Health Plans (RMHP) is in receipt of your response to our quality of care review, dated June 17, 2021. Thank you for your response and please be advised that RMHP accepts Mind Springs Health's proposed Corrective Action Plan.

Please provide RMHP written progress reports regarding implementation of the Correction Action Plan at 30, 60, 90, and 180 days. In these progress reports, Mind Springs Health must document and demonstrate:

- How all cited deficiencies will be resolved through the development, implementation and regular review of new policies and processes.
- How new policies and processes will be communicated to staff.
- How staff and leadership training will be conducted for all new policies and processes.
- Which systems and workflows will be utilized to support new policies and processes.
- How compliance with all policies and processes will be actively monitored going forward.

Policies and process documentation submitted to RMHP in the progress reports must include revision dates and executive approvals and signatures.

Required next steps:

- Submission of the initial progress report and supporting documentation to RMHP no later than 8/1/2021.
- Resolution of any changes to the CAP and/or supporting documentation required by RMHP within the timeframe(s) specified by RMHP.

- Submission of regular, written progress reports regarding all elements of the CAP to RMHP, no later than 9/1/2021, 10/1/2021, 11/1/2021 and 12/1/2021, and further upon request by RMHP through 8/1/2023.

RMHP will conduct a 6-month (180-day) re-evaluation, which may include an additional medical record review, to determine if the Corrective Action Plan is adequately remediating the noted deficiencies. At a later date, RMHP will determine if Mind Springs Health has met the Corrective Action Plan goals and whether continued monitoring and oversight by RMHP is warranted.


Please note that RMHP's acceptance of the proposed Corrective Action Plan will not prevent RMHP from pursuing or exercising any contractual or other legal or equitable remedy available to RMHP.

Please submit the requested written progress reports to RMHP at the address below.

Rocky Mountain Health Plans
QI Department
Attn: Dr. Lisa Latts, Chief Medical Officer, RMHP
PO Box 10600
Grand Junction, CO 81502

Feel free to call with questions regarding this letter at 303-888-6002.

Sincerely,



Lisa Latts, MD, MSPH, MBA, FACP
Chief Medical Officer

cc: Patrick Gordon, CEO, Rocky Mountain Health Plans,
Sharon Raggio, CEO, Mind Springs Health