

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	04/13/23	
P-001	DELEGATION OVERSIGHT PROCESS	10/22/21		04/13/23
P-002	DELEGATION OVERSIGHT AUDIT PROCESS	10/22/21		04/13/23
ADM 012	MAILING OF WRITTEN MATERIALS	09/16/20	01/12/23	
P-001	MAILING OF WRITTEN MATERIALS	09/16/20		01/12/23
ADM 013	UTILIZATION MANAGEMENT SYSTEM CONTROLS	10/22/21	01/12/23	
P-001	UM SYSTEM CONTROLS	10/22/21		01/12/23

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	07/24/23	
CP GN-02	COMPLIANCE PROGRAM AND POLICIES & PROEDURES	12/01/19	07/24/23	
CP GN-03	COMPLIANCE EDUATION & TRAINING	12/01/19	07/24/23	
CP GN-05	FRAUD, WASTE & ABUSE AND COMPLIANCE	12/01/19	07/24/23	
CP GN-06	WHISTLEBLOWER PROTECTION	12/01/19	07/24/23	
CP GN-07	GENERAL SECURITY CONTROLS	12/01/19	07/24/23	
CP GN-08	ACTIONS TO MITIGATE BREACH RISK	12/01/19	07/24/23	
CP GN-09	ROUTINE MONITORING AUDITING & IDENTIFICATION OF RISKS	12/01/19	07/24/23	
CP GN-10	CONFLICT OF INTEREST	12/01/19	07/24/23	
CP GN-11	AB 2941 CALIFORNIA STATE OF EMERGENCY	12/01/19	07/24/23	
CP GN-12	PANDEMIC PREPAREDNESS AND RESPONSE PLAN	03/19/20	07/24/23	
CP GN-13	COMPLIANCE INCIDENT LOG	09/22/20	07/24/23	
CP GN-14	CONTRACT TEMPLATE FILING	10/19/20	07/24/23	
CP PV-01	HIPAA COMPLIANCE & ENFORCEMENT	12/01/19	07/24/23	
CP PV-02	PRIVACY INSPECTION WALK THROUGH	12/01/19	07/24/23	
CP PV-03	NOTIFICATION & INVESTIGATION OF BREACH	12/01/19	07/24/23	
CP PV-04	HIPAA MINIMUM NECESSARY DATA REQUEST & DISCLOSURE	12/01/19	07/24/23	
CP PV-05	NOTICE TO PATIENTS RELATED TO HEALTH INFORMATION PRACTICES	12/01/19	07/24/23	
CP PV-06	PATIENT AMENDMENT OF HEALTH INFORMATION	12/01/19	07/24/23	
CP PV-07	DISPOSAL OF PROTECTED HEALTH INFORMATION	12/01/19	07/24/23	
CP PV-08	REQUESTS FOR RESTRICTIONS ON PERSONAL HEALTH INFORMATION	12/01/19	07/24/23	
CP PV-09	RELEASE OF MEDICAL INFORMATION	12/01/19	07/24/23	
CP PV-10	SANCTIONS FOR HIPAA VIOLATIONS	12/01/19	07/24/23	
CP PV-11	HIPAA COMPLIANCE AS IT RELATES TO Bas	12/01/19	07/24/23	
CP PV-12	SAFEGUARD OF PHI DURING TRANSPORTATION	12/01/19	07/24/23	
CP PV-13	CONFIDENTIALITY RELATED TO PHI	12/01/19	07/24/23	
CP PV-14	FAXING OF PATIENT IDENTIFIABLE MEDICAL INFORMATION	12/01/19	07/24/23	
CP PV-15	HIPAA COMPLIANCE AS IT RELATES TO EMAIL & ELECTRONIC DATA TRANSMISSION	12/01/19	07/24/23	
CP PV-16	CONFIDENTIALITY OF MEMBER INFORMATION	12/01/19	07/24/23	
CP PV-17	RECORD RETENTION	12/01/19	07/24/23	
CP PV-18	PAPER DOCUMENT CONTROLS	12/01/19	07/24/23	
CP PV-19	DOCUMENTATION & ACCOUNTING OF DISCLOSURES	12/01/19	07/24/23	
CP PV-20	COORDINATION AMONG PAYERS FOR ELECTRONIC EXCHANGE OF HEALTH INFORMATION	10/24/23	10/24/23	

COORDINATION OF CARE

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
CC 004	HOME HEALTH CASE MANAGEMENT	03/12/13	02/14/23	
P-001	HOME HEALTH CASE MANAGEMENT	11/08/22		02/14/23
CC 005	COMPLEX CASE MANAGEMENT	03/12/13	07/14/23	
P-001	COMPLEX CASE MANAGEMENT	07/21/21		07/14/23
P-001-A	COMPLEX CASE MANAGEMENT HEALTH PLAN SPECIFIC REQUIREMENTS	07/21/21		07/14/23
CC 007	TRANSPLANT CASE MANAGEMENT	03/12/13	02/14/23	
P-001	TRANSPLANT CASE MANAGEMENT	11/08/22		02/14/23
P-001-A	TRANSPLANT CASE MANAGEMENT - HP SPECIFIC REQUIREMENTS	11/08/22		02/22/24
CC 009	CARE MANAGEMENT/CARE COORDINATION SNP	02/22/22	04/13/23	
P-001	CARE MANAGEMENT/CARE COORDINATION SNP	02/22/22		04/13/23
P-001-A	CARE MANAGEMENT/CARE COORDINATION SNP	02/22/22		11/14/23
CC 011	CARE COORDINATION	05/19/22	07/14/23	
P-001	CARE COORDINATION	05/19/22		07/14/23
CC 013	CARE MANAGEMENT/CARE COORDINATION PROGRAM - MEDI-CAL	11/08/22	07/14/23	
P-001	CARE MANAGEMENT/CARE COORDINATION PROGRAM (MEDI-CAL)	11/08/22		07/14/23
A	MEDI-CAL CASE MANAGEMENT	11/08/22		07/14/23

CREDENTIALING

POLICY #	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
CRD 001	CONFIDENTIALITY OF CREDENTIALING FILES	06/10/08	02/13/24	
CRD 003	FACILITY, OFFICE SITE AND MEDICAL RECORDS REVIEW	08/11/15	02/13/24	
CRD 004	UPDATING MEDICAL MALPRACTICE INSURANCE	08/11/15	02/13/24	
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	INITIAL AND RE-CREDENTIALING PROCESS	02/11/20	02/13/24	
CRD	009	CREDENTIALING COMMITTEE COMPOSITION AND ACTIONS	02/11/20	02/13/24	
CRD	010	MONITORING SANCTIONS AND DISCIPLINARY ACTIONS	02/11/20	02/13/24	
CRD	011	PRACTITIONER RIGHTS & RESPONSIBILITIES	02/11/20	02/13/24	
CRD	012	CMS PRECLUSION LIST PROCESS	02/11/20	06/10/20	
CRD	013	CREDENTIALING SYSTEM CONTROLS	02/11/20	11/14/23	
	P-001	NOTATING MODIFICATION TO CREDENTIALING INFORMATION	05/10/22		05/10/22
	P-002	CREDENTIALING SYSTEM MONITORING REPORTS	05/10/22		11/14/23
	P-003	CREDENTIALING SYSTEM OVERSIGHT	05/10/22		11/14/23
CRD	014	HDO CREDENTIALING AUTHORITY & ELIGIBILITY	04/08/20	02/13/24	
CRD	015	HDO INITIAL CREDENTIALING PROCESS	04/08/20	02/13/24	
CRD	016	HDO RE-CREDENTIALING & COMMITTEE REVIEW PROCESS	04/08/20	02/13/24	
CRD	017	IDENTIFICATION OF HIV/AIDS SPECIALIST	05/12/20	11/14/23	
CRD	018	SCOPE OF PRACTITIONER CREDENTIALING	06/10/20	02/13/24	
CRD	019	PRACTITIONER CONDUCT CORRECTIVE ACTIONS	06/10/20	02/13/24	
CRD	020	PRACTITIONER CONDUCT REPORTING REQUIREMENTS	06/10/20	02/13/24	
CRD	021	JUDICIAL REVIEW AND APPEAL RIGHTS PROCESS	06/10/20	02/13/24	
CRD	022	THE INCAPACITY OR DEATH OF A PROVIDER	03/16/21	02/13/24	
CRD	023	SCOPE OF THE CREDENTIALING PROGRAM	02/22/22	02/13/24	
CRD	024	PROVIDER TERMINATION	07/14/23	11/14/23	
	P-001	PROVIDER TERMINATION	07/14/23		11/14/23
	P-002	PROVIDER TERMINATIONS WHEN EXCLUDED FROM MEDI-CAL	11/14/23		11/14/23
	P-003	DECERTIFICATION AND SUSPENSION OF LONG-TERM CARE FACILITIES	11/14/23		11/14/23
CRD	025	OB-GYN AS PRIMARY CARE PROVIDERS	07/14/23	07/14/23	
CRD	026	PROVIDER ELIGIBILITY AND APPLICATION	02/13/24	02/13/24	
CRD	027	SHARED CREDENTIALLED PROVIDERS	02/13/24	02/13/24	

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	001	HEALTH EDUCATION PROGRAM	05/10/22	01/25/24	
HE	002	READABILITY AND SUITABILITY OF HEALTH EDUCATION PROCEDURES AND PROCESSES	03/16/21	01/25/24	

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	02/22/24	
	P-001	ADVERSE EVENTS	11/10/20		02/22/24
PS	004	POTENTIAL QUALITY ISSUE(PQI)	09/09/14	11/14/23	
	P-001	POTENTIAL QUALITY ISSUE (PQI)	11/10/20		11/14/23
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
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PT	004	PRESCRIPTION DRUG PRIOR AUTHORIZATION PROCESS	01/09/20	07/14/23	
	P-001	PRESCRIPTION DRUG PRIOR AUTHORIZATION PROCESS	01/09/20		07/14/23
PT	005	ENCOURAGING THE USE OF EVIDENCE BASED NON-PHARMACOLOGICAL THERAPIES FOR PAIN MANAGEMENT	06/22/23	06/22/23	
	P-001	ENCOURAGING THE USE OF EVIDENCE BASED NON-PHARMACOLOGICAL THERAPIES FOR PAIN MANAGEMENT	06/22/23		06/22/23

POPULATION HEALTH MANAGEMENT

POLICY	#	POLICY TITLE	ORIGINAL APPROVAL DATE	LAST POLICY REVISION DATE	LAST PROCEDURE REVISION DATE
PHM	001	CALAIM POPULATION HEALTH MANAGEMENT	05/09/23	05/09/23	
	P-001	CALAIM POPULATION HEALTH MANAGEMENT	05/09/23		05/09/23
	P-001-A	CALAIM POPULATION HEALTH MANAGEMENT	05/09/23		05/09/23
PHM	002	PHM PROGRAM EVIDENCE	05/09/23	05/09/23	
	P-001	PHM PROGRAM EVIDENCE	05/09/23		05/09/23
PHM	003	PHM PROGRAM MEMBER INFORMATION	05/09/23	05/09/23	
	P-001	PHM PROGRAM MEMBER INFORMATION	05/09/23		05/09/23

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	QI PROGRAM STRUCTURE	03/16/21		03/16/21
QI	002	PROGRAM OPERATIONS	02/11/14	03/16/21	
	P-001	QI PROGRAM OPERATIONS	03/16/21		03/16/21
QI	003	HEALTH SERVICES CONTRACTING	02/11/14	02/22/24	
	P-001	HEALTH SERVICES CONTRACTING	05/09/23		02/22/24
QI	004	AVAILABILITY OF PRACTITIONERS	02/11/14	02/22/24	
	A	AVAILABILITY OF PRACTITIONERS ADDENDUM	05/09/23		02/22/24
	P-001	AVAILABILITY OF PRACTITIONERS	10/22/21		02/22/24
QI	005	CULTURAL & LINGUISTIC NEEDS (C&L)	02/11/14	08/07/18	
QI	006	MEMBER ACCESS TO CARE	02/11/14	02/13/24	
	P-001	MEMBER ACCESS TO CARE	08/09/22		02/13/24
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	PREVENTIVE HEALTH & CLINICAL PRACTICE GUIDELINES	02/11/14	05/09/23	
	P-001	PREVENTIVE HEALTH & CLINICAL PRACTICE GUIDELINES	03/16/21		05/09/23
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	02/22/24	
	P-001	MEDICAL RECORD CONTENT - MEDICAL & BEHAVIORAL HEALTH	12/22/20		02/22/24
QI	018	MEDICAL RECORD AUDIT PROCESS - MEDICAL & BEHAVIORAL HEALTH	02/11/14	02/22/24	
	P-001	MEDICAL RECORD AUDIT PROCESS - MEDICAL & BEHAVIORAL HEALTH	11/10/20		02/22/24
QI	019	ADVANCE DIRECTIVES	08/09/22	08/09/22	
	P-001	ADVANCE DIRECTIVES	08/09/22		08/09/22
QI	020	UTILIZATION MANAGEMENT INTER-RATER RELIABILITY	03/16/21	02/13/24	
	P-001	INTER-RATER RELIABILITY TESTING	03/16/21		02/13/24
QI	021	LANGUAGE ASSISTANCE PROGRAM (LAP/LEP) REQUIREMENTS	08/09/22	01/12/23	
	P-001	LANGUAGE ASSISTANCE PROGRAM (LAP/LEP) REQUIREMENTS	08/09/22		08/09/22
QI	022	TELEHEALTH	11/08/22	11/14/23	
	P-001	TELEHEALTH	11/08/22		11/14/23

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	04/13/23	
	P-001	PROCESSING REQUESTS FOR E & I SERVICES	01/09/20		04/13/23
	P-001-A	EXPERIMENTAL & INVESTIGATIONAL SERVICES ADDENDUM	01/13/22		04/13/23
UM	003	MAMMOGRAPHY, SCREENING & DIAG. FOR BREAST CANCER	06/12/12	01/12/23	
	P-001	MAMMOGRAPHY, SCREENING & DIAG. FOR BREAST CANCER	03/16/21		01/12/23
UM	004	MONITORING OF UTILIZATION MANAGEMENT	06/12/12	01/12/23	
	P-001	MONITORING OF UTILIZATION MANAGEMENT	01/09/20		01/12/23
UM	005	STANDING REFERRALS	06/12/12	01/25/24	
	P-001	PROCESSING REQUESTS FOR STANDING REFERRALS	01/09/20		01/12/23
UM	006	BOARD CERTIFIED CONSULTANTS FOR UM DETERMINATIONS	04/08/14	01/12/23	
	P-001	USING BOARD CERTIFIED CONSULTANTS	01/09/20		01/12/23
UM	009	POST STABILIZATION CARE & TRANSFER	06/12/12	11/14/23	
	P-001	POST STABILIZATION CARE & TRANSFER	12/22/20		11/14/23
	P-001-A	POST STABILIZATION CARE & TRANSFER ADDENDUM	02/13/24		02/13/24
	P-002	REQUIRED ANNUAL NOTICES	10/22/21		04/13/23
	P-003	POST-STABILIZATION REVIEW WHEN NO PRIOR AUTH IS REQUIRED FROM CONTRACTED FACILITIES	04/13/23		11/14/23
UM	010	COMPLIANCE WITH SPECIAL CALIFORNIA HEALTH CARE LAWS	06/12/12	02/14/23	
	P-001	COMPLIANCE WITH CALIFORNIA HEALTH CARE LAWS	01/09/20		02/14/23
UM	013	CALIFORNIA CHILDREN'S SERVICE (CCS) PROGRAM	03/12/13	01/12/23	
	P-001	CALIFORNIA CHILDREN'S SERVICE (CCS) PROGRAM	04/08/20		01/12/23
UM	014	APPLIED BH HEALTH ANALYSIS - AUTISTIC DISORDERS	12/11/12	02/14/23	
	P-001	BEHAVIORAL HEALTH SERVICES - AUTISTIC DISORDERS	01/09/20		02/14/23
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	01/12/23	

UM	P-001	CLINICAL TRIALS	01/09/20		01/12/23
	019	SECOND AND THIRD OPINIONS	06/12/12	01/12/23	
	P-001	PROCESSING REQUESTS FOR SECOND AND THIRD OPINIONS	06/10/20		01/12/23
	P-001-A	PROCESSING REQUESTS FOR SECOND AND THIRD OPINIONS - HEALTH PLAN SPECIFIC REQUIREMENTS	08/10/21		02/13/24
UM	020	COMPREHENSIVE PERINATAL SERVICE PROGRAM (CPSP) & DOULA SERVICES	03/12/13	01/25/24	
	P-001	COMPREHENSIVE PERINATAL SERVICE PROGRAM (CPSP) & DOULA SERVICES	03/16/21		04/13/23
	P-001-A	COMPREHENSIVE PERINATAL SERVICES - HP SPECIFIC REQUIREMENTS	04/13/23		04/13/23
UM	023	SUPPORT FOR & EFFTUATIONS OF APPEALS / RECONSIDERATIONS	03/12/13	01/12/23	
	P-001	SUPPORT FOR & EFFCUTIONS OF APPEALS / RECONSIDERATIONS	06/10/20		01/12/23
	P-001-A	SUPPORT FOR & EFFCUTIONS OF APPEALS / RECONSIDERATIONS	01/12/23		01/12/23
UM	024	PALLIATIVE CARE FOR MEDI-CAL AND D-SNP MEMBERS	05/08/18	01/25/24	
	P-001	PALLIATIVE CARE FOR MEDI-CAL AND D-SNP MEMBERS	12/22/20		01/25/24
UM	026	WOMEN'S HEALTH DIRECT ACCESS (OB-GYN)	03/12/13	01/12/23	
	P-001	WOMEN'S HEALTH SERVICES	01/09/20		01/12/23
UM	027	TERMINATION OF SERVICES IN SNF/HHA/CORF/HOSPICE (NOMNC/DENC)	03/12/13	02/22/24	
	P-001	NOMNC/DENC	12/22/20		02/22/24
UM	028	TERMINATION OF INPATIENT HOSPITAL SERVICES (DND)	03/12/13	02/22/24	
	P-001	TERMINATION OF INPATIENT HOSPITAL SERVICES (DND)	12/22/20		02/22/24
UM	029	EMERGENCY SERVICES	04/08/12	02/13/24	
	P-001	EMERGENCY SERVICES	05/12/20		04/13/23
UM	030	EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT) SERVICES AND THE CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM	03/12/13	01/25/24	
	P-001	EPSDT & CHDP	02/09/21		01/25/24
	P-001-A	EPSDT & CHDP	05/09/23		05/09/23
UM	032	HOSPICE SERVICES AND COVERAGE	03/12/13	01/12/23	
	P-001	HOSPICE SERVICES AND COVERAGE	12/22/20		01/12/23
UM	036	NON-EMERGENCY MEDICAL AND NON-MEDICAL TRANSPORTATION (NEMT/NMT)	05/08/18	07/14/23	
	P-001	NEMT/NMT	02/09/21		01/12/23
UM	037	AVAILABILITY OF UTILIZATION MANAGEMENT STAFF AND INFORMATION	03/12/13	01/12/23	
	P-001	AVAILABILITY OF UTILIZATION MANAGEMENT STAFF AND INFORMATION	01/09/20		01/12/23
UM	038	NON-INCENTIVE UM DECISIONS & ECONOMIC PROFILING	03/12/13	01/12/23	
	P-001	AFFIRMATION OF NON-INCENTIVES FOR UM DECISION MAKING	09/16/20		01/12/23
UM	039	RETROSPECTIVE AUTHORIZATIONS	03/12/13	02/22/24	
	P-001	REQUESTS FOR RETROSPECTIVE AUTHORIZATIONS	01/09/20		02/22/24
	P-002	ALTERNATE PAYOR SOURCES	03/16/21		04/13/23
UM	041	END OF LIFE OPTION ACT	08/02/16	05/09/23	
	P-001	END OF LIFE OPTION ACT	03/16/21		05/09/23
UM	042	SENSITIVE SERVICES PROVISION OF SERVICES & COMMUNICATION	05/01/13	02/13/24	
	P-001	SENSITIVE SERVICES	01/09/20		02/13/24
UM	043	CONTINUITY OF CARE	01/24/14	05/09/23	
	P-001	CONTINUITY OF CARE	01/09/20		05/09/23
	P-001-A	CONTINUITY OF CARE ADDENDUM	02/22/22		11/14/23
UM	047	RECONSTRUCTIVE AND COSMETIC SURGERY	03/12/13	01/12/23	
	P-001	RECONSTRUCTIVE AND COSMETIC SURGERY	01/09/20		01/12/23
UM	048	PRIOR AUTHORIZATION PROCESS	03/12/13	02/22/24	
	P-001	PROCESSING MEMBER REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		04/13/23
	P-002	PROCESSING REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		02/22/24
	P-002-A	PROCESSING REQUESTS FOR PRIOR AUTHORIZATION - HP SPECIFIC REQUIREMENTS	10/22/21		02/22/24
	P-003	DISMISSING REQUESTS FOR PRIOR AUTHORIZATION	01/09/20		04/13/23
	P-003-A	DISMISSING REQUESTS FOR PRIOR AUTHORIZATION - HP SPECIFIC REQUIREMENTS	08/09/22		04/13/23
	P-004	DENIAL OF REQUEST FOR EXPEDITED/URGENT DETERMINATION	01/09/20		04/13/23
	P-005	REQUESTING CLINICAL INFORMATION & EXTENDING PRIOR AUTHORIZATION PROCESSING TIME FRAME	01/09/20		04/13/23
	P-005-A	REQUESTING CLINICAL INFORMATION & EXTENDING PRIOR AUTHORIZATION DECISION TIME FRAME	10/22/21		04/13/23
	P-007	TERTIARY CARE AND SERVICES	09/16/20		04/13/23
	P-008	ALTERNATE PAYOR SOURCES	03/16/21		04/13/23
UM	049	STATES OF EMERGENCY AND DISASTERS	06/20/18	04/13/23	
	P-001	STATES OF EMERGENCY AND DISASTERS	02/09/21		04/13/23
UM	050	UTILIZATION MANAGEMENT REVIEW CRITERIA	01/02/19	04/13/23	
	P-001	UM CRITERIA & MEDICAL NECESSITY REVIEWS	01/09/20		01/12/23
	P-001-A	UM CRITERIA & MEDICAL NECESSITY REVIEWS	10/22/21		04/13/23
	P-002	MEDICAL NECESSITY REVIEW IN THE ABSENCE OF CRITERIA	10/22/21		01/12/23
UM	052	OUT OF NETWORK SERVICES (Not Including Emergency Services)	03/12/13	11/14/23	
	P-001	PROCESSING REQUESTS FOR OUT OF NETWORK (OON) SERVICES	01/09/20		11/14/23
	P-001-A	OUT OF NETWORK (OON) ADDENDUM	10/22/21		11/14/23
UM	053	CANCELLATION OR WITHDRAWAL OF REQUESTS FOR AUTHORIZATION	09/10/18	01/12/23	
	P-001	WITHDRAWAL & CANCELLATION OF AUTHORIZATION REQUESTS	01/09/20		01/12/23
	P-001-A	PROCESSING REFERRAL REQUEST W/ MEMBER ELIGIBILITY ISSUE	05/10/22		01/12/23
	P-002	HANDLING OF MISCLASSIFIED INITIAL DETERMINATIONS	05/11/21		01/12/23
UM	054	TREATMENT AUTHORIZATION - ELIGIBILITY & RECISSION	03/12/13	02/22/24	
	P-001	TREATMENT AUTHORIZATION - ELIGIBILITY & RECISSION	01/09/20		02/22/24
UM	058	UM TURNAROUND TIME (TAT) STADARDS	01/02/19	11/14/23	
	P-001	UTILIZATION MANAGEMENT TURNAROUND TIME (TAT)	05/22/20		11/14/23
	P-001-A	HEALTH PLAN SPECIFIC PROCEDURES FOR TURN AROUND TIME	02/22/22		01/12/23
	P-002	PROCESSING REQUESTS AFTER THE EXPIRATION OF THE TURNAROUND TIME (TAT) REQUIREMENT	02/22/22		01/12/23

UM	060	MEDICARE CERTIFIED FACILITIES	04/08/14	01/12/23	
	P-001	MEDICARE CERTIFIED FACILITIES	03/16/21		01/12/23
UM	061	HEALTH PLAN REPORTING	04/08/14	01/12/23	
	P-001	PROCESSING HEALTH PLAN REPORTING	01/09/20		01/12/23
UM	062	ACCESS TO MEDI-CAL PROGRAMS, WAIVERS & CARVE OUTS	12/11/12	02/14/23	
	P-001	ACCESS TO MEDI-CAL PROGRAMS, WAIVERS & CARVE OUTS	05/11/21		02/14/23
	P-001-A	ACCESS TO MEDI-CAL PROGRAMS	02/14/23		02/14/23
UM	063	BREASTFEEDING PROMOTION, EDUCATION, COUNSELING AND SERVICES	12/11/12	04/13/23	
	P-001	BREASTFEEDING PROMOTION, EDUCATION, COUNSELING AND SERVICES	01/09/20		04/13/23
UM	064	REOPENING OF UM DETERMINATIONS	07/30/14	01/25/24	
	P-001	REOPENING UM DETERMINATIONS - MEDICARE ADVANTAGE	01/09/20		01/12/23
UM	065	MEDICALLY NECESSARY DENTAL ANESTHESIA	09/09/14	01/25/24	
	P-001	MEDICALLY NECESSARY DENTAL ANESTHESIA	01/09/20		01/25/24
UM	066	SKILLED NURSING & LONG-TERM CARE COVERAGE	12/09/14	07/14/23	
	P-001	SKILLED NURSING & LONG-TERM CARE COVERAGE	03/16/21		02/14/23
	P-001-A	SKILLED NURSING & LONG-TERM CARE COVERAGE	02/14/23		02/14/23
UM	067	ALCOHOL AND DRUG SCREENING ASSESSMENT, BRIEF INTERVENTIONS AND REFERRAL TO TREATMENT	12/09/14	02/14/23	
	P-001	ALCOHOL AND DRUG SCREENING ASSESSMENT, BRIEF INTERVENTIONS AND REFERRAL TO TREATMENT	07/08/20		02/14/23
UM	068	MEMBER ASSESSMENTS, INCLUDING INITIAL HEALTH APPOINTMENTS (IHAs)	12/11/12	02/13/24	
	P-001	MEMBER ASSESSMENTS, INCLUDING INITIAL HEALTH APPOINTMENTS (IHAs)	11/10/20		02/13/24
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	02/14/23	
	P-001	AUTHORIZED REPRESENTATIVE	07/21/21		02/14/23
UM	072	ASSESSING MEMBER AND PROVIDER SATISFACTION WITH UM PROCESS	01/16/15	01/12/23	
	P-001	ASSESSING MEMBER AND PROVIDER SATISFACTION WITH UM PROCESS	03/16/21		01/12/23
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	11/14/23	
	P-001	BLOOD LEAD SCREENING OF YOUNG CHILDREN	12/22/20		02/14/23
UM	084	PREVENTATIVE SERVICES AND IMMUNIZATIONS	02/11/14	07/14/23	
	P-001	PREVENTATIVE SERVICES AND IMMUNIZATIONS	05/11/21		04/13/23
UM	090	COMPREHENSIVE TOBACCO PREVENTION & CESSATION SERVICES FOR MEDI-CAL MEMBERS	05/12/15	01/25/24	
	P-001	COMPREHENSIVE TOBACCO PREVENTION & CESSATION SERVICES FOR MEDI-CAL MEMBERS	02/09/21		01/25/24
UM	091	ENSURING ACCESS TO TRANSGENDER SERVICES	01/01/15	02/22/24	
	P-001	TRANSGENDER SERVICES	01/09/20		04/13/23
	P-001-A	TRANSGENDER SERVICES	01/13/22		02/22/24
UM	092	ENTERAL NUTRITION PRODUCTS COVERAGE AND WOMAN, INFANT AND CHILDREN'S (WIC) REFERRALS FOR MEDI-CAL MEMBERS	01/01/15	04/13/23	
	P-001	ENTERAL NUTRITION PRODUCTS FOR MEDI-CAL MEMBERS	01/09/20		04/13/23
UM	093	MASTECTOMY LENGTH OF STAY	01/01/99	04/13/23	
	P-001	MASTECTOMY LENGTH OF STAY	12/22/20		04/13/23
UM	094	MAIL PROCESS - DISTRIBUTION OF WRITTEN NOTIFICATION OF UM DECISIONS	03/22/19	04/13/23	
	P-001	MAIL PROCESS - BFM/CCPN	07/21/21		04/13/23
	P-002	MAIL PROCESS - DOHC	07/21/21		04/13/23
	P-003	MAIL PROCESS - HDMG	07/21/21		04/13/23
	P-004	MAIL PROCESS - HVVMG	07/21/21		11/14/23
	P-005	MAIL PROCESS - RMG, LMG & ADOC	07/21/21		04/13/23
	P-006	MAIL PROCESS - SMG	07/21/21		04/13/23
UM	095	PROVIDER AND MEMBER NOTIFICATION	01/09/20	11/14/23	
	P-001	PROVIDER AND MEMBER NOTIFICATION	04/08/20		11/14/23
	P-001-A	ADDITIONAL CITATIONS FOR MEDI-CAL AND CCS DENIAL LETTERS	05/19/22		01/12/23
UM	097	CARVE-OUT & HEALTH PLAN RESPONSIBILITY	01/09/20	01/12/23	
	P-001	CARVE OUT SERVICES	04/08/20		01/12/23
	P-001-A	HEALTH PLAN SPECIFIC PROCEDURES FOR CARVE OUTS	05/10/22		01/12/23
UM	099	WHOLE CHILD MODEL (WCM) PROGRAM	01/09/20	04/13/23	
	P-001	WHOLE CHILD MODEL (WCM) REFERRALS & AUTHORIZATIONS	01/09/20		04/13/23
	P-002	WCM CARE COORDINATION & CONTINUITY OF CARE	11/08/22		04/13/23
UM	101	CONCURRENT REVIEW	12/22/20	04/13/23	
	P-001	CONCURRENT REVIEW	12/22/20		11/14/23
	P-002	ALTERNATE PAYOR SOURCES	03/16/21		04/13/23
	P-003	CONCURRENT REVIEW EXCEPTION PROCESS - CONTRACTED FACILITIES	04/13/23		11/14/23
UM	102	INPATIENT MANAGEMENT	02/09/21	02/22/24	
	P-002	DISCHARGE PLANNING & POST-DISCHARGE ACTIVITIES	02/09/21		04/13/23
	P-003	DELAYS IN INPATIENT CARE	11/08/22		04/13/23
UM	104	CONTINUITY OF CARE FOR MEDICARE	02/22/22	04/13/23	
	P-001	ADDITIONAL CONTINUITY OF CARE REQUIREMENTS FOR MEDICARE	02/22/22		04/13/23

QUALITY IMPROVEMENT COMMITTEE APPROVAL:

COMMITTEE CHAIR

2/22/2024

APPROVAL DATE

UTILIZATION MANAGEMENT COMMITTEE APPROVAL:

UTILIZATION MANAGEMENT COMMITTEE APPROVAL:

COMMITTEE CHAIR

2/22/2024
APPROVAL DATE



ADOPTED HEALTH PLAN POLICIES

1 Monitored Anesthesia Care (Blue Shield of California Policy)	2/9/2016	2/9/2016
2 Durable Medical Equipment, Orthotics, Ostomy Supplies, Medical Supplies, Medical Supplies and Repairs/Replacement (UnitedHealthcare)	2/9/2016	2/9/2016

QUALITY IMPROVEMENT COMMITTEE APPROVAL:

2/28/2024

COMMITTEE CHAIR

DATE APPROVED BY COMMITTEE

UTILIZATION MANAGEMENT COMMITTEE APPROVAL:

2/28/2024

COMMITTEE CHAIR

DATE APPROVED BY COMMITTEE