

Response to 1 year follow up review-009 Samaritan-Norco
Received by OHA by email 7/11/2024

RFI 2: OHA requested a complete copy of the contract between Norco and InterCommunity Health Network CCO. The file you provided titled "Samaritan Health Plans Inc_Norco-Executed_03.16.21 signed.pdf" contains a single signature page only. This may be in error as your response indicated the complete signed contract should be attached. Please provide us with a complete copy of the contract between Norco and InterCommunity Health Network (IHN) CCO. **Attached**

RFI 6: The data in the worksheet "RFI 6" in the file "009 Samaritan-Norco 1Y Follow-Up RFI 20230605.xlsx" appears to be counts of services or equipment provided. This request was for performance metrics related to the fulfillment of DME orders. Some examples include (but are not limited to): average time to fulfill orders, average time to complete a repair. If such metrics are not captured in the normal course of business, please state as much. **No such metric captured in the normal course of business.**

RFI 7: The data in the worksheet "RFI 7" in the file "009 Samaritan-Norco 1Y Follow-Up RFI 20230605.xlsx" appears to be counts of services or equipment provided. This request was for performance metrics related to the fulfillment of maintenance requests. Some examples include (but are not limited to): average time to fulfill orders, average time to complete a repair. If such metrics are not captured in the normal course of business, please state as much. **No such metric captured in the normal course of business.**

Supplemental Request for Information:

RFI 9: As a follow-up to the information provided in response to RFI #1, please provide the date that Corvallis-SW located at 845 SW 30th St, Ste 200, Corvallis, OR, closed. **12/1/2023**