

**ADMINISTRATION**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
ADM 001	MISSION, VISION, AND VALUES	06/12/12	06/12/12	
ADM 002	HPN ORGANIZATIONAL CHART	06/12/12	09/10/18	
ADM 003	GOVERNANCE	06/12/12	09/20/17	
ADM 004	IDENTITY THEFT (SB-168)	03/12/13	06/07/18	
ADM 005	LIST OF COMMITTEE MEMBER QUORUM RESPONSIBILITIES	06/12/12	09/09/14	
ADM 007	CONFIDENTIALITY OF MEDICAL RECORDS	06/12/12	01/16/15	
ADM 010	TRAINING & EDUCATION	08/13/19	08/20/19	
ADM 011	DELEGATION OVERSIGHT PROCESS	06/12/12	10/22/21	
P-001	HPN DELEGATION OVERSIGHT PROCESS	10/22/21		10/22/21
P-002	HPN ANNUAL AUDIT REAUDIT PROCESS	10/22/21		10/22/21
ADM 012	MAILING OF WRITTEN MATERIALS	09/16/20	09/16/20	
P-001	MAILING OF WRITTEN MATERIALS	09/16/20		09/16/20
ADM 013	UTILIZATION MANAGEMENT SYSTEM CONTROLS	10/22/21	11/18/21	
P-001	UM SYSTEM CONTROLS	10/22/21		11/18/21

**COMPLIANCE**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
CP GN-01	COVERED ENTITIES WITH STATE LAW	12/01/19	12/01/19	
CP GN-02	COMPLIANCE PROGRAM AND POLICIES & PROEDURES	12/01/19	12/01/19	
CP GN-03	COMPLIANCE EDUATION & TRAINING	12/01/19	12/01/19	
CP GN-04	NEW PROVIDER ORIENTATION & TRAINING	12/01/19	12/01/19	
CP GN-05	FRAUD, WASTE & ABUSE AND COMPLIANCE	12/01/19	12/01/19	
CP GN-06	WHISTLEBLOWER PROTECTION	12/01/19	12/01/19	
CP GN-07	GENERAL SECURITY CONTROLS	12/01/19	12/01/19	
CP GN-08	ACTIONS TO MITIGATE BREACH RISK	12/01/19	12/01/19	
CP GN-09	ROUTINE MONITORING AUDITING & IDENTIFICATION OF RISKS	12/01/19	12/01/19	
CP GN-10	CONFLICT OF INTEREST POLICY & ACKNOWLEDGEMENT	12/01/19	12/01/19	
CP GN-11	AB 2941 CALIFORNIA STATE OF EMERGENCY	12/01/19	12/01/19	
CP GN-12	PANDEMIC PREPAREDNESS AND RESPONSE PLAN	03/19/20	03/19/20	
CP PV-01	HIPAA COMPLIANCE & ENFORCEMENT	12/01/19	12/01/19	
CP PV-02	PRIVACY INSPECTION WALK THROUGH	12/01/19	12/01/19	
CP PV-03	NOTIFICATION & INVESTIGATION OF BREACH	12/01/19	12/01/19	
CP PV-04	HIPAA MINIMUM NECESSARY DATA REQUEST & DISCLOSURE	12/01/19	12/01/19	
CP PV-05	NOTICE TO PATIENTS RELATED TO HEALTH INFORMATION PRACTICES	12/01/19	12/01/19	
CP PV-06	PATIENT AMENDMENT OF HEALTH INFORMATION	12/01/19	12/01/19	
CP PV-07	DISPOSAL OF PROTECTED HEALTH INFORMATION	12/01/19	12/01/19	
CP PV-08	REQUESTS FOR RESTRICTIONS ON PERSONAL HEALTH INFORMATINO	12/01/19	12/01/19	
CP PV-09	INFORMATION RELEASE OF MEDICAL	12/01/19	12/01/19	
CP PV-10	SANCTIONS FOR HIPAA VIOLATIONS	12/01/19	12/01/19	
CP PV-11	HIPAA COMPLIANCE AS IT RELATES TO Bas	12/01/19	12/01/19	
CP PV-12	SAFEGUARD OF PHI DURING TRANSPORTATION	12/01/19	12/01/19	
CP PV-13	CONFIDENTIALITY RELATED TO PHI	12/01/19	12/01/19	
CP PV-14	FAXING OF PATIENT IDENTIFIABLE MEDICAL INFORMATION	12/01/19	12/01/19	
CP PV-15	HIPAA COMPLIANCE AS IT RELATES TO EMAIL & ELECTRONIC DATA TRANSMISSION	12/01/19	12/01/19	
CP PV-16	CONFIDENTIALITY OF MEMBER INFORMATION	12/01/19	12/01/19	
CP PV-17	RECORD RETENTION	12/01/19	12/01/19	
CP PV-18	PAPER DOCUMENT CONTROLS	12/01/19	12/01/19	
CP PV-19	DOCUMENTATION & ACCOUNTING OF DISCLOSURES	12/01/19	12/01/19	

**COORDINATION OF CARE**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
CC 001	CARE MANAGEMENT/CARE COORDINATION PROGRAM	03/12/13	07/08/20	
CC 002	CASE MANAGEMENT CONDITIONS	03/12/13	12/17/15	
CC 003	COORDINATION AND CONTINUITY OF CARE	06/12/12	09/10/18	
CC 004	CASE MANAGEMENT OF HOME HEALTH, PALLIATIVE CARE AND HOSPICE SERVICES	03/12/13	02/13/18	
CC 005	COMPLEX CASE MANAGEMENT	03/12/13	02/22/22	
P-001	COMPLEX CASE MANAGEMENT	07/21/21		07/21/21
ADDENDUM	COMPLEX CASE MANAGEMENT ADDENDUM	07/21/21		02/22/22
CC 006	TRANSITION COORDINATION OF CARE FOR CAL MEDICCONNECT (CMC) AND MEDICARE-MEDICAID PLANS (MMP)	12/09/14	05/08/18	
CC 007	TRANSPLANT CASE MANAGEMENT	03/12/13	04/29/19	
CC 008	TRANSITION OF CARE	12/17/15	06/07/18	
CC 009	CARE COORDINATION SNP	02/22/22	02/22/22	
P-001	CARE COORDINATION SNP	02/22/22		02/22/22
ADDENDUM	ADDENDUM	02/22/22		02/22/22

**CREDENTIALING**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
CRD 001	CONFIDENTIALITY OF CREDENTIALING FILES	06/10/08	06/10/20	
CRD 003	FACILITY, OFFICE SITE AND MEDICAL RECORDS REVIEW	08/11/15	06/10/20	
CRD 004	UPDATING MEDICAL MALPRACTICE INSURANCE	08/11/15	06/10/20	
CRD 005	DHCS PROVIDER SCREENING AND ENROLLMENT	11/06/18	06/10/20	
CRD 006	QUALITY OF THE CREDENTIALING PROGRAM	02/12/19	06/10/20	
CRD 007	PROVIDERS FOUND DURING ONGOING MONITORING OF BOARDS	04/02/19	06/10/20	
CRD 008	ELIGIBILITY AND CREDENTIALING PROCESS	02/11/20	06/10/20	

CRD	009	CREDENTIALING COMMITTEES	02/11/20	06/10/20	
CRD	010	MONITORING SANCTIONS AND DISCIPLINARY ACTIONS	02/11/20	06/10/20	
CRD	011	PRACTITIONER RIGHTS & RESPONSIBILITIES	02/11/20	06/10/20	
CRD	012	CMS PRECLUSION LIST PROCESS	02/11/20	06/10/20	
CRD	013	CREDENTIALING SYSTEM CONTROLS	02/11/20	06/10/20	
	DTP-A	ACTIVITY LOGS	02/22/22		02/22/22
CRD	014	HDO CREDENTIALING AUTHORITY & ELIGIBILITY	04/08/20	06/10/20	
CRD	015	HDO INITIAL CREDENTIALING PROCESS	04/08/20	06/10/20	
CRD	016	HDO RE-CREDENTIALING & COMMITTEE REVIEW PROCESS	04/08/20	06/10/20	
CRD	017	IDENTIFICATION OF HIV/AIDS SPECIALIST	05/12/20	05/12/20	
CRD	018	SCOPE OF PRACTITIONER CREDENTIALING	06/10/20	06/10/20	
CRD	019	PRACTITIONER CONDUCT CORRECTIVE ACTIONS	06/10/20	06/10/20	
CRD	020	PRACTITIONER CONDUCT REPORTING REQUIREMENTS	06/10/20	06/10/20	
CRD	021	JUDICIAL REVIEW AND APPEAL RIGHTS PROCESS	06/10/20	06/10/20	
CRD	022	THE INCAPACITY OR DEATH OF A PROVIDER	03/16/21	03/16/21	
CRD	023	SCOPE OF THE CREDENTIALING PROGRAM	02/22/22	02/22/22	

**GRIEVANCE AND APPEALS HEALTH PLAN ASSIST PROCESSES**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
GA 003	GRIEVANCE AND APPEALS	02/11/14	12/09/14	
GA 004	GRIEVANCE COMPLAINT AND APPEAL PROCESS	09/09/14	11/09/21	
P-001	GRIEVANCE COMPLAINT AND APPEAL PROCESS	11/09/21		11/09/21
GA 005	PROVIDER CHALLENGE TO QIC LEVELING	02/11/14	12/09/14	
GA 006	APPEALS	11/09/21	11/09/21	
P-001	APPEALS	11/09/21		11/09/21

**HEALTH EDUCATION**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
HE 002	READABILITY AND SUITABILITY OF HEALTH EDUCATION MATERIALS	03/16/21	03/16/21	
P-001	READABILITY AND SUITABILITY OF HEALTH EDUCATION PROCEDURES & PROCESSES	03/16/21		03/16/21

**LEGISLATIVE OVERSIGHT**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
LEG 005	RELEASE OF MEDICAL INFORMATION (AB-416)	06/12/12	06/12/12	
LEG 008	CONFIDENTIALITY OF MEDICAL RECORDS STATEMENT (SB-56)	06/12/12	06/12/12	

**MANAGEMENT INFORMATION SYSTEMS**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
MIS 001	INTERNET AND COMPUTER USAGE	08/17/00	04/15/05	
MIS 002	PASSWORD CREATION AND USAGE	12/01/02	12/01/08	
MIS 003	ANTI VIRUS	04/20/05	04/20/05	
MIS 004	DISASTER RECOVERY PLANNING POLICY	04/15/05	04/15/05	
MIS 005	MANAGEMENT OF COMPUTER SECURITY INCIDENTS	04/15/05	04/15/05	
MIS 006	AUTOMATIC LOGOFF	04/20/05	04/20/05	
MIS 007	MANDATORY WORKFORCE TRAINING	04/15/05	04/15/05	
MIS 008	ENSURING THE SECURITY OF ELECTRONIC DATA	04/14/05	04/14/05	
MIS 009	SERVER SECURITY POLICY	08/17/00	12/01/03	
MIS 010	SECURITY AUDIT CONTROL	04/14/05	04/14/05	
MIS 011	DATA BACKUP AND RETENTION	04/15/05	11/17/15	
MIS 012	ELECTRONIC MAIL CONTAINING PROTECTED HEALTH INFORMATION (PHI)	04/15/05	04/15/05	
MIS 013	MISUSE OF RESOURCES	04/14/05	04/14/05	
MIS 014	INTRUSION DETECTION	04/14/05	04/14/05	
MIS 015	PROCESS OF SECURITY MANAGEMENT	04/14/05	04/14/05	
MIS 016	HIPAA INFORMATION SECURITY AUDIT AND RISK ANALYSIS	04/14/05	04/14/05	
MIS 017	HPN DISASTER RECOVERY PLAN	01/11/06	01/11/06	
MIS 018	INFORMATION SYSTEMS ACCESS POLICY	04/14/05	04/14/05	
MIS 019	DEVICE AND MEDIA CONTROLS	04/14/05	04/14/05	
MIS 020	TRANSMISSION OF EPHI	04/14/05	04/14/05	
MIS 021	INDIVIDUAL OR IDENTITY AUTHENTICATION	04/14/05	12/01/08	
MIS 022	FACILITIES ACCESS CONTROLS	04/14/05	04/14/05	

**NETWORK MANAGEMENT**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
NM 001	LETTERS OF INTEREST	11/14/17	11/14/17	

**PATIENT SAFETY**

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
PS 001	ADVERSE EVENTS	02/11/14	02/09/21	
P-001	ADVERSE EVENTS PROCEDURES	11/10/20		02/09/21
PS 004	POTENTIAL QUALITY ISSUES	09/09/14	09/28/21	
P-001	POTENTIAL QUALITY ISSUES PROCEDURE	11/10/20		09/28/21
PS 005	PROVIDER PREVENTABLE CONDITIONS - REPORTING	05/08/18	05/08/18	

**PHARMACY & THERAPEUTICS**

POLICY	#	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
PT	002	PREFERRED MEDICATION LIST MANAGEMENT	05/16/17	10/14/20	
	P-001	PREFERRED MEDICATION LIST MANAGEMENT	10/14/20		10/14/20
PT	004	PRESCRIPTION DRUG PRIOR AUTHORIZATION PROCESS	01/09/20	01/09/20	
	P-001	PRESCRIPTION DRUG PRIOR AUTHORIZATION PROCESS	01/09/20		01/09/20

**QUALITY IMPROVEMENT**

POLICY	#	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
QI	001	PROGRAM STRUCTURE	02/11/14	03/16/21	
	P-001	PROGRAM STRUCTURE	03/16/21		03/16/21
QI	002	PROGRAM OPERATIONS	02/11/14	03/16/21	
	P-001	PROGRAM OPERATIONS	03/16/21		03/16/21
QI	003	HEALTH SERVICES CONTRACTING	02/11/14	12/09/14	
QI	004	AVAILABILITY OF PRACTITIONERS	02/11/14	02/22/22	
	APPENDIX A	CAL OPTIMA GEOGRAPHIC STANDARDS	10/22/21		02/22/22
	P-001	AVAILABILITY OF PRACTITIONERS	10/22/21		02/22/22
QI	005	CULTURAL & LINGUISTIC NEEDS (C&L)	02/11/14	08/07/18	
QI	006	MEMBER ACCESS TO CARE	02/11/14	10/22/21	
QI	007	MEMBER EXPERIENCE SURVEYS	02/11/14	12/09/14	
QI	008	MEMBER EXPERIENCE ANNUAL REVIEW	02/11/14	12/09/14	
QI	009	CLINICAL PRACTICE GUIDELINES	02/11/14	03/16/21	
	P-001	CLINICAL PRACTICE GUIDELINES	03/16/21		03/16/21
QI	010	PREVENTIVE HEALTH GUIDELINES	02/11/14	12/09/14	
QI	011	HEDIS PERFORMANCE MEASUREMENT	12/09/14	12/09/14	
QI	012	CONTINUITY OF CARE	02/11/14	12/09/14	
QI	013	CONTINUITY & COORDINATION OF CARE BETWEEN MEDICAL AND BEHAVIORAL HEALTH	02/11/14	09/20/17	
QI	014	DELEGATION OF QUALITY MANAGEMENT AND IMPROVEMENT	12/09/14	12/09/14	
QI	015	COMPLIANCE OVERSIGHT AUDITS	04/08/14	01/16/15	
QI	016	MEMBER'S RIGHTS AND RESPONSIBILITIES	12/09/14	11/17/15	
QI	017	MEDICAL RECORD CONTENT - MEDICAL & BEHAVIORAL HEALTH	02/11/14	12/22/20	
	P-001	MEDICAL RECORD CONTENT - MEDICAL & BH PROCEDURE	12/22/20		12/22/20
QI	018	MEDICAL RECORD AUDIT PROCESS	02/11/14	11/10/20	
	P-001	MEDICAL RECORD AUDIT PROCESS PROCEDURE	11/10/20		11/10/20
QI	020	UTILIZATION MANAGEMENT INTER-RATER RELIABILITY	03/16/21	01/13/22	
	P-001	INTER-RATER RELIABILITY	03/16/21		01/13/22

**UTILIZATION MANAGEMENT**

POLICY	#	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
UM	001	EXPERIMENTAL AND/OR INVESTIGATIONAL SERVICES	06/07/18	03/16/21	
	P-001	PROCESSING REQUESTS FOR E & I SERVICES	01/09/20		03/16/21
	ADDENDUM	EXPERIMENTAL AND INVESTIGATIONAL SERVICES ADDENDUM	01/13/22		01/13/22
UM	003	MAMMOGRAPHY, SCREENING & DIAG. FOR BREAST CANCER	06/12/12	03/16/21	
	P-001	MAMMOGRAPHY, SCREENING & DIAG. FOR BREAST CANCER	03/16/21		03/16/21
UM	004	MONITORING OF UTILIZATION MANAGEMENT	06/12/12	03/16/21	
	P-001	MONITORING OF UTILIZATION MANAGEMENT	01/09/20		03/16/21
UM	005	STANDING REFERRALS	06/12/12	08/11/20	
	P-001	PROCESSING REQUESTS FOR STANDING REFERRALS	01/09/20		01/23/20
UM	006	BOARD CERTIFIED CONSULTANTS FOR UM DETERMINATIONS	04/08/14	01/09/20	
	P-001	USING BOARD CERTIFIED CONSULTANTS	01/09/20		01/09/20
UM	009	POST STABILIZATION CARE & TRANSFER	06/12/12	10/22/21	
	P-001	POST STABILIZATION CARE & TRANSFER	12/22/20		10/22/21
	P-002	POST STABILIZATION CARE & TRANSFER REQUIRED ANNUAL NOTICES	10/22/21		10/22/21
UM	010	COMPLIANCE WITH SPECIAL CA HEALTHCARE LAWS	06/12/12	10/22/21	
	P-001	COMPLIANCE WITH SPECIAL CA HEALTHCARE LAWS	01/09/20		10/22/21
UM	013	CALIFORNIA CHILDRENS SERVICE (CCS) PROGRAM	03/12/13	04/08/20	
	P-001	CALIFORNIA CHILDRENS SERVICE (CCS)	04/08/20		03/16/21
UM	014	APPLIED BH HEALTH ANALYSIS - AUTISTIC DISORDERS	12/11/12	01/09/20	
	P-001	BEHAVIORAL HEALTH SERVICES	01/09/20		01/09/20
UM	015	MENTAL HEALTH AND SUBSTANCE ABUSE PARITY SERVICES	12/11/12	08/10/21	
	P-001	MENTAL HEALTH AND SUBSTANCE ABUSE PARTY SERVICES	01/09/20		08/10/21
UM	018	CLINICAL TRIALS	03/12/13	10/22/21	
	P-001	CLINICAL TRIALS	01/09/20		10/22/21
UM	019	SECOND AND THIRD OPINIONS	06/12/12	08/10/21	
	P-001	PROCESSING REQUESTS FOR SECOND AND THIRD OPINIONS	06/10/20		08/10/21
	ADDENDUM	PROCESSING REQUESTS FOR SECOND AND THIRD OPINIONS - HEALTH PLAN SPECIFIC REQUIREMENTS	08/10/21		08/10/21
UM	020	COMPREHENSIVE PERINATAL SERVICE PROGRAM (CPSP)	03/12/13	03/16/21	

	P-001	COMPREHENSIVE PERINATAL SERVICE PROGRAM (CPSP)	03/16/21		03/16/21
UM	021	PROVIDER TERMINATION	03/12/13	10/22/21	
	P-001	PROVIDER TERMINATION	03/16/21		03/16/21
UM	022	PRIMARY CARE PROVIDERS	03/12/13	03/16/21	
	P-001	PRIMARY CARE PROVIDERS	03/16/21		03/16/21
UM	023	SUPPORT FOR & EFFTUATIONS OF APPEALS / RECONSIDERATIONS	03/12/13	03/16/21	
	P-001	SUPPORT FOR & EFFECUTIONS OF APPEALS / RECONSIDERATIONS	06/10/20		03/16/21
UM	024	MEDI-CAL PALLIATIVE CARE	05/08/18	12/22/20	
	P-001	MEDI-CAL PALLIATIVE CARE	12/22/20		12/22/20
UM	026	WOMEN'S HEALTH DIRECT ACCESS (OB-GYN)	03/12/13	01/23/20	
	P-001	WOMEN'S HEALTH SERVICE	01/09/20		01/23/20
UM	027	TERMINATION OF SERVICES IN SNF/HHA/CORF/HOSPICE (NOMNC/DENC)	03/12/13	12/22/20	
	P-001	NOMNC/DENC	12/22/20		12/22/20
UM	028	TERMINATION OF INPATIENT HOSPITAL SERVICES (DND)	03/12/13	12/22/20	
	P-001	DND	12/22/20		12/22/20
UM	029	EMERGENCY SERVICES	04/08/12	05/11/21	
	P-001	EMERGENCY SERVICES	05/12/20		05/11/21
UM	030	EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT) SERVICES AND THE CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM	03/12/13	02/09/21	
	P-001	EPSDT & CHDP	02/09/21		02/09/21
UM	032	HOSPICE SERVICES AND COVERAGE	03/12/13	10/22/21	
	P-001	HOSPICE SERVICES AND COVERAGE	12/22/20		10/22/21
UM	035	UTILIZATION MANAGEMENT INTERFACE WITH QUALITY MANAGEMENT	03/12/13	03/12/13	
UM	036	NON-EMERGENCY MEDICAL AND NON-MEDICAL TRANSPORTATION (NEMT/NMT)	05/08/18	02/09/21	
	P-001	NEMT/NMT	02/09/21		02/09/21
UM	037	AVAILABILITY OF UTILIZATION MANAGEMENT STAFF	03/12/13	03/16/21	
	P-001	AVAILABILITY OF UTILIZATION MANAGEMENT STAFF	01/09/20		03/16/21
UM	038	NON-INCENTIVE UM DECISIONS & ECONOMIC PROFILING	03/12/13	09/16/20	
	P-001	AFFIRMATION OF NON-INCENTIVES FOR UM DECISION MAKING	09/16/20		09/16/20
UM	039	RETROSPECTIVE AUTHORIZATIONS	03/12/13	02/09/21	
	P-001	REQUESTS FOR RETROSPECTIVE AUTHORIZATIONS	01/09/20		02/09/21
	P-002	ALTERNATE PAYOR SOURCES	03/16/21		03/16/21
UM	040	OUT-OF-NETWORK MEMBER SERVICES MONITORING	03/12/13	03/12/13	
UM	041	END OF LIFE OPTION ACT	08/02/16	03/16/21	
	P-001	END OF LIFE OPTION ACT	03/16/21		03/16/21
UM	042	SENSITIVE SERVICES PROVISION OF SERVICES & COMMUNICATION	05/01/13	01/09/20	
	P-001	SENSITIVE SERVICES	01/09/20		01/09/20
UM	043	CONTINUITY OF CARE	01/24/14	02/22/22	
	P-001	CONTINUITY OF CARE	01/09/20		02/22/22
	ADDENDUM	CONTINUITY OF CARE ADDENDUM	02/22/22		02/22/22
UM	047	RECONSTRUCTIVE AND COSMETIC SURGERY	03/12/13	01/09/20	
	P-001	RECONSTRUCTIVE AND COSMETIC SURGERY	01/09/20		01/09/20
UM	048	PRIOR AUTHORIZATION PROCESS	03/12/13	02/22/22	
	P-001	PROCESSING MEMBER REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		10/22/21
	P-002	PROCESSING REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		10/22/21
	P-002-A	ADDENDUM	10/22/21		10/22/21
	P-003	DISMISSING REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		02/22/22
	P-004	DENIAL OF REQUEST FOR EXPEDITED/URGENT DETERMINATION	01/09/20		01/09/20
	P-005	REQUESTING CLINICAL INFORMATION & EXTENDING DECISION TIME FRAME	01/09/20		10/22/21
	P-005-A	ADDENDUM	10/22/21		10/22/21
	P-007	TERTIARY CARE AND SERVICES	09/16/20		10/22/21
	P-008	ALTERNATE PAYOR	03/16/21		3/16/2021
UM	049	STATES OF EMERGENCY AND DISASTERS	06/20/18	05/11/21	
	P-001	STATES OF EMERGENCY AND DISASTERS	02/09/21		02/09/21
UM	050	UTILIZATION MANAGEMENT REVIEW CRITERIA	01/02/19	10/22/21	
	P-001	UM CRITERIA & MEDICAL NECESSITY REVIEWS	01/09/20		10/22/21
	P-001-A	ADDENDUM	10/22/21		10/22/21
	P-002	MEDICAL NECESSITY DETERMINATIONS IN THE ABSENCE OF CRITERIA	10/22/21		10/22/21
UM	051	RETENTION, STORAGE, RETRIEVAL AND DESTRUCTION OF INACTIVE MEDICAL RECORDS	03/12/13	05/08/18	
UM	052	OUT OF NETWORK SERVICES (Not Including Emergeny Services)	03/12/13	10/22/21	
	P-001	PROCESSING REQUESTS FOR OUT OF NETWORK (OON) SERVICES	01/09/20		10/22/21
	P-001-A	OUT OF NETWORK (OON) ADDENDUM	10/22/21		10/22/21
UM	053	WITHDRAWAL & CANCELLATION OF P.A. REQUESTS	09/10/18	02/22/22	
	P-001	WITHDRAWAL & CANCELLATION OF P.A. REQUESTS	01/09/20		02/22/22

	P-002	HANDLING OF MISCLASSIFIED INITIAL DETERMINATIONS	05/11/21		05/11/21
UM	054	TREATMENT AUTHORIZATION - ELIGIBILITY	03/12/13	01/09/20	
	P-001	TREATMENT AUTHORIZATION - ELIGIBILITY	01/09/20		01/09/20
UM	058	UM TIMELINESS STANDARDS (TAT) STANDARDS	01/02/19	02/22/22	
	P-001	PRESERVICE DECISION TURNAROUND TIME (TAT)	05/22/20		02/22/22
	ADDENDUM	HEALTH PLAN SPECIFIC PROCEDURES FOR TURN AROUND TIME	02/22/22		02/22/22
	P-002	PROCESSING REQUESTS AFTER THE TURNAROUND TIME HAS EXPIRED	02/22/22		02/22/22
UM	059	ADVANCE DIRECTIVES	02/11/14	01/02/19	
UM	060	MEDICARE CERTIFIED FACILITIES	04/08/14	03/16/21	
	P-001	MEDICARE CERTIFIED FACILITIES	03/16/21		03/16/21
UM	061	HEALTH PLAN REPORTING	04/08/14	01/09/20	
	P-001	PROCESSING HEALTH PLAN REPORTING	01/09/20		01/09/20
UM	062	ACCESS TO MEDI-CAL PROGRAMS, WAIVERS & CARVE OUTS	12/11/12	05/11/21	
	P-001	ACCESS TO MEDI-CAL PROGRAMS, WAIVERS & CARVE OUTS	05/11/21		05/11/21
UM	063	BREASTFEEDING	12/11/12	01/23/20	
	P-001	BREASTFEEDING	01/09/20		01/23/20
UM	064	REOPENING OF UM DETERMINATIONS	07/30/14	08/10/21	
	P-001	REOPENING OF UM DETERMINATIONS - MEDICARE ADVANTAGE	01/09/20		08/10/21
UM	065	MEDICALLY NECESSARY DENTAL ANESTHESIA	09/09/14	01/09/20	
	P-001	MEDICALLY NECESSARY DENTAL ANESTHESIA	01/09/20		01/09/20
UM	066	DUALS SKILLED NURSING & LONG-TERM CARE COVERAGE	12/09/14	03/16/21	
	P-001	DUALS SKILLED NURSING & LONG-TERM CARE COVERAGE	03/16/21		03/16/21
UM	067	ALCOHOL MISUSE: SCREENING & BEHAVIORAL COUNSELING INTERVENTIONS IN PRIMARY CARE	12/09/14	07/08/20	
	P-001	ALCOHOL MISUSE: SCREENING & BEHAVIORAL COUNSELING INTERVENTIONS IN PRIMARY CARE	07/08/20		07/08/20
UM	068	INITIAL HEALTH ASSESSMENTS (IHAs) & STAYING HEALTHY ASSESSMENTS (SHAs)	12/11/12	11/10/20	
	P-001	INITIAL HEALTH ASSESSMENTS (IHAs)	11/10/20		11/10/20
	P-002	STAYING HEALTHY ASSESSMENTS (SHAs)	11/10/20		11/10/20
UM	069	ADVANCED PREMIUM TAX CREDIT (APTC) BUSINESS PROCESS FOR GRACE PERIOD	12/09/14	09/17/15	
UM	070	AUTHORIZED REPRESENTATIVE	12/11/12	07/21/21	
	P-001	AUTHORIZED REPRESENTATIVE	07/21/21		07/21/21
UM	072	ASSESSING MEMBER AND PROVIDER SATISFACTION WITH UM PROCESS	01/16/15	03/16/21	
	P-001	ASSESSING MEMBER AND PROVIDER SATISFACTION WITH UM PROCESS	03/16/21		03/16/21
UM	077	HEALTH EDUCATION PROGRAM DESCRIPTION, RESOURCES & MONITORING	03/01/13	02/11/20	
UM	079	INTERPRETER & TRANSLATION RESOURCES	12/11/12	01/02/19	
UM	080	LANGUAGE ASSISTANCE PROGRAM (LAP/LEP) REQUIREMENTS	12/11/12	08/20/19	
UM	082	EXPANDED MENTAL HEALTH SERVICES FOR MEDI-CAL MEMBERS	01/24/14	01/09/20	
	P-001	BEHAVIORAL HEALTH SERVICES	01/09/20		01/09/20
UM	083	BLOOD LEAD SCREENING OF YOUNG CHILDREN	02/11/14	12/22/20	
	P-001	BLOOD LEAD SCREENING OF YOUNG CHILDREN	12/22/20		12/22/20
UM	084	PREVENTATIVE SERVICES AND IMMUNIZATIONS	02/11/14	05/11/21	
	P-001	PREVENTATIVE SERVICES AND IMMUNIZATIONS	05/11/21		05/11/21
UM	086	OUT OF PLAN COORDINATION OF CARE/CASE MGMT	02/11/14	01/02/19	
UM	090	COMPREHENSIVE TOBACCO PREVENTION & CESSATION MEDI-CAL	05/12/15	02/09/21	
	P-001	COMPREHENSIVE TOBACCO PREVENTION & CESSATION MEDI-CAL	02/09/21		02/09/21
UM	091	ENSURING ACCESS TO TRANSGENDER SERVICES	01/01/15	03/16/21	
	P-001	TRANSGENDER SERVICES	01/09/20		01/13/22
	ADDENDUM	TRANSGENDER SERVICES ADDENDUM	01/13/22		01/13/22
UM	092	ENTERAL NUTRITION PRODUCTS COVERAGE AND WOMAN, INFANT AND CHILDREN'S (WIC) REFERRALS FOR MEDI-CAL MEMBERS	01/01/15	01/09/20	
	P-001	ENTERAL NUTRITION PRODUCTS FOR MEDI-CAL MEMBERS	01/09/20		01/09/20
UM	093	MASTECTOMY LENGTH OF STAY	01/01/99	12/22/20	
	P-001	MASTECTOMY LENGTH OF STAY	12/22/20		12/22/20
UM	094	MAIL PROCESS	03/22/19	07/21/21	
	P-001	MAIL PROCESS BFMC/CCPN	07/21/21		07/21/21
	P-002	MAIL PROCESS DOHC	07/21/21		07/21/21
	P-003	MAIL PROCESS HDMG	07/21/21		07/21/21
	P-004	MAIL PROCESS HVVMG	07/21/21		07/21/21
	P-005	MAIL PROCESS RMG, LMG & ADOC	07/21/21		07/21/21
	P-006	MAIL PROCESS SMG	07/21/21		07/21/21
UM	095	PROVIDER AND MEMBER NOTIFICATION	01/09/20	07/21/21	
	P-001	PROVIDER AND MEMBER NOTIFICATION	04/08/20		10/22/21
UM	097	CARVE-OUT & HEALTH PLAN RESPONSIBILITY	01/09/20	04/08/20	
	P-001	CARVE OUT SERVICES	04/08/20		04/08/20
	P-002	CARVE OUT PROCEDURE UNITED HEALTHCARE MEMBERS	12/22/20		12/22/20
UM	099	CALIFORNIA CHILDREN'S SERVICES WHOLE CHILD MODEL	01/09/20	01/09/20	

	P-001	CALIFORNIA CHILDREN'S SERVICES - WHOLE CHILD MODEL	01/09/20		01/09/20
UM	101	CONCURRENT REVIEW	12/22/20	12/22/20	
	P-001	CONCURRENT REVIEW	12/22/20		12/22/20
	P-002	ALTERNATE PAYOR SOURCES	03/16/21		03/16/21
UM	102	INPATIENT MANAGEMENT	02/09/21	02/09/21	
	P-001	ADMISSION TRACKING & INPATIENT CONCURRENT REVIEW	02/09/21		02/09/21
	P-002	DISCHARGE PLANNING & POST-DISCHARGE ACTIVITIES	02/09/21		02/09/21
UM	104	CONTINUITY OF CARE FOR MA MEMBERS	02/22/22	02/22/22	
	P-001	CONTINUITY OF CARE FOR MA MEMBERS	02/22/22		02/22/22

**WHOLE CHILD MODEL**

<i>POLICY</i>	<i>#</i>	<i>POLICY TITLE</i>	<i>ORIGINAL APPROVAL DATE</i>	<i>LAST POLICY REVISION DATE</i>	<i>LAST PROC. REVISION DATE</i>
WCM	001	WHOLE CHILD MODEL (WCM) CARE MANAGAMENT, CARE COORDINATION & COC	06/04/19	06/04/19	



**QUALITY IMPROVEMENT COMMITTEE APPROVAL:**

COMMITTEE CHAIR

3/1/2022

APPROVAL DATE



**UTILIZATION MANAGEMENT COMMITTEE APPROVAL:**

COMMITTEE CHAIR

3/1/2022

APPROVAL DATE