



## AGENDA

### Local Health Authority Commission

July 14, 2025

5:30 PM

512 W. Aten Rd., Imperial, CA 92251

All supporting documentation is available for public review at <https://chpiv.org>

#### Microsoft Teams

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Meeting ID: 217 028 464 542

Passcode: 7KD7N4Yy

Committee Members	Representing	Present
Dr. Theodore Affue	LHA Commissioner- Imperial County Medical Society	
Dr. Bushra Ahmad	LHA Commissioner- County of Imperial – CMO	
Dr. Carlos Ramirez	LHA Commissioner - CEO/Senior Consultant DCRC	
Dr. Unnati Sampat	LHA Commissioner - President of Imperial County Medical Society	
Dr. Allan Wu	LHA Commissioner - Inncare, CMO and President of CCIPA	
Kathleen Lang	LHA Commissioner - County of Imperial –CEO	
Christopher Bjornberg	LHA Commissioner- Imperial Valley Healthcare District-CEO	
Paula Llanas	LHA Commissioner - County of Imperial – Director of Social Services	
Ryan E. Kelley	LHA Commissioner - County of Imperial – Board of Supervisors	
Pablo Velez	LHA Commissioner - ECRMC CEO	
Yvonne Bell	LHA Vice-Chair - CEO – Inncare and CCIPA	
Lee Hindman	LHA Chair-Joint Chambers of Commerce representing the public	

#### 1. CALL TO ORDER

*Lee Hindman, Chair*

##### A. Roll Call

*Donna Ponce, Commission Clerk*

##### B. Approval of Agenda

1. Items to be pulled or added from the Information/Action/Closed Session Calendar
2. Approval of the order of the agenda

#### 2. PUBLIC COMMENT

*Lee Hindman, Chair*

Public Comment is limited to items NOT listed on the agenda. This is an opportunity for members of the public to address the Commission on any matter within the Commission's jurisdiction. Any action taken as a result of public comment shall be limited to the direction of staff. When addressing the Commission, state your name for the record prior to providing your comments. Please address the Commission as a whole, through the Chairperson. Individuals will be given three (3) minutes to address the board.



### 3. CONSENT AGENDA

All items appearing on the consent calendar are recommended for approval and will be acted upon by one motion, without discussion. Should any Commissioner or other person express their preference to consider an item separately, that item will be addressed at a time as determined by the Chair.

- A. Approval of Minutes from 6/9/2025..... pg. 4-7
- B. Motion to recommend to the full commission the acceptance of monthly financial reports as reviewed and accepted by the Finance Committee
  - 1. Executive Summary.....pg. 8-9
  - 2. Enrollment Report ..... pg. 10
  - 3. Statement of Revenues, Expenses, and Changes in Net Position..... pg. 11
  - 4. Statement of Net Position (Assets) ..... pg. 12
  - 5. Statement of Net Position (Liabilities & Net Position) ..... pg. 13
  - 6. Summarized TNE Calculation ..... pg. 14
  - 7. Cash Transaction Report ..... pg. 15

### 4. ACTION

- A. Motion to appoint Lauren Wren, Counselor and School Nurse for the Imperial County Department of Education, to the Community Advisory Committee (CAC) Selection Committee.....pg. 16  
(Julia Hutchins, COO)
- B. Motion to approve updates to the Community Advisory Committee (CAC) Selection Committee Charter.....pg. 17-19  
(Julia Hutchins, COO)

### 5. COMMITTEE CHAIR REPORTS

- A. Quality Improvement Health & Equity Committee-Quarterly  
(Dr. Gordon Arakawa, CMO) *no meeting*
- B. Finance Committee-Monthly  
(Dr. Carlos Ramirez, Chair)



C. Regulatory Compliance & Oversight Committee-*Quarterly*  
(Dr. Allan Wu, Chair) .....pg. 20-22

D. Community Advisory Selection Committee-*Biannual*  
(Dr. Carlos Ramirez, Chair) ..... pg. 23

## 6. INFORMATION

A. Health Services Report (Dr. Gordon Arakawa, CMO and Jeanette Crenshaw, Executive Director of Health Services) .....pg. 24-43

B. Compliance Report (Elysse Tarabola, CCO)

C. Operations Report (Julia Hutchins, COO) ..... pg. 44-47

D. Human Resources Report (Shannon Long, HR Consultant) ..... pg. 48-96

E. CEO Report (Larry Lewis, CEO)

F. Schedule Planning (Larry Lewis, CEO) ..... pg. 97

G. Other new or old business (Lee Hindman, Chair)

## 7. CLOSED SESSION

Pursuant to Welfare and Institutions Code § 14087.38 (n) Report Involving Trade Secret new product discussion (estimated date of disclosure, 10/2025)

A. Benefits Discussion (Larry Lewis, CEO)

## 8. RECONVENE OPEN SESSION

A. Report on actions taken in closed session.

## 9. ADJOURNMENT

Next meeting: August 11, 2025



## MINUTES

### Local Health Authority Commission

June 9, 2025

5:30 PM

512 W. Aten Rd., Imperial, CA 92251

All supporting documentation is available for public review at <https://chpiv.org>

Committee Members	Representing	Present
Dr. Theodore Affue	LHA Commissioner- Imperial County Medical Society	A
Dr. Bushra Ahmad	LHA Commissioner- County of Imperial – CMO	✓
Dr. Carlos Ramirez	LHA Commissioner - CEO/Senior Consultant DCRC	✓
Dr. Unnati Sampat	LHA Commissioner - President of Imperial County Medical Society	✓ R
Dr. Allan Wu	LHA Commissioner - Innercare, CMO and President of CCIPA	✓
Rebecca Terrazas-Baxter	LHA Commissioner - County of Imperial – Assistant CEO	A
Christopher Bjornberg	LHA Commissioner- Imperial Valley Healthcare District-CEO	--
Paula Llanas	LHA Commissioner - County of Imperial – Director of Social Services	✓
Ryan E. Kelley	LHA Commissioner - County of Imperial – Board of Supervisors	✓
Pablo Velez	LHA Commissioner - ECRMC CEO	A
Yvonne Bell	LHA Vice-Chair - CEO – Innercare and CCIPA	A
Lee Hindman	LHA Chair-Joint Chambers of Commerce representing the public	✓

#### 1. CALL TO ORDER

*Lee Hindman, Chair*

Meeting called to order at 5:31 p.m.

##### A. Roll Call

*Donna Ponce, Commission Clerk*

Roll call taken and quorum confirmed. Attendance is as shown.

##### B. Approval of Agenda

- Items to be pulled or added from the Information/Action/Closed Session Calendar
- Approval of the order of the agenda

(Ramirez/Ahmad) Approved the order of the agenda. Motion carried.

#### 2. PUBLIC COMMENT

*Lee Hindman, Chair*

Public Comment is limited to items NOT listed on the agenda. This is an opportunity for members of the public to address the Commission on any matter within the Commission's jurisdiction. Any action taken as a result of public comment shall be limited to the direction of staff. When addressing the Commission, state your name for the record prior to providing your comments. Please address the Commission as a whole, through the Chairperson. Individuals will be given three (3) minutes to address the board.  
None.



### 3. CONSENT AGENDA

All items appearing on the consent calendar are recommended for approval and will be acted upon by one motion, without discussion. Should any Commissioner or other person express their preference to consider an item separately, that item will be addressed at a time as determined by the Chair.

**(Ramirez/Ahmad) To approve the consent agenda. Motion carried.**

- A. Approval of Minutes from 4/14/2025..... pg. 4-6
- B. Motion to recommend to the full commission the acceptance of monthly financial reports as reviewed and accepted by the Finance Committee
  - 1. Executive Summary.....pg. 7-8
  - 2. Enrollment Report ..... pg. 9
  - 3. Statement of Revenues, Expenses, and Changes in Net Position..... pg. 10
  - 4. Statement of Net Position (Assets) ..... pg. 11
  - 5. Statement of Net Position (Liabilities & Net Position) ..... pg. 12
  - 6. Summarized TNE Calculation ..... pg. 13
  - 7. Cash Transaction Report ..... pg. 14
- C. Motion to approve the annual Health Education Program and the Utilization Management Program as reviewed and accepted by the Provider Advisory and Quality Improvement Health & Equity Committees..... pg. 15-113
- D. Motion to adopt the CHPIV Governmental 457 (b) Plan..... pg. 114-203
- E. Review and Approval of Updates to the QIHEC Charter..... pg. 204-209

### 4. ACTION (No items)

### 5. COMMITTEE CHAIR REPORTS

- A. Quality Improvement Health & Equity Committee-*Quarterly*  
(Dr. Gordon Arakawa, CMO) ..... pg. 210-234  
**Chief Medical Officer, Dr. Gordon Arakawa presented updates on Q1 QIHEC.**
- B. Finance Committee-*Monthly*  
(Dr. Carlos Ramirez, Chair)  
**Finance Committee Chair Ramirez provided a report on June 4<sup>th</sup>, 2025, Finance Committee meeting.**



Member Kelley inquired whether CHPIV has an Economist available to assess the financial impact of potential reductions in Medicaid. Chief Financial Officer, David Wilson, responded that analysts have been reviewing a worst-case scenario involving all members with Unsatisfactory Immigration Status (UIS) in relation to the proposed legislation. He noted that this scenario could result in an estimated \$43 million revenue loss for both local and out-of-county hospitals.

Member Ramirez added that approximately 6% of CHPIV members could be affected if the bill passes.

Director of Social Services, Member Llanas, reported that she and Chief Executive Officer, Larry Lewis, met to review projections. The Department of Social Services analysis indicates that just over 3,000 individuals may be impacted by the proposed changes.

C. Regulatory Compliance & Oversight Committee-*Quarterly*  
(Dr. Allan Wu, Chair) *No meeting*

D. Community Advisory Selection Committee-*Biannual*  
(Lee Hindman, Chair) *No meeting*

E. Executive Committee-*Monthly*  
(Lee Hindman, Chair)

Chair Hindman provided a report on June 4<sup>th</sup>, 2025, Executive Committee meeting. He explained that the CHPIV Governmental 457(b) Plan was reviewed as well as approval of update to the QIHEC Charter.

## 6. INFORMATION

A. Health Services Report (Dr. Gordon Arakawa, CMO and Jeanette Crenshaw, Executive Director of Health Services)

Chief Medical Officer, Dr. Gordon Arakawa, provided updates on Q1 2025 QIHEC and explained data is being finalized from the Q2 2025 QIHEC meeting. Dr. Arakawa gave an update NCQA Accreditation.

B. Operations Report (Julia Hutchins, COO) ..... pg. 235-240

Chief Operations Officer, Julia Hutchins, provided updates on the following:

- D-SNP Community Advantage Plus
- Community Stakeholder's Meeting
- Community Advisory Selection Committee





C. Human Resources Report (*Shannon Long, HR Consultant*) ..... pg. 241

Human Resource Consultant, Shannon Long provided updates on the following:

- 6 available open positions
- New hires
- Rippling performance management
- Employee handbook changes

D. CEO Report (*Larry Lewis, CEO*)-no report

E. Other new or old business (*Lee Hindman, Chair*)

Chief Compliance Officer, Elysse Tarabola, provided an update on current compliance and oversight activities. She reported on the Department of Healthcare Services (DHCS) medical audit and ongoing Delegation Oversight efforts. She discussed the upcoming pre-delegation audit of Community Health Group, which is conducted to evaluate the readiness for D-SNP and to ensure appropriate policies are in place. Elysse also noted that a regulatory audit in support with the Department of Managed Health Care (DMHC) is scheduled to begin in September 2025. Lastly, she announced that Q2 Regulatory Compliance and Oversight Committee meeting will be held on June 30, 2025.

## 7. CLOSED SESSION

Pursuant to Welfare and Institutions Code § 14087.38 (n) Report Involving Trade Secret new product discussion (estimated date of disclosure, 10/2025)

No closed session items.

## 8. RECONVENE OPEN SESSION

A. Report on actions taken in closed session.

## 9. ADJOURNMENT

Meeting was adjourned at 6:26 p.m.

Next meeting: July 14, 2025



## Financial Result

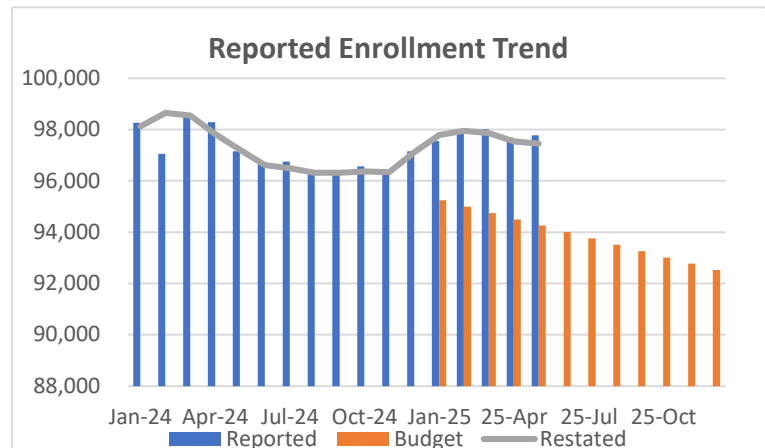
May 2025

### Executive Summary

#### Membership

The reported Medi-Cal Membership saw a relatively small increase from April, moving from 97.7K to 97.8K. Restated membership flattened out and is in line with prior month activity. Preliminary data suggests that June enrollment will increase by roughly 400 members.

Year-to-date membership is favorable to the budget by 15K member months.



#### Gross Margin

Revenue exceeded forecasts by \$3.4M for the month, mainly due to retroactive rate adjustments of \$2.5M.

**Rate Adjustment:** The Category of Aid most impacted by rate adjustments (relative to the budget) is SPD Dual, which drove \$1.9M of the \$2.5M favorable variance.

**Volume:** Volume adjustments accounted for \$0.8M in favorable revenue, driven by Child and SPD Dual.

**Prior Period:** Prior period activity was favorable by \$0.2M, mostly related to favorable membership true-ups in 2025.

Category of Aid (COA)*	Revenue (Current Month Reported)				
	Actual	Forecast	Variance	Vol	Rate
Child	\$ 4,583,411	\$ 4,212,321	\$ 371,090	\$ 211,507	\$ 159,583
Adult	\$ 3,915,960	\$ 4,025,532	\$ (109,572)	\$ 170,316	\$ (279,888)
Adult Expansion	\$ 7,373,798	\$ 6,539,398	\$ 834,400	\$ 164,343	\$ 670,057
SPD	\$ 4,259,132	\$ 4,153,796	\$ 105,336	\$ (337,061)	\$ 442,397
SPD Dual	\$ 6,339,194	\$ 4,152,083	\$ 2,187,111	\$ 272,193	\$ 1,914,918
LTC	\$ 19,849	\$ 25,056	\$ (5,207)	\$ (8,626)	\$ 3,419
LTC Dual	\$ 34,598	\$ 28,292	\$ 6,306	\$ (4,157)	\$ 10,463
<b>Total Medicaid</b>	<b>\$ 26,525,942</b>	<b>\$ 23,136,478</b>	<b>\$ 3,389,464</b>	<b>\$ 864,680</b>	<b>\$ 2,524,784</b>

Overall, Gross margin was favorable by \$0.1M for the month of May, and \$0.7M YTD.





## **Administrative Expenses**

Administrative expenses were favorable by \$74K for the month of May. The main driver was delayed hiring in Healthcare Services and Compliance. On a YTD basis, Administrative costs are favorable by \$347K, driven by the timing of consulting costs for the Medicare Bid (to be paid in subsequent months) and labor savings in Compliance

## **Other**

Investment income was favorable by \$21K in May and \$96K YTD. With an average daily balance of \$27M in the brokerage account, the estimated annual rate of return is 4.5%.

## **Tangible Net Equity (TNE)**

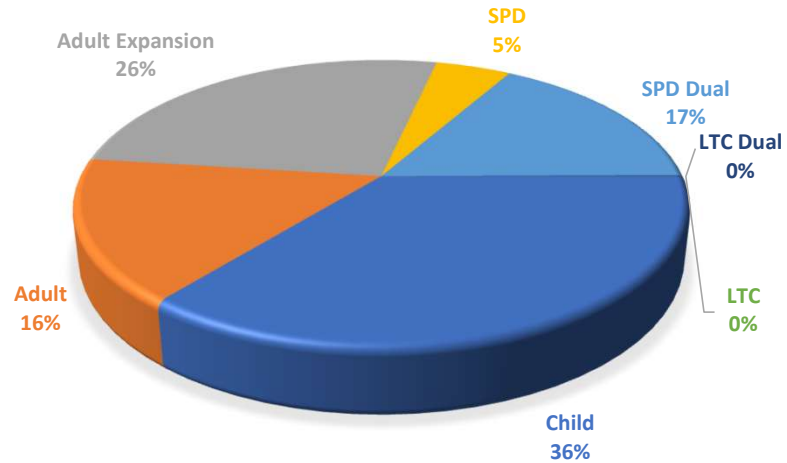
For the month of May, TNE was \$22M, which is 461% of the required \$4.8M. On a restated basis, TNE stands at 474% of the required levels.

**Imperial County Local Health Authority  
DBA Community Health Plan of Imperial Valley  
Reported Enrollment  
For May 2025**

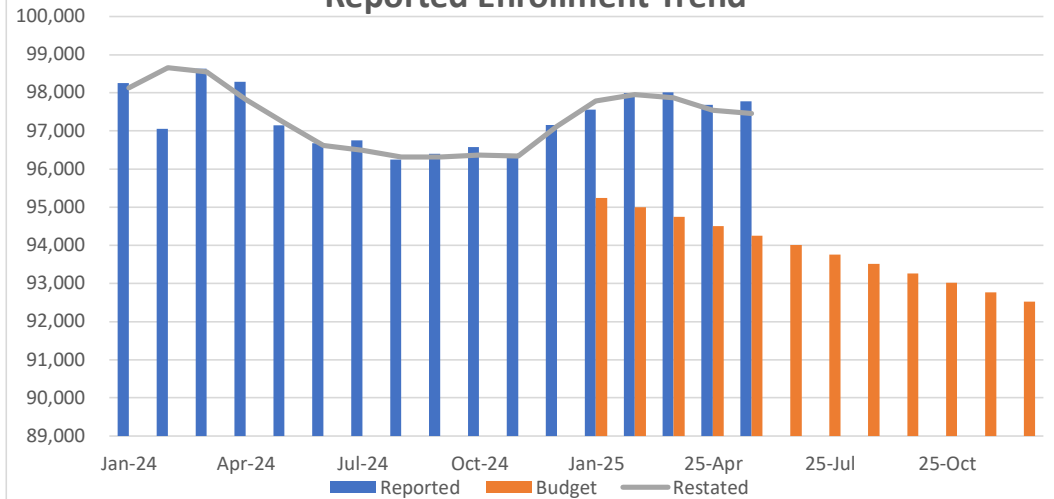
Category of Aid (COA)*	2024				2025							
	Q1-24	Q2-24	Q3-24	Q4-24	May				May (YTD)			
					Actual	Budget	B/(W)		Actual	Budget	B/(W)	
							#	%			#	%
Child	34,607	34,589	34,424	34,551	34,992	33,319	1,673	5%	175,510	134,756	40,754	30%
Adult	16,997	15,767	15,675	15,768	15,656	15,021	636	4%	78,815	60,867	17,948	29%
Adult Expansion	26,579	25,784	25,733	26,019	25,882	25,248	635	3%	129,597	101,585	28,012	28%
SPD	5,007	5,041	5,085	5,139	4,637	5,047	(410)	-8%	23,327	20,281	3,046	15%
SPD Dual	14,433	14,760	15,007	15,288	16,498	15,483	1,015	7%	81,181	61,482	19,699	32%
LTC	12	15	19	22	20	31	(11)	-34%	104	107	(3)	-3%
LTC Dual	79	87	92	104	90	106	(16)	-15%	485	407	78	19%
<b>Total Medicaid</b>	<b>97,714</b>	<b>96,043</b>	<b>96,035</b>	<b>96,891</b>	<b>97,775</b>	<b>94,253</b>	<b>3,522</b>	<b>4%</b>	<b>489,019</b>	<b>379,485</b>	<b>109,534</b>	<b>29%</b>
<i>Monthly/Quarterly Change</i>		-1.7%	0.0%	0.9%	0.9%	-2.7%						

\* Source: DHCS 820 Remittance summary; includes retroactivity

**Reported Enrollment by COA**



**Reported Enrollment Trend**



**Imperial County Local Health Authority  
DBA Community Health Plan of Imperial Valley  
Statement of Revenues, Expenses, and Changes in Net Position  
For May 2025**

	May			May (YTD)			Current Month Explanations
	Actual	Budget	Variance - B/(W)	Actual	Budget	Variance - B/(W)	
<b>REVENUE</b>							
Premium	\$ 26,241,713	\$ 22,792,140	\$ 3,449,573	\$ 136,541,010	\$ 114,401,350	\$ 22,139,660	Revenue was favorable by \$3.4M largely due to the Rate/Mix of the population relative to the Budget. Prior period revenue was favorable by \$0.2M; volume was favorable by \$0.9M.
Pass-Through	\$ 284,228	\$ 344,338	\$ (60,109)	\$ 2,503,972	\$ 1,728,575	\$ 775,397	
HN Settlements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>TOTAL REVENUE</b>	<b>\$ 26,525,942</b>	<b>\$ 23,136,478</b>	<b>\$ 3,389,464</b>	<b>\$ 139,044,982</b>	<b>\$ 116,129,925</b>	<b>\$ 22,915,057</b>	
<b>HEALTH CARE COSTS</b>	<b>\$ 25,738,690</b>	<b>\$ 22,452,714</b>	<b>\$ (3,285,977)</b>	<b>\$ 134,948,752</b>	<b>\$ 112,697,884</b>	<b>\$ (22,250,867)</b>	
<b>Gross Margin</b>	<b>\$ 787,251</b>	<b>\$ 683,764</b>	<b>\$ 103,487</b>	<b>\$ 4,096,230</b>	<b>\$ 3,432,040</b>	<b>\$ 664,190</b>	
<b>ADMINISTRATIVE EXPENSE</b>							
Salaries & Wages	\$ 401,694	\$ 491,171	\$ 89,476	\$ 1,661,304	\$ 1,773,345	\$ 112,042	Salaries were favorable due to hiring delays in Compliance and Healthcare Services
Benefits Expense	\$ 28,917	\$ 32,884	\$ 3,966	\$ 130,346	\$ 132,763	\$ 2,417	
<b>Total Labor Costs</b>	<b>\$ 430,612</b>	<b>\$ 524,055</b>	<b>\$ 93,443</b>	<b>\$ 1,791,650</b>	<b>\$ 1,906,108</b>	<b>\$ 114,458</b>	
Consulting, Legal, & Other Professional	\$ 114,509	\$ 111,882	\$ (2,627)	\$ 528,980	\$ 717,352	\$ 188,372	Unfavorable due to acquisition of computers for new hires
Advertising & Marketing	\$ 1,781	\$ 5,863	\$ 4,081	\$ 4,942	\$ 17,825	\$ 12,883	
Information Technology	\$ 14,513	\$ 3,721	\$ (10,791)	\$ 40,114	\$ 22,207	\$ (17,907)	"True-down" to actual invoice
Membership and Subscriptions	\$ 10,426	\$ 9,680	\$ (746)	\$ 48,042	\$ 46,400	\$ (1,642)	
Regulatory Fees	\$ 21,389	\$ 27,597	\$ 6,208	\$ 135,189	\$ 140,448	\$ 5,258	Unfavorable travel related to audits
Travel	\$ 15,257	\$ 4,008	\$ (11,249)	\$ 31,522	\$ 46,167	\$ 14,645	
Meals & Entertainment	\$ 3,981	\$ 500	\$ (3,481)	\$ 7,789	\$ 2,800	\$ (4,989)	
Insurance and Banking	\$ 7,432	\$ 7,509	\$ 77	\$ 27,603	\$ 37,544	\$ 9,941	
Occupancy & Facility	\$ 5,284	\$ 4,717	\$ (567)	\$ 21,502	\$ 23,586	\$ 2,083	
Office Expense	\$ 4,415	\$ 5,360	\$ 945	\$ 19,217	\$ 31,899	\$ 12,683	
Other Admin	\$ 4,189	\$ 2,861	\$ (1,328)	\$ 10,799	\$ 21,778	\$ 10,979	
<b>Total Administrative Expense</b>	<b>\$ 633,787</b>	<b>\$ 707,753</b>	<b>\$ 73,966</b>	<b>\$ 2,667,349</b>	<b>\$ 3,014,113</b>	<b>\$ 346,764</b>	
<b>Non-Operating Income</b>							
Dividend, Interest & Investment Income	\$ 108,287	\$ 87,391	\$ 20,895	\$ 532,757	\$ 436,956	\$ 95,801	Favorable investment income due a combination of higher portfolio balance and rate of return on investments.
Rental Income	\$ 1,494	\$ 1,450	\$ 44	\$ 7,468	\$ 7,250	\$ 218	
<b>Total Non-Operating Income</b>	<b>\$ 109,780</b>	<b>\$ 88,841</b>	<b>\$ 20,939</b>	<b>\$ 540,225</b>	<b>\$ 444,206</b>	<b>\$ 96,019</b>	
<b>Depreciation &amp; Amortization</b>	<b>\$ 10,656</b>	<b>\$ 11,000</b>	<b>\$ 344</b>	<b>\$ 53,278</b>	<b>\$ 55,000</b>	<b>\$ 1,722</b>	
<b>Change in Net Position</b>	<b>\$ 252,589</b>	<b>\$ 53,853</b>	<b>\$ 198,736</b>	<b>\$ 1,915,828</b>	<b>\$ 807,133</b>	<b>\$ 1,108,695</b>	
<b>Key Metrics</b>							
Enrollment	97,775	94,253	3,523	489,019	379,485	109,534	
Revenue PMPM	\$271.30	\$245.47	\$25.82	\$284.33	\$306.02	(\$21.69)	
MLR	97.03%	97.0%	1 bps	97.1%	97.0%	(1) bps	
Admin Ratio	2.4%	3.0%	67 bps	1.9%	2.6%	67 bps	
Net Income PMPM	\$2.58	\$0.57	\$2.01	\$3.92	\$2.13	\$1.79	
Net Income %	0.9%	0.2%	72 bps	1.4%	0.7%	68 bps	

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Statement of Net Position  
As of May 31, 2025**

**ASSETS**

Current Assets	<u>Apr 2025</u>	<u>May 2025</u>	<u>Change</u>
Cash and Investments			
Chase - Checking	\$ 200,000	\$ 200,000	\$ -
Chase - Money Market	3,106,052	2,500,487	(605,566)
JPMorgan Securities	14,945,031	15,474,929	529,898
First Foundation Bank	159,216	150,838	(8,378)
Receivables			
Dividend Receivable	13,282	11,837	(1,445)
Interest Receivable	102,806	96,450	(6,356)
Capitation Receivable	26,274,977	26,241,713	(33,263)
Pass-Through Receivable	284,709	284,228	(481)
Pass-Through Receivable - Other	3,268	1,640	(1,628)
Other Current Assets			
Prepaid Expenses	392,203	290,129	(102,074)
<b>Total Current Assets</b>	<b>45,481,545</b>	<b>45,252,251</b>	<b>(229,293)</b>
Noncurrent Assets			
Restricted Deposit			
First Foundation Bank - Restricted	300,000	300,000	-
Capital Assets			
Buildings - Net	2,923,314	2,914,767	(8,548)
Computer Equipment / Software - Net	71,019	69,601	(1,418)
Improvements - Net	44,362	43,954	(408)
Operating ROU Asset (Copier) - Net	5,349	5,067	(282)
<b>Total Noncurrent Assets</b>	<b>3,344,044</b>	<b>3,333,389</b>	<b>(10,656)</b>
<b>Total Assets</b>	<b>\$ 48,825,589</b>	<b>\$ 48,585,640</b>	<b>\$ (239,949)</b>

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Statement of Net Position  
As of May 31, 2025**

**LIABILITIES**

CURRENT LIABILITIES	<u>Apr 2025</u>	<u>May 2025</u>	<u>Change</u>
Payables			
Accounts Payable	\$ 431,936	\$ 418,327	\$ (13,609)
Capitation Payable	25,486,727	25,454,462	(32,265)
Pass-Through Payable	582,893	284,228	(298,664)
Pass-Through Payable - Other	3,268	1,640	(1,628)
Credit Card Payable	8,749	215	(8,534)
Other Current Liabilities			
Short Term Lease Liability - Copier	3,453	3,469	16
Bonus Accrual	221,484	137,383	(84,101)
Salaries Accrual	160,856	102,243	(58,613)
Vacation Accrual	154,577	159,733	5,157
<b>Total Current Liabilities</b>	<b>27,053,943</b>	<b>26,561,701</b>	<b>(492,242)</b>
NON-CURRENT LIABILITIES			
Long Term Lease Liability - Copier	2,103	1,807	(296)
<b>Total Noncurrent Liabilities</b>	<b>2,103</b>	<b>1,807</b>	<b>(296)</b>
<b>Total Liabilities</b>	<b>27,056,046</b>	<b>26,563,508</b>	<b>(492,538)</b>

**NET POSITION**

Net investment in Capital Assets	3,044,044	3,033,389	(10,656)
Restricted by Legislative Authority	300,000	300,000	-
Unrestricted	16,762,298	16,772,954	10,656
Net Revenue	1,663,201	1,915,790	252,589
<b>Total Net Position</b>	<b>21,769,543</b>	<b>22,022,133</b>	<b>252,589</b>
<b>Total Liabilities and Net Position</b>	<b>\$ 48,825,589</b>	<b>\$ 48,585,640</b>	<b>\$ (239,949)</b>

**Imperial County Local Health Authority dba  
Community Health Plan of Imperial Valley  
Summarized Tangible Net Equity Calculation  
As of May 2025**

Net Equity	\$	22,022,133
Add: Subordinated Debt and Accrued Subordinated Interest	\$	0
Less: Report 1, Column B, Line 27 including: Unsecured Receivables from officers, directors, and affiliates; Intangibles	\$	0
Tangible Net Equity (TNE)	\$	22,022,133
Required Tangible Net Equity *	\$	4,776,984
TNE Excess (Deficiency)	\$	17,245,148

Full Service Plan		
A. Minimum TNE Requirement	\$	1,000,000
B. REVENUES:		
2% of the first \$150 million of annualized premium revenues (lines 1, 2, 4, 5, 7, 9 from Income Statement) Plus	\$	3,000,000
1% of annualized premium revenues in excess of \$150 million	\$	1,776,984
Total	\$	4,776,984

* Calculated Required Tangible Net Equity	
\$ 327,698,423 - Q1	
\$ 327,698,423 - Annualized	
\$ 150,000,000	
x 2%	
\$ 3,000,000	
\$ 177,698,423	
x 1%	
\$ 1,776,984	
\$ 4,776,984 - Required TNE	



**Community Health Plan of Imperial Valley**  
**May 2025 Cash Transactions**

Date	Account	Vendor	Memo/Description	Amount
<b>Chase Checking</b>				
05/05/2025	Chase Checking	360 Business Products	Chase Bill Pay - Invoice OE-QT-34350	(254.20)
05/05/2025	Chase Checking	Zamosky Communication	Chase Bill Pay - Invoice #0000033	(8,625.00)
05/05/2025	Chase Checking	Brawley Rotary Club	Chase Bill Pay - April 2025 Statement Fines, Meals, Charitable Contributions	(175.00)
05/05/2025	Chase Checking	Quench USA	Chase Bill Pay - Invoice #INV08853061	(129.30)
05/05/2025	Chase Checking	City of Imperial	Chase Bill Pay - Invoice #IN1433655	(139.87)
05/05/2025	Chase Checking	Epstein Becker & Green, P.C.	Chase Bill Pay - Invoice #1196728	(3,743.00)
05/05/2025	Chase Checking	Law Office of William S. Smerdon	Chase Bill Pay - Invoice #2752	(2,447.50)
05/05/2025	Chase Checking	Shannon Long	Chase Bill Pay - Invoice #12	(6,000.00)
05/05/2025	Chase Checking	Kaz-Bros Design Shop	Chase Bill Pay - Invoice #12282	(163.09)
05/05/2025	Chase Checking	Stericycle, Inc.	Chase Bill Pay - Invoice #100948303	(109.99)
05/05/2025	Chase Checking	Imperial Irrigation District	Chase Bill Pay - Invoice #100948303	(1,256.26)
05/05/2025	Chase Checking	American Trust Retirement Services	Chase Bill Pay - Invoice #8712	(1,663.45)
05/05/2025	Chase Checking	Imperial Desert Landscape	Chase Bill Pay - Invoice #25-150	(250.00)
05/05/2025	Chase Checking	Republic Services	Chase Bill Pay - Invoice #0467-001744449	(146.82)
05/05/2025	Chase Checking	Granicus	Chase Bill Pay - Settlement Agreement for Granicus Account Case 0561076	(5,067.73)
05/07/2025	Chase Checking	JPMorgan Chase	Dividend Income - April 2025	13,281.56
05/07/2025	Chase Checking	JPMorgan Chase	Service Charges Investment Sweep - May 2025	(866.73)
05/07/2025	Chase Checking	Mid Atlantic Trust Company	Mid Atlantic Payment - 1st Quarter Admin Fee	(1,663.45)
05/14/2025	Chase Checking	Mid Atlantic Trust Company	Mid Atlantic Payment - 04/12/2025 - 04/25/2025	(6,668.31)
05/14/2025	Chase Checking	Mid Atlantic Trust Company	Mid Atlantic Payment - 04/12/2025 - 04/25/2025	(8.00)
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	25,454,628.85
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	1,035,368.91
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	59,005.41
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	8,987.92
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	3,268.33
05/21/2025	Chase Checking	Department of Health Care Services	DHCS (April 2025 Revenue)	1,694.76
05/21/2025	Chase Checking	State Compensation Insurance Fund	State Compensation Insurance Payment	(1,424.41)
05/21/2025	Chase Checking	Mid Atlantic Trust Company	Mid Atlantic Payment - 04/26/2025 - 05/09/2025	(10,050.32)
05/31/2025	Chase Checking	Jesus Perez - Employee	Reimbursement - J. Perez	(69.68)
05/31/2025	Chase Checking	Health Net	Rental Income - May 2025	1,493.50
05/31/2025	Chase Checking	Mid Atlantic Trust Company	Mid Atlantic Payment - Additional Charge	(6,653.40)
05/31/2025	Chase Checking	JPMorgan Chase	Chase Credit Card Payment	(27,684.83)
05/31/2025	Chase Checking	Kaz-Bros Design Shop	Cash Flow 360 - Invoice #12375	(326.20)
05/31/2025	Chase Checking	Wakely Consulting Group	Cash Flow 360 - Services Rendered 04/01/25 - 04/30/25	(37,208.50)
05/31/2025	Chase Checking	Moss Adams	Cash Flow 360 - 2024 Audit Fees - Services Rendered April	(10,500.00)
<b>First Foundation Bank</b>				
05/15/2025	FFB Payroll	Rippling	Payroll Date: 04/16/25 Accrued Taxes	(50,251.17)
05/15/2025	FFB Payroll	Rippling	Payroll Date: 04/16/25 Accrued wages	(76,956.48)
05/15/2025	FFB Payroll	First Foundation Bank	Wire Fee	(10.00)
05/15/2025	FFB Payroll	Rippling	People Center Bill	(294.40)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - E. Tarabola	(314.64)
05/15/2025	FFB Payroll	UNUM	UNUM Invoice 05/01/25 - 05/31/25	(567.06)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - D. Wilson	(2,465.93)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - D. Wilson	(699.23)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - D. Wilson	(206.20)
05/15/2025	FFB Payroll	Rippling	Blue Shield Insurance - Executive	(19,325.28)
05/15/2025	FFB Payroll	State of Colorado	CDLE Family	(268.13)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - S. Long	(3,499.47)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - J. Hutchins, S. Long, D. O'Compo & M. Ortiz	(2,454.12)
05/15/2025	FFB Payroll	Rippling	Employee Reimbursement - E. Tarabola, J. Perez & D. O'Campo	(346.44)
05/15/2025	FFB Payroll	First Foundation Bank	Wire Fee	(10.00)
05/15/2025	FFB Payroll	Rippling	Employee Bonus Payout	(42,940.84)
05/15/2025	FFB Payroll	Rippling	Employee Bonus Payout	(29,460.11)
05/15/2025	FFB Payroll	Rippling	Payroll Date: 05/16/25 Accrued Taxes	(51,439.05)
05/15/2025	FFB Payroll	Rippling	Payroll Date: 05/16/25 Accrued Wages	(81,906.03)
05/31/2025	FFB Payroll	Rippling	Employee Reimbursement - C. Mesa, D. O'Campo, J. Crenshaw, L. Lewis	(7,950.89)
05/31/2025	FFB Payroll	Rippling	Employee Reimbursement - E. Tarabola & D. Wilson	(653.12)
05/31/2025	FFB Payroll	Rippling	Employee Bonus Payout	(19,281.06)
05/31/2025	FFB Payroll	Rippling	Employee PTO Supplement	(1,129.39)
05/31/2025	FFB Payroll	Rippling	Employee Bonus Payout	(22,002.26)
05/31/2025	FFB Payroll	Rippling	PTO Supplement Taxes - C. Hardy	(338.55)
05/31/2025	FFB Payroll	Rippling	Payroll Date: 05/30/25 Accrued Taxes	(48,508.29)
05/31/2025	FFB Payroll	Rippling	Payroll Date: 05/30/25 Accrued wages	(86,213.50)
05/31/2025	FFB Payroll	Rippling	Final Check Taxes M. Ortiz-Trujillo	(2,475.64)
05/31/2025	FFB Payroll	Rippling	Final Check Wages M. Ortiz-Trujillo	(5,920.63)
05/31/2025	FFB Payroll	Rippling	Employee Reimbursement - A. Franco	(480.57)
05/31/2025	FFB Payroll	First Foundation Bank	Wire Transfer Fee	(10.00)
<b>J.P. Morgan Securities</b>				
05/31/2025	Chase Bond Portfolio	JPMorgan Chase	Bank Fee - April 2025 (Portfolio)	(20.00)
05/31/2025	Chase Bond Portfolio	JPMorgan Chase	Health Net Payment	(26,072,888.22)
05/31/2025	Chase Bond Portfolio	JPMorgan Chase	Accrued Investment Income - April 2025	\$ 102,806.18

**Fact Sheet****Community Advisory Committee Selection Committee Appointment****July 14, 2025****Recommendations**

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Motion to appoint Lauren Wren, counselor and school nurse for the Imperial County Department of Education, to the Community Advisory Committee (CAC) Selection Committee.

**Background**

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The CAC advocates for the Plan's enrollees ("members") by ensuring that the Plan is responsive to their diverse health care needs. The CAC empowers members to bring their voices to the table to ensure the Plan is actively driving interventions and solutions to build more equitable care.

**The CAC Selection Committee** ensures the CAC membership reflects the general Medical Member population in Plan's Service Areas, including representatives from:

- Indian Health Care Providers,
- Adolescents and/or parents or caregivers of children, including foster youth,
- Safety Net Providers including FQHCs,
- Behavioral Health Providers,
- Regional Centers (RC),
- Local Education Agencies (LEAs),
- dental Providers,
- Home and Community Based Service (HCBS) Program Providers, and
- and Community Based Organizations (CBO) as appropriate.

**Current Situation**

Adolescents and youth are underrepresented on the CAC. Adding a representative from the Department of Education who works with youth is recommended by DHCS and important for recruiting a representative group of Members for the CAC.

**Financial Impact (including Budget Reference)**

None

**First Submission to Commission: 7/11/2025**

**Second Submission date: N/A**



## **Fact Sheet**

### **Community Advisory Committee Selection Committee Appointment**

**July 14, 2025**

#### **Recommendations**

Motion to approve updates to the Community Advisory Committee (CAC) Selection Committee Charter.

#### **Background**

The CAC advocates for the Plan's enrollees ("members") by ensuring that the Plan is responsive to their diverse health care needs. The CAC empowers members to bring their voices to the table to ensure the Plan is actively driving interventions and solutions to build more equitable care.

**The CAC Selection Committee** ensures the CAC membership reflects the general Medi-Cal Member population in Plan's Service Areas.

DHCS recently released All Plan Letter (APL) 25-009 Community Advisory Committee, clarifying and expanding Plan responsibilities.

#### **Current Situation**

APL 25-009 requires an update to the CAC Selection Committee charter, specifying that the CAC Selection Committee's responsibility is to ensure that the CAC is composed primarily of Plan Members and that there be representation from IHSS, among other changes.

#### **Financial Impact (including Budget Reference)**

None

**First Submission to Commission:** 7/11/2025

**Second Submission date:** N/A



## Community Advisory Committee (CAC) Selection Committee Charter

### Objectives

1. Select the members of the Community Advisory Committee (CAC).
2. Adjust CAC membership to account for changes in ~~HNCS-CHPIV~~ membership.

### Responsibilities

The Committee shall have the following authority and responsibilities, together with any additional authority or responsibility delegated to the Committee by the ~~Commission of the Imperial County HNCS Board of Directors~~ Local Health Authority (~~Board~~ Commission) from time to time:

1. Ensure the CAC membership reflects the general Medi-Cal Member population in ~~HNCS's Service Area(s)~~ Imperial County, including representatives from Indian Health Service Providers, ~~representatives who receive LTSS and/or individuals representing LTSS recipients, and~~ adolescents and/or parents and/or caregivers of children, including foster youth, as appropriate and be modified as the population changes to ensure that ~~HNCS's CHPIV's~~ communities are represented and engaged;
- ~~2.~~ Review, at least annually, demographic data, including data on racial, ethnic, and linguistic composition, of residents and members living in ~~a Service Area~~ Imperial County to ensure CAC recruitment efforts and membership aligns with and reflects the racial, ethnic, and linguistic diversity of their respective Service Area.
- ~~2.-~~
3. Make a good faith effort to ~~ensure the CAC membership is composed primarily of CHPIV Members,~~ include ~~ing~~ representatives from diverse and hard- to-reach populations ~~on the CAC~~, with a specific emphasis on persons who are representative of or serving populations that experience health disparities such as individuals with diverse racial and ethnic backgrounds, genders, gender identity, sexual orientation, and physical disabilities.

### Committee Membership

The CAC Selection Committee shall consist of such number of directors as the ~~Board~~ Commission shall from time to time determine, but in no event shall it consist of less than

two members. The members of the Committee shall be appointed or replaced by ~~the Board~~ Commission with or without cause.

The CAC Selection Committee must select all ~~inaugural~~ CAC members ~~no later than 180 calendar days from the effective date of a new Medi-Cal Managed Care Plan contract in each County or Region.~~

The CAC Selection Committee ~~shall be comprised of a~~ should include representatives ~~from sample of the following, in order to bring different perspectives, ideas, and views to the CAC:~~

1. Persons who sit on the ~~Board~~ Commission

~~1.2.~~ \_\_\_\_\_, ~~which should include representation in the following areas:~~ Safety Net Providers including federally qualified health centers (FQHCs), behavioral health, regional centers, local education authorities, dental Providers, IHS Facilities, and home and community-based service Providers; and

~~2.3.~~ \_\_\_\_\_ Persons and community-based organizations who are representatives ~~of each county within HNCS's Service Area Frequency within Imperial County, adjusting for changes in membership diversity.~~

## Frequency

The CAC Selection Committee shall meet annually, or as often as it deems necessary in order to perform its responsibilities. Except as expressly provided in the ~~Certificate of Incorporation or Bylaws of the Corporation~~, the Committee shall ~~determine~~ fix its own rules of procedure.

## Length of Appointments

- CAC Selection Committee members will serve a two-year term and may serve an unlimited number of terms.
- Should a CAC Selection Committee member resign, be asked to resign, or otherwise unable to serve on the CAC Selection Committee, ~~HNCS the Committee~~ will exercise best efforts to promptly replace the vacant seat, as needed, within 60 calendar days of the ~~CAC~~ vacancy.

---

Reviewed and Approved by Commission:

Date:



## Local Health Authority Commission

### Executive Summary: Regulatory Compliance Oversight Committee (RCOC) Update

The RCOC convened on June 30, 2025 to review and oversee compliance operations, regulatory updates, and delegated entity performance. The following are key highlights and action items from the meeting:

#### Action Items for Commission Awareness

##### Policy and Procedure Approvals

Five updated policies, including those governing behavioral health, continuity of care, claims/PDR, and states of emergency, were presented and approved by the RCOC. Key updates reflect regulatory alignment with DHCS, DMHC, and CMS standards.

Name	P&P Name	Department	Functional Area	Summary of Changes
CMP-001	Writing and Processing P&Ps	Compliance	Compliance	Annual Review - no changes
CMP-013	Key Personnel Change	Compliance	Compliance	Updated to reflect new DHCS submission process and requirement to collect and submit Subcontractor and downstream entity key personnel disclosures to DHCS
BH-001	Behavioral Health	Health Services	Behavioral Health	Annual Review - Updated to align with DHCS guidelines, clarifying automatic continuity of care for transitioning members and reinforcing timely processing.
UM-003	Continuity of Care	Health Services	Utilization Management	Annual Review - Updated to align with current DHCS and DMHC requirements, incorporating enhanced coordination with schools and county programs, strengthened health equity and parity provisions, clarified service coverage and reporting obligations.
CLM-001	Claims & PDR (Provider Dispute Resolution)	Operations	Claims	Annual Review - Updated policy owner from CFO to COO, revised to conform with what is allowable under our Health Net agreement.
BC-001	States of Emergency	Operations	Business Continuity	Annual Review- Purpose statement was updated to clearly define the Emergency Preparedness and Response Plan (EPRP), while new language clarifies CHPIV's oversight role over Health Net as its





## Local Health Authority Commission

Executive Summary: CHPIV Compliance Department Update April 2025

Name	P&P Name	Department	Functional Area	Summary of Changes
				subcontractor. Coordination language was included to reflect CHPIV's responsibility to work with Imperial County OES and Cal OES. Definitions were updated for clarity.

### Employee Handbook Update

Revisions made to align with California law, including the addition of reproductive loss leave and Ban the Box compliance. RCOC approved.

### Delegation Oversight Reorganization

- Delegation Oversight (DO) has been fully centralized under Compliance.
- A dedicated audit team is now in place to execute standardized, risk-based oversight.
- Chiefs retain active involvement through the DO Committee and Compliance & Policy Committee to drive enterprise alignment and accountability.

### Regulatory and Delegation Oversight Audits

#### DHCS Medical Audit

- First annual audit completed; CHPIV is awaiting final results.
- Internal corrective actions are underway focused on delegation oversight and documentation improvements.

#### DMHC Routine Survey

- Pre-onsite deliverables submitted. Onsite portion scheduled for September 29, 2025.
- Mock interviews and alignment activities ongoing.

#### Pre-Delegation Audits

- Initiated for Community Health Group and key IPAs (MedPoint, ProCare) to ensure D-SNP readiness and mitigate risk.

#### Annual Audit of Health Net

- Scheduled for August-September 2025; will be the first full-scope review across all delegated functions.



### Delegation Oversight Monitoring Program Findings

- **2024 Quarter 4 KPIs**

- Most areas met thresholds.
- Health Net was marginally noncompliant on timely member notification in Q3 (94.1% vs 95% standard); collaborative CAP is in progress.

### Fraud, Waste & Abuse

- 17 potential FWA cases reported YTD; 5 closed with no substantiated findings.
- Two MC609 forms were submitted late due to staffing transitions; reporting protocols have since been strengthened.

### Privacy Incidents

- 18 incidents reviewed—all assessed as non-breach.
- CHPIV experienced delayed PIR reporting in 3 cases, mainly due to third-party reporting gaps. Remedial training and process updates have been implemented.



## CAC Selection Committee Report

**Date:** July 8, 2025

**Chair:** Dr. Carlos Ramirez

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The CAC Selection Committee, chaired by Dr. Ramirez, met on June 17 to review the annual demographic report, regulatory changes, and provide guidance to staff on CAC member selection. The committee approved the following recommendations to the Commission and will meet again in September:

- **ACTION:** Motion to recommend to the LHA Commission approval to add Local Education Agencies Seat filled by Lauren Wren, Imperial County Office of Education. Motion carried.
- **ACTION:** Motion to recommend to the LHA Commission approval of updates to the Committee Charter (attached)

# Community Supports A Quick Review

July 14, 2025



**Community  
Health Plan**  

---

OF IMPERIAL VALLEY

# Community Supports

## Summary

1. CalAIM Initiative
2. Services that address member's health-related social needs
3. Somewhat complementary to Enhanced Care Management (ECM)



# Community Supports

## Housing

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy & Sustaining Services
4. Short Term Post-Hospitalization Housing
5. Recuperative Care
6. Transitional Rent





# Community Supports

## Home Support

1. Respite Services
2. Day Habilitation Programs
3. Personal Care & Homemaker Services
4. Home Modifications
5. Medically Tailored Meals



# Community Supports

## Nursing Home Transitions

1. Nursing Facility to Assisted Living
2. Nursing Facility to a Home



# Community Supports

## Other

1. Sobering Centers
2. Asthma Remediation



Community Support	Claims (01/2024-06/2025)
Housing Transition	1516
Housing Deposits	14
Housing Tenancy Services	64
Short Term Post Housing	0
Recuperative Care	3955
Transitional Rent	0
Respite Services	925
Day Habilitation Services	0
Personal Care	3764
Home Modifications	1
Medically Tailored Meals	368120
NF to Assisted Living	0
NF to Home	0
Sobering Centers	3
Asthma Remediation	14





# Community Supports

Questions/Comments





# NCQA Updates

Health Services

Jeanette Crenshaw



# Current Status

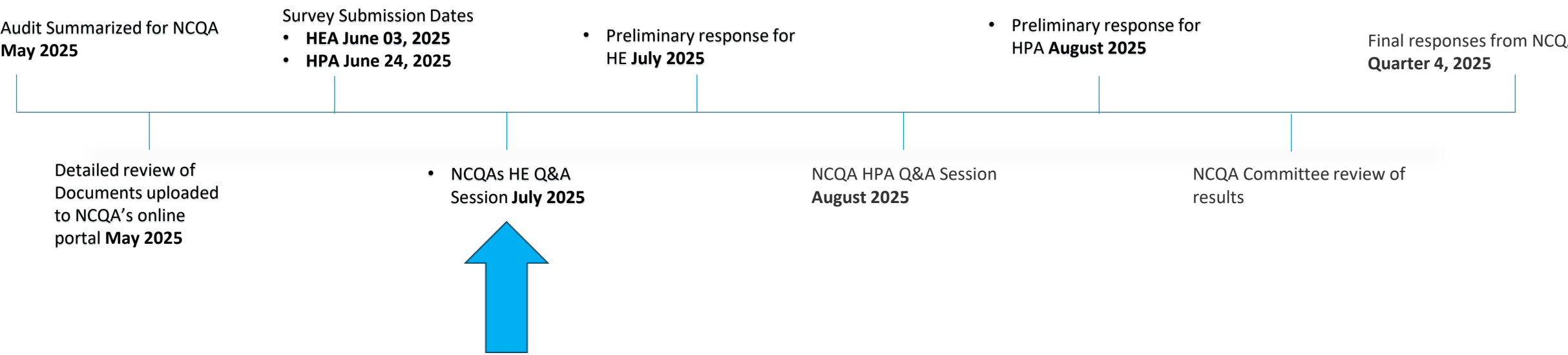
- NCQA focused Audit was completed –details enclosed.
- Health Equity Accreditation and Health Plan Accreditation was submitted in June.
- Awaiting question/answer session with NCQA.

# NCQA Focused Audit

CHPIV Health Services conducted its first NCQA Focused Audit of Health Net in Quarter 1 of 2025, covering the audit period of January 1, 2024, through December 31, 2024. The audit assessed Health Nets compliance with NCQA standards through a comprehensive review of various materials such as policies and procedures, training materials, programs, verification studies, etc.

The NCQA Focused Audit evaluated a total of 10 functional areas, including case file reviews for 5 of those areas. Health Net achieved a score of 100% compliance across all functional areas and case file reviews. Health Net demonstrated full adherence to NCQA requirements and standards and the showcased their initiative to implement quality improvement of healthcare through benchmarks, transparency, and accountability.

# Accreditation Timeline



# Next Steps

The team is in the process of answering questions for the HE portion of the accreditation and anticipate hearing back with preliminary results from NCQA by the end of July 2025. We are awaiting our Q&A session for our Health Plan Accreditation and should hear back with preliminary results in August 2025. We are anticipating finalized results by Q4 after NCQA Committee review is complete.

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# Questions?

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# Appendix





## DO NCQA FOCUSED AUDIT FINAL REPORT

### Executive Summary

This report presents the audit findings of the Delegation Oversight National Accreditation Quality Assurance (NCQA) Focused audit for the period of January 1, 2024, through December 31, 2024. The audit was conducted from January 7, 2025, through February 28, 2025. The DO NCQA Focused audit consisted of documentation and chart review.

An exit conference with Health Net was held on March 26, 2025. Health Net was allowed 12 calendar days from the date of the Exit Conference to provide rebuttal information and documentation addressing the draft final audit findings. By April 11, 2025, Health Net submitted rebuttals to the final audit findings. The evaluations results of the Plans response are reflected in this report.

The audit evaluated nine categories of performance: Quality Management (including Quality Improvement and Potential Quality Issues), Provider Network, Appeals, Grievances, Credentialing, Utilization Management, Member Experience, Care Management, Population Health Management.

The summary of the findings by category is as follows:

#### **Category 1 - Quality Management (including Quality Improvement and Potential Quality Issues)**

There were no findings noted for this category during the audit period.

#### **Category 2 - Provider Network**

There were no findings noted for this category during the audit period.

#### **Category 3 - Appeals**

There were no findings noted for this category during the audit period.

#### **Category 4 - Grievances**

There were no findings noted for this category during the audit period.

#### **Category 5 - Credentialing**

There were no findings noted for this category during the audit period.

#### **Category 6 - Utilization Management**

There were no findings noted for this category during the audit period.

#### **Category 7 - Member Experience**

There were no findings noted for this category during the audit period.

#### **Category 9 - Care Management**

There were no findings noted for this category during the audit period.

1



## DO NCQA FOCUSED AUDIT FINAL REPORT

### Category 10 - Population Health Management

There were no findings noted for this category during the audit period.

2





## Scope/Audit Procedures

### Scope

The Community Health Plan of Imperial Valley Health Services division conducted the DO NCQA Focused audit to ascertain that Health Net provides health services to CHPV members according to NCQA standards and guidelines.

### Procedure

CHPIV conducted an audit of Health Net from January 7, 2025, through March 31, 2025, for the audit period of January 1, 2024, through December 31, 2024. The audit consisted of a review of Health Nets policies and procedures for providing services, and verification studies of the implementation and effectiveness of the policies.

The following verification studies were conducted:

#### Category 1 - Quality Management (including Quality Improvement and Potential Quality Issues)

Quality Management/Quality Improvement: There were no verification studies conducted for the audit review.

Potential Quality Issues: A total of 2 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 2 - Provider Network

Provider Network: There was no verification studies conducted for the audit review.

#### Category 3 - Appeals

Appeals: A total of 3 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 4 - Grievances

Grievances: A total of 3 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 5 - Credentialing

Credentialing: A total of 3 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 6 - Utilization Management



Utilization Management: A total of 6 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 7 - Member Experience

There was no verification studies conducted for the audit review.

#### Category 9 - Care Management

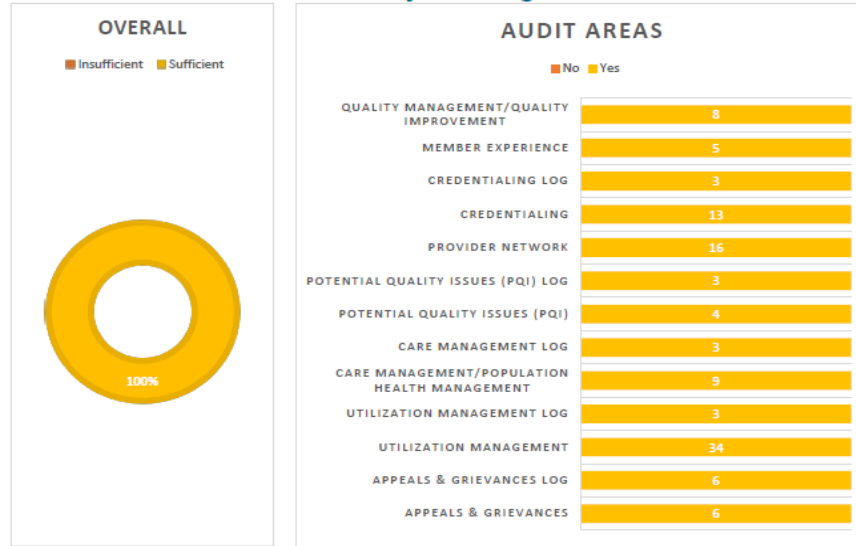
Care Management: A total of 3 records were reviewed to confirm adherence to NCQA accreditation standards and guidelines.

#### Category 10 - Population Health Management

There was no verification studies conducted for the audit review.





**Summary of Findings**

**UTILIZATION MANAGEMENT**
**UM Audit Tool Scores**

Audit Area	Score
UM Structure	100.00%
UM Decision Criteria	100.00%
UM Access to Staff	100.00%
Appropriate Professionals	100.00%
Timeliness	100.00%
Denials	100.00%
Accuracy	100.00%
Care Coordination	100.00%
Delegation	100.00%
Medical Standards-Clinical Preventative Services	100.00%
Informed Consent	100.00%
Alcohol Misuse: Screening and Counseling	100.00%

5

Case Management	100.00%
<b>Overall Score</b>	<b>100.00%</b>

No Findings.

**PROVIDER NETWORK**
**Provider Network Audit Tool Scores**

Audit Area	Score
Provider Network	100.00%
<b>Overall Score</b>	<b>100.00%</b>

No Findings.

**CREDENTIALING**
**Credentialing Audit Tool Scores**

Audit Area	Score
Credentialing Policies	100.00%
Credentialing Committee	100.00%
Credentialing Verification	100.00%
Recredentialing Cycle Length	100.00%
Ongoing Monitoring and Interventions	100.00%
Notification to Authorities and Practitioner Appeal Rights	NA
Assessment of Organizational Providers	100.00%
Delegation of Credentialing	100.00%
Identification of HIV/AIDS Specialists	100.00%
<b>Overall Score</b>	<b>100.00%</b>

No Findings.

**QUALITY MANAGEMENT/QUALITY IMPROVEMENT**
**QM/QI Audit Tool Scores**

Audit Area	Score
Monitoring Quality of Care	100.00%
Monitoring Documentation/Problems Identified	100.00%
Implemented Corrective Action Plans	100.00%
Program Oversight by Providers	100.00%
Appropriate Care Provider	100.00%
Admitting Staff Privileges with Hospital	100.00%
Certification by Specialty Board	100.00%
Oversight of Hospital's QM Program	100.00%
Capitation or Risk-sharing Contracts	100.00%
<b>Overall Score</b>	<b>100.00%</b>

6



## DO NCQA FOCUSED AUDIT FINAL REPORT

No Findings.

### CARE MANAGEMENT/POPULATION HEALTH MANAGEMENT LOG

#### CM/PHM Log Audit Tool Scores

Audit Area	Score
73.1	100.00%
73.2	100.00%
73.3	100.00%
<b>Overall Score</b>	<b>100.00%</b>

No Findings.

### APPEALS & GRIEVANCES

#### A&G Audit Tool Scores

Audit Area	Score
Appeals and Grievances	100%
<b>Overall Score</b>	<b>100%</b>

No Findings.

### APPEALS & GRIEVANCES LOG

#### A&G Log Audit Tool Scores

Audit Area	Score
Case File 1	100%
Case File 2	100%
Case File 3	100%
Case File 4	100%
Case File 5	100%
Case File 6	100%
<b>Overall Score</b>	<b>100%</b>

No Findings.

### POTENTIAL QUALITY ISSUES (PQI)

#### PQI Audit Tool Scores

Audit Area	Score
Quality of Concern Review Process	100%
<b>Overall Score</b>	<b>100%</b>

7



## DO NCQA FOCUSED AUDIT FINAL REPORT

No Findings.

### MEMBER EXPERIENCE

#### Member Experience Audit Tool Scores

Audit Area	Score
Member Rights and Experience	100%
Call Center Training and Knowledge	100%
Call Center	100%
Marketing Oversight	100%
<b>Overall Score</b>	<b>100%</b>

No Findings.

### POTENTIAL QUALITY ISSUES (PQI) LOG

#### PQI Log Audit Tool Scores

Audit Area	Score
Case File 1	100%
Case File 2	100%
Case File 3	100%
<b>Overall Score</b>	<b>100%</b>

No Findings.

### CREDENTIALING LOG

#### Credentialing Log Audit Tool Scores

Audit Area	Score
Case File 1	100%
Case File 2	100%
Case File 3	100%
<b>Overall Score</b>	<b>100%</b>

No Findings.

### UTILIZATION MANAGEMENT LOG

#### UM Log Audit Tool Scores

Audit Area	Score
------------	-------

8



## DO NCQA FOCUSED AUDIT FINAL REPORT

Case File 1	100%
Case File 2	100%
Case File 3	100%
<b>Overall Score</b>	<b>100%</b>

*No Findings.*

### CARE MANAGEMENT/POPULATION HEALTH MANAGEMENT

#### CM/PHM Audit Tool Scores

<b>Audit Area</b>	<b>Score</b>
Care Management Program, Assignment, and CSHCN	100%
Care Management/Population Health Management	100%
<b>Overall Score</b>	<b>100%</b>

*No Findings.*



## Operations Report

**Date:** July 8, 2025

**From:** Julia Hutchins, Chief Operating Officer

**Contributors:** Daniel O'Campo, Chief of Staff and Michelle Ramirez, Manager of Sales & Retention

---

### **Executive Summary**

This report contains a high-level summary of activities and priorities in the areas overseen by the Chief Operating Officer: product development, provider network, claims, member experience and marketing and communications.

### **Product Development**

*Priority:* Go-Live January 1, 2026 with D-SNP Offering, Community Advantage Plus

*Activities:*

- **Implementation Progress & Activities**

- **Executed State Medicaid Agency Contract** to operate as integrated Medi-Medi plan in CY 2026. This contract has several additional/different requirements for integrated plans, including:
  - California Integrated Care Management in lieu of Enhanced Care Management (ECM). The primary difference is that health plan staff are required to provide care management rather than Community Based Organizations (CBOs). DHCS recommends, but does not require, that plans work with CBOs to serve certain underserved and hard-to-reach populations.
  - Integrated materials and appeals and grievance process
  - At least 4 Medi-Medi member seats on the Community Advisory Committee
- **Supplemental Benefit Vendor RFP:** CHPIV completed an RFP process and is negotiating a contract with a vendor to provide extra benefits to Medi-Medi members, beyond what is typically covered by Medicare and Medi-Cal.
- **Pre-Delegation Review:** Is underway for CHG and IPAs through Compliance.



- **Community Stakeholder Meeting, Jun 25:** CHPIV held a community stakeholder meeting last week on Jun 25 to announce our new Medi-Medi Plan, Community Advantage Plus, on January 1, 2026, as required by the California Department of Health Care Services.
- **Physician Event, Aug 13:** CHPIV will be hosting an in-person (location TBD) and online event for local physicians to learn more about this plan. To RSVP or for more information about contracting with CHPIV, please contact Daniel O’Campo at [provider@chpiv.org](mailto:provider@chpiv.org).

*Metrics:* Below is a summary of our direct network contracting activity.

	Sent Agreement	Executed LOA	In Credentialing	Executed Contract
Primary Care	8	4	1	
Specialist	23	6	1	
Behavioral Health	30	4	27	
Ancillary	16	14	n/a	7
Hospital	4	2		

## **Member Experience**

*Priorities:* (1) Ensure compliant handling and tracking of online and in person member inquiries, and (2) increase Medi-Cal mental health visits for depression and anxiety by 10% (CAC goal).

*Team:* Veronica Arroyo started last month as a receptionist to ensure adequate front desk coverage, reporting to Daniel O’Campo. This frees up our Member Experience Coordinators, Jessica Espinoza and Ariday Rosales Rios, to focus on Medi-Cal issue resolution, Sales call handling, event planning and community outreach.

*Metrics:* Quarter 2 call center and grievance metrics will be available from Health Net next month.

## **Sales & Marketing**

*Priorities:* (1) D-SNP marketing materials, (2) Sales training and readiness

*Team:* We will be onboarding three new local, bilingual sales representatives, reporting to Michelle Ramirez, in early August to help enroll members in our Medi-Medi plan: Mary Palma (licensed Medicare Advantage agent), Jonathan Garcia (local sales & marketing

experience), and Edgar Montejano (formerly a community resource coordinator for Centene).

*Activities:*

- Finalize Medicare marketing materials
- Implement sales lead and call tracking system
- Sales staff training
- Expand social media messaging and reach



## HUMAN RESOURCES REVIEW July 14, 2025

### THE MONTH IN REVIEW

- Implemented the performance evaluation module of Rippling
- 1 new hire: Receptionist (local)
- 3 Sales and Marketing Reps begin 8/4 (local)
- 5 current open positions: Care Manager, Compliance Auditor, Clinical Compliance Auditor, Senior Compliance Advisor, LVN Project Specialist

### HR NUMBERS AT A GLANCE (THROUGH JULY 14, 2025)

Total number of employees	26
Local	17
Remote	9
Number of exits in 2025	2 (no change)

### PROPOSED EMPLOYEE HANDBOOK CHANGES

#### Summary of material changes

Topic	New or revised	Content
External EEO Complaints	New	Provides required information on how an employee would file an external EEO complaint
Pay adjustments	Revised	Changes the timing of annual pay adjustments, if granted, to Q1
Reproductive Loss Leave	New	Added to comply with new California legislation, an employee that experiences a reproductive loss may take up to 5 unpaid days over a 3-month period.



## COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



Off-Duty Use of Employer Property or Premises	New	Disallows for the off-duty use of organizational property or premises
Accommodations for Pregnant Employees New	New	Provides required information on accommodations that are available through the federal Pregnancy Worker's Fairness Act
Workplace Violence and Security	Revised	Adds that the organization maintains a Workplace Violence Prevention Program
Background checks	Revised	Acknowledges compliance with California's 'Ban the Box' law and discusses OIG initial and monthly checks
Employer-Sponsored Social Events	New	Requires that if an employee chooses to purchase alcohol at an organizational social event, they must arrange for alternative transportation after the event

### Other changes (formatting or updated information)

Topic	New or revised	Change
Parking	Revised	Removes information about assigned parking places
Lactation Accommodation	Revised	Adds information on employee rights to file a complaint with the Labor Commissioner's Bureau of Field Enforcement (BOFE)
Telecommuting	Revised	Deletes the contents of the sections and instead hyperlinks the section to the internal Remote Work Policy



School Leave for Disciplinary Matters	Revised	Deletes the contents of the section and instead hyperlinks the section to the California Legislative Information page with the details of this leave
Bone Marrow and Organ Donation Leave	New	Hyperlinks the section to the California Legislative Information page with the details of this leave
Crime Victim Leave	Revised	Deletes the contents of the section and instead hyperlinks the section to the California Labor Commissioner's page with the details of this leave



# EMPLOYEE HANDBOOK

IMPERIAL COUNTY LOCAL HEALTH AUTHORITY  
DBA COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY

EFFECTIVE JANUARY 2023

REVISED FEBRUARY 2025

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## INTRODUCTION

### WELCOME TO IMPERIAL COUNTY LOCAL HEALTH AUTHORITY DBA COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY!

We're very happy to welcome you to the Imperial County Local Health Authority Dba Community Health Plan of Imperial Valley (~~"CHPIV"~~ [chpiiv](#) or the "Plan"). Thanks for joining us! We would like you to feel that your employment with us will be mutually beneficial and enjoyable.

You are joining a plan that has established an outstanding reputation. Credit for this goes to every one of our employees and we hope that you will find satisfaction and take pride in your work here.

### HISTORY

The Imperial County Local Health Authority was established to provide leadership and stakeholder collaboration and coordination to reduce health disparities and address health status improvements. Established in 2014, the primary focus was in seeking creative healthcare infrastructure improvements to facilitate the continued improvement in health status of Imperial County Residents. From the drafting of the Imperial County ordinance and the Imperial County Local Health Authority bylaws it was always a goal to develop a locally owned and governed Medi-Cal health plan.

In 2020 the Department of Health Care Services announced a large-scale reapplication process for all Medi-Cal Managed Care Plans, with a specific interest in local, single-plan models. The application process began in 2021 and led to the creation of Community Health Plan of Imperial Valley as a single-plan model for Imperial County.

As we transitioned to our role as the direct contract holder in Imperial County beginning January 1, 2024, our key responsibilities changed to governance and oversight of the health plan's administration of services to Medi-Cal members. We then engaged in expanded active dialogue with the community, providers, and Medi-Cal members regarding the resources available to support members in achieving optimal health. We strive to improve understanding of members and empower them to engage in improving their health. We also continuously search for ways to improve services for the benefit of membership improvement in their health. We are always charged with assuring the sustainability of Local Health Authority priorities, mission, and vision and the sustainability of the healthcare safety net network of providers.

### MISSION AND VISION

Mission: The mission of the Community Health Plan of Imperial Valley is to work with community residents and stakeholders in both the public and private sectors to:

1. advance opportunities for improved health and access to comprehensive health care services
2. promote the long-term viability of safety net providers

3. increase prevention, education, and early intervention services
4. partner with Medi-Cal managed care plans to monitor and improve the local healthcare system.

Vision: Healthy Community, Healthy Residents

#### **CORE VALUES**

**INTEGRITY.** Honestly, Trustworthiness, hardworking, accountability for our actions, and helpful to all.

**RESPECT.** treating people how you would like to be treated.

**RESPONSIBILITY:** Own the service we provide.

**TEAMWORK:** Supporting your colleagues and team members when they need you and vice-versa, them being there when you need them.

**SERVANT MANAGEMENT.** serve the interests of all.

#### **HANDBOOK PURPOSE**

This employee handbook is presented as a matter of information and has been prepared to inform employees about Plan's philosophy, employment practices, policies, and the benefits provided to our valued employees, as well as the conduct expected from them. While this handbook is not intended to be a book of rules and regulations or a contract, it does include some important guidelines which employees should know. Except for the at-will employment provisions, the handbook can be amended at any time.

This employee handbook will not answer every question an employee may have, nor would the Plan want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this guide will help employees feel comfortable with us. The Plan depends on its employees; their success is our success. Please don't hesitate to ask questions. Every manager will gladly answer them. We believe employees will enjoy their work and their fellow employees here. We also believe that employees will find the Plan a good place to work.

No one other than authorized management may alter or modify any of the policies in this employee handbook. No statement or promise by a supervisor, manager, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this employee handbook be found to be unenforceable and invalid, such a finding does not invalidate the entire employee handbook, but only the subject provision. Nothing in this handbook is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA) or be incompatible with the NLRA.



We ask that employees read this guide carefully, become familiar with the Plan and our policies, and refer to it whenever questions arise.

## EMPLOYMENT

### EQUAL EMPLOYMENT

It is the policy of the Plan to provide equal employment opportunities to all qualified individuals and to administer all aspects and conditions of employment without regard to the following:

- Race and associated traits, including hairstyle.
- Color
- Age ([40 and over](#))
- Sex
- Sexual orientation
- Gender
- Gender identity and gender expression
- Religion, including dress and grooming practices.
- National origin, including language use restrictions.
- Pregnancy, childbirth, or breastfeeding
- Marital status
- Genetic information, including family medical history.
- Physical or mental disability
- Military or veteran status
- Citizenship and/or immigration status
- Child or spousal support withholding
- Domestic violence, assault, or stalking victim status
- Medical conditions, including cancer and AIDS/HIV
- Lawful conduct occurring during nonworking hours not on COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY's premises.
- ~~Prior non-conviction arrest record~~
- ~~Reproductive health decision making~~
- Any other protected class, in accordance with applicable federal, state, and local laws

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Discriminatory, harassing, or retaliatory behavior is prohibited from coworkers, supervisors, managers, owners, and third parties, including clientele. The Plan takes allegations of discrimination, harassment, and retaliation very seriously and will promptly investigate when warranted.

Equal employment opportunity includes, but is not limited to, employment, training, promotion, demotion, transfer, leaves of absence and termination.

### BACKGROUND CHECKS

The Community Health Plan of Imperial Valley may conduct a background check on any applicant or employee with their signed consent. The background check may consist of prior employment verification, reference checks, education confirmation,

criminal background, credit history, or other information, as permitted by law (if permitted by AB 22). Third-party services may be hired to perform these checks. All offers of employment and continued employment are contingent upon a satisfactory background check. Refusal to consent to a background check may result in discipline, up to or including termination.

In compliance with California "Ban the Box" regulation, CHPIV will not run a ~~no~~ background check until after a conditional job offer has been made. If an applicant has a criminal conviction, CHPIV will conduct an individualized assessment and may determine that the applicant's employment will be denied based on the conviction.

In compliance with the organization's regulatory requirements, candidates will also be checked for exclusions in the Office of the Inspector General (OIG) database. Any exclusion against a candidate will result in the individual not being hired. Employees are subject to rechecks pursuant to regulatory requirements.

If an adverse decision is made, the individual will be provided with a copy of the background or OIG check.

Background checks will be retained for the period of time dictated by state law.

#### **AT-WILL NOTICE**

The employment relationship between the Plan and employees is at-will. This means that employees are not hired for any specified period and their employment may be terminated at any time, with or without cause, and with or without notice, by either the Plan or the employee. Community Health Plan of Imperial Valley's policy requires that all employees are at-will; any implied, oral, or written agreements or promises to the contrary are void and unenforceable, unless approved by an officer with the power to create an employment contract. There is no implied employment contract created by this Handbook or any other Community Health Plan of Imperial Valley document or written or verbal statement or policy.

#### **ANNIVERSARY DATE AND SENIORITY**

The employee's date of hire is their official employment anniversary date. Seniority is the length of continuous service starting on that date. Should an employee leave the Plan and then be rehired, previously accrued seniority will be lost, and seniority will begin to accrue again on the date of rehire. With the exception of certain protected leaves and paid time off, seniority does not accrue during leaves of absence that exceed 30 calendar days.

#### **IMMIGRATION LAW COMPLIANCE**

All employees are required to complete Section 1 of Form I-9 on their first day of employment, and produce, within three business days, acceptable proof of their

identity and eligibility to work in the United States. Failure to produce the proper identifying documents within three days will result in termination.

#### **INTRODUCTORY PERIOD**

The employee's first 90 days of employment with the Plan are considered an introductory period. This introductory period will be a time for getting to know fellow employees, managers and the tasks involved in the position, as well as becoming familiar with the Plan's products and services. The supervisor or manager will work closely with each employee to help them understand the needs and processes of their job.

This introductory period is a try-out time for the employee and the Plan. During this introductory period, the Plan will evaluate employees' suitability for employment and employees can evaluate the Plan as well. At any time during these first 90 days, employees may resign. If, during this period, employee work habits, attitude, attendance, performance, or other relevant factors do not measure up to our standards, the Plan may terminate employment.

At the end of the introductory period, the supervisor or manager will discuss each employee's job performance with them. During the discussion, employees are encouraged to give their comments and ideas as well.

Completion of the introductory period does not guarantee continued employment for any specified period, nor does it require that an employee be discharged only for cause. Completion of the introductory period also does not imply that employees now have a contract of employment with the Plan, other than at-will. Successful completion of the introductory period does not alter the at-will employment relationship.

A former employee who has been rehired after a separation from the Plan of more than one year is considered an introductory employee during the first 90 days following rehire.

#### **EMPLOYMENT CLASSIFICATIONS**

The Community Health Plan of Imperial Valley has established the following employee classifications for compensation and benefit purposes only. An employee's supervisor or manager will inform the employee of their classification, status, and responsibilities at the time of hire, re-hire, promotion or at any time a change in status occurs. These classifications do not alter the employment at-will status.

##### **Regular Full-Time Employee**

means an employee who is regularly scheduled to work forty (40) hours per week. Such employees may be exempt or nonexempt under the Fair Labor Standards Act (FLSA) as described below. Full-time employees are eligible for benefits as described in this handbook.

#### Regular Part-Time Employee

An employee who is scheduled to work less than 40 hours in a work week.

#### Temporary Employee

An employee who is scheduled to work on a specific need of the COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY. The employee will not receive any benefits unless specifically authorized in writing.

#### Exempt

Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements. The basic premise of exempt status is that the exempt employee is to work the hours required to meet their work responsibilities.

#### Non-Exempt

Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for overtime hours worked. Unless notified otherwise in writing by management, all employees of the Community Health Plan of Imperial Valley are non-exempt.

#### **PERSONNEL RECORDS**

The Community Health Plan of Imperial Valley will maintain various employment files while individuals remain employees of the Plan. Examples of these files are employee personnel files, attendance files, I-9 files, and files for medical purposes. If any changes with respect to personal information, such as a change in home address and telephone number or a change of name occur, employees are required to notify their supervisor or manager so the appropriate updates can be made to the files. The Community Health Plan of Imperial Valley will take reasonable precautions to protect employee files and employee personally identifiable information in its records.

Employee files have restricted access. Employees, their supervisor or manager, or their designated agents, may have access to those personnel files. If an employee (or former employee) wishes to review their personnel file, they must do so in the presence of a supervisor or manager.

Employees may review or obtain a copy of their personnel file or payroll records by making a written request to their supervisor or manager. The written request will become a permanent part of the personnel file and the Community Health Plan of Imperial Valley will make the contents of those records available within a reasonable time frame.

#### **EMPLOYEE REFERENCES**

All employee reference checks must be forwarded to Human Resources; only authorized members of management or Human Resources may provide this information. When the Community Health Plan of Imperial Valley is contacted for a reference check or employment verification, generally only positions held, and dates

of employment will be confirmed. In some circumstances, past salary, and eligibility for rehire may be provided as well.

#### **JOB TRANSFERS**

The Community Health Plan of Imperial Valley aspires to promote qualified internal candidates to fill open positions whenever possible and practical. When job openings occur, current employees who have been in their current role for at least 12 months are encouraged to apply.

Employees are encouraged to discuss their desire for a job transfer with their current manager. In all cases, if the hiring manager chooses to interview the employee for the vacancy, the current manager will be made aware.

Current managers are encouraged to openly discuss the employee's desire for a transfer with the employee.

Management reserves the right to place an employee in whatever job it deems useful or necessary. All job transfers, reassignments, promotions, or lateral transfers are at the discretion of the Community Health Plan of Imperial Valley.

#### **EMPLOYMENT OF RELATIVES**

The Community Health Plan of Imperial Valley does not have a general prohibition against hiring relatives. However, an employee will not be hired, transferred, or promoted into a position where they will be managed, directly or indirectly, by a family member or romantic partner. This includes family members of staff and LHA Commission. Other factors may also be considered when hiring a relative or romantic partner of a current employee, placing them in a particular position, or creating reporting relationships. The Community Health Plan of Imperial Valley may transfer an employee or otherwise change their employment status at any time for any reason, including to avoid the appearance of favoritism or other conflict of interest. Refer to our Conflict-of-Interest policy for more information.

### **CONDUCT AND BEHAVIOR**

#### **~~GENERAL CONDUCT GUIDELINES~~BEHAVIORAL EXPECTATIONS**

Employees are expected to always exercise common sense and courtesy, for the benefit of clients, co-workers, and the Community Health Plan of Imperial Valley as a whole. Professionalism is expected, as is respect for the safety and security of people and property.

All CHPIV employees are expected to maintain ethical conduct and avoid conflicts of interest in accordance with the organization's core values. At a minimum, employees are expected to demonstrate the below-listed qualities at all times. Failure to meet these expectations may be grounds for discipline, up to and including termination.

**Effective Communication:**

- It is vital to communicate in a clear and respectful manner.
- It is imperative for professionals to engage in active listening, effectively communicate, and modify their manner of looking at diverse audiences.
- Empathy, active listening, and constructive criticism all contribute to the development of healthy relationships and teams.

**Personal Accountability:**

- Professionals are expected to effectively manage their time, adhere to deadlines, and assume responsibility for their assigned duties.
- Demonstrating accountability for one's actions and outcomes instills confidence and dedication.

**Collaboration and Teamwork:**

- Effective teamwork is critical.
- Professionals ought to engage in cross-team collaboration, contribute to the collective success, and exchange knowledge.
- A collaborative mindset results in improved outcomes and novel solutions.

**Continuous Learning and Adaptability:**

- The professional environment is undergoing accelerated change.
- Professionals ought to be adaptable, continually educate themselves, and embrace change.
- Growth mindsets foster qualities such as adaptability and resilience.

**Affection and Competence in Appearance and Conduct:**

- Adopt appropriate attire for the job site.
- Strive to uphold a professional demeanor.
- Demonstrate esteem for superiors, clients, and colleagues. Avoid using offensive language and unprofessional conduct.

**Emotional Intelligence and Conflict Resolution:**

- Conflicts are inevitable. Disagreements should be addressed constructively, win-win solutions should be sought, and emotions should be managed.
- Emotional intelligence facilitates healthy relationships and the ability to navigate difficult situations.

**A Dedication to Inclusion and Diversity:**

- It is imperative that professionals uphold the value of diversity, ensure that all individuals are treated with respect, and establish an environment that fosters inclusivity.
- The incorporation of diverse viewpoints into an organization fosters innovation and success.

## STANDARDS OF CONDUCT

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of examples of inappropriate conduct. Engaging in these behaviors may lead to discipline, up to and including termination.

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Examples of misconduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol or drugs during work hours, or on organization business.
- Inaccurate reporting of hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the organization or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-organization communications, or expense records.
- Taking or destroying organizational property.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of organization trade secrets and proprietary and confidential commercially sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the organization or its members, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Working unauthorized overtime.
- Solicitation of fellow employees on organization premises during working hours.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this organization or that is a conflict of interest to the organization.
- Engagement in criminal activity or criminal conviction.

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## SEXUAL AND OTHER UNLAWFUL HARASSMENT

The Community Health Plan of Imperial Valley is committed to providing a work environment free of harassment in any form, including inappropriate and disrespectful behavior, intimidation, and other unwelcome conduct directed at an individual because of their inclusion in a protected class. Applicable federal and state law defines



harassment as unwelcome behavior based on someone's inclusion in a protected class. Sometimes language or actions that were not expected to be offensive or unwelcome are, so employees should err on the side of being more sensitive to the feelings of their co-workers rather than less.

The following are examples of harassment; behaviors not in this list may also be considered harassment:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Retaliation or threats of retaliation for refusing advances or requests for favors.
- Leering, making sexual gestures or jokes, or commenting on an employee's body.
- Displaying sexually suggestive content.
- Displaying or sharing derogatory posters, photographs, or drawings.
- Making derogatory epithets, or slurs.
- Ongoing teasing about an employee's religious or cultural practices.
- Ongoing teasing about an employee's sex, sexual orientation, or gender identity.
- Physical conduct such as touching, assault, or impeding or blocking movements.

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing business with or for the Community Health Plan of Imperial Valley, such as clients, customers, or vendors.

#### Retaliation

Any form of retaliation against someone who has expressed concern about any form of harassment, refused to partake in harassing behavior, made a harassment complaint, or cooperated in a harassment investigation, is strictly prohibited. A complaint made in good faith will under no circumstances be grounds for disciplinary action. Individuals who make complaints that they know to be false may be subject to disciplinary action, up to and including termination.

#### Enforcement

##### **All managers and supervisors are responsible for:**

- Implementing the Community Health Plan of Imperial Valley's harassment policy.
- Ensuring that all employees they supervise have knowledge of and understand the Community Health Plan of Imperial Valley policy.
- Reporting any complaints of misconduct to the designated Community Health Plan of Imperial Valley representative, the Office & Human Resources Manager, so they may be investigated and resolved internally.
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy; and
- Conducting themselves in a manner consistent with the policy.

### Addressing Issues Informally

Employees who witness offensive behavior in the workplace - whether directed at them or another employee - are encouraged, though not required, to immediately address it with the employee whose behavior they found offensive. An employee who is informed that their behavior is or was offensive should stop immediately and refrain from that behavior in the future, regardless of whether they agree that the behavior could have been offensive.

### Harassment Complaint Procedure

Employees are encouraged to use the Complaint Procedure to report behavior that they feel is harassing, whether that behavior is directed at them or not. The Complaint Procedure provides for immediate, thorough, and objective investigation of claims of harassment. Appropriate disciplinary action will be taken against those who are determined to have engaged in harassing behavior.

### **ABUSIVE CONDUCT**

Abusive conduct means malicious conduct in the workplace that a reasonable person would find hostile or offensive and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal, or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe.

The Community Health Plan of Imperial Valley considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report abusive conduct to a manager or Human Resources. Managers are responsible for ensuring that employees are not subjected to abusive conduct. All reports will be treated seriously and investigated when appropriate. Employees who are found to have engaged in abusive conduct will be subject to discipline, up to and potentially including termination. Retaliation against an employee who reports abusive conduct or verifies that it took place is strictly prohibited.

### **COMPLAINT PROCEDURE**

The Community Health Plan of Imperial Valley has established a procedure for a fair review of complaints related to any workplace controversy, conflict, or harassment. Employees may take their complaint directly to the person or department listed in Step 2 if the complaint is related to their supervisor or manager or if the employee feels the supervisor or manager would not provide an impartial resolution to the problem.

#### Step 1

The complaint should be submitted orally or in writing to a supervisor or manager within three working days of the incident or as soon as possible. Sooner is better, as it will assist in a more accurate investigation, but complaints will be taken seriously regardless of when they are reported. Generally, a meeting will be held within three

business days of the employee's request, depending upon scheduling availability. Attempts will be made to resolve the issue during the meeting, but regardless of whether there is an immediate resolution, the supervisor or manager will give the employee a written summary of the meeting within three business days. Resolution may take longer if further investigation of the complaint is required. If the employee is not satisfied with the resolution, they may proceed to Step 2.

Step 2

The employee may submit an oral or written request for review of the complaint and Step 1 resolution to the Human Resources Department or a designated investigator. This request should be made within three working days following the receipt of the Step 1 resolution. The Human Resources Department or the designated investigator will review the complaint and resolution and may call an additional meeting to explore the problem. If warranted, additional fact-finding will be undertaken. A final decision will be as soon as practicable, thereafter receiving the Step 2 request, and a written summary of the resolution will be provided to the employee who filed the complaint.

EXTERNAL EEO COMPLAINTS

In addition to the organization's internal complaint procedure, employees may also contact either the Equal Employment Opportunity Commission (EEOC) or the California Civil Rights Department (CRD) to report unlawful harassment. You must file a complaint with the CRD within three years of the alleged unlawful action. The EEOC and the CRD serve as neutral factfinders and will attempt to assist the parties to voluntarily resolve their disputes. For more information, contact the nearest EEOC or CRD office.

**CORRECTIVE ACTION**

A high level of job performance and professionalism is expected from each employee. If an employee's job performance does not meet the standards established for the position, they violate Community Health Plan of Imperial Valley's policies or procedures, or their behavior is otherwise unacceptable, corrective action may ensue. Corrective action may include, but is not limited to: coaching, oral or written warnings, performance improvement plans, paid or unpaid suspension, demotion, and termination. The type and order of actions taken will be at management's sole discretion and the Community Health Plan of Imperial Valley is not required to take any disciplinary action before making an adverse employment decision, including termination.

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## **COMPENSATION**

### **PAY PERIODS**

The standard seven-day payroll workweek for the Community Health Plan of Imperial Valley will begin at 12:00 a.m. Sunday. The designated pay period for all employees is bi-weekly. Paydays are bi-weekly on Friday. Except as otherwise provided, if any date of paycheck distribution falls on a weekend or holiday, employees will be paid on the preceding scheduled workday.

### **TIMEKEEPING**

All non-exempt employees are required to use the timekeeping system to record their hours worked. For the purposes of this policy, all forms of timekeeping will be referred to as clocking in or out.

Employees should clock in no sooner than two minutes before their scheduled shift and clock out no later than two minutes after their scheduled shift. Additionally, employees are required to clock in and out for their designated lunch periods. Each hourly employee is required to take their meal break before the end of their 6<sup>th</sup> hour working. Lunch periods are unpaid when employees are relieved of all duties. Employees are entitled to uninterrupted meal breaks. Non-exempt employees are required to clock-out and clock-in at their lunchtimes.

Accurate timekeeping is a federal and state wage and hour requirement, and employees are required to comply. Failing to enter time into the timekeeping system in an accurate and timely manner is unacceptable job performance. Employees are required to record ALL time they are working on Plan business. Failure to do so could result in disciplinary action. Employees may not ask another employee to clock in or out for them. Should an employee miss an entry into the timekeeping system, they must notify their manager as soon as possible for correction.

Non-exempt employees are not permitted to work unscheduled times without prior authorization from their manager. This includes clocking in early or late.

Hourly employees are responsible for taking and attesting their paid 10-minute breaks. The break form is to be completed and submitted at the beginning of each pay period. These breaks are to be taken first at 10:00 am and then again at 3:30 PM.

### **OVERTIME**

The Community Health Plan of Imperial Valley complies with all applicable federal laws regarding payment of overtime work. Non-exempt employees will be paid overtime (one and one-half times the regular rate of pay) for all hours worked over eight in one workday, over 40 in one work week.

If the Community Health Plan of Imperial Valley approves an employee's request to make up work time, the hours of that makeup work performed in the same week that the work was lost do not count towards computing the total number of hours worked in a day.

Employees are required to work overtime when assigned. Any overtime worked must be authorized by a supervisor or manager, in advance. Working unauthorized overtime or the refusal or unavailability to work overtime is unacceptable work performance, subject to discipline including but not limited to termination.

#### **PAYROLL DEDUCTIONS**

The Community Health Plan of Imperial Valley complies with the salary basis requirements of the Fair Labor Standards Act (FLSA) and does not make improper deductions from the salaries of exempt employees. There are, however, certain circumstances where deductions from the salaries of exempt employees are permissible. Such circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide sick leave plan that provides compensation for salary lost due to illness.
- To offset amounts received as witness or jury fees, or for military pay.
- When an employee is on unpaid leave under the Family Medical Leave Act
- During an employee's first and last week of employment, if they work less than a full week.

If an employee believes that an improper deduction has been made, they should immediately report this to their manager or the person responsible for payroll processing. Reports will be promptly investigated and if it is determined that an improper deduction has occurred, the employee will be promptly reimbursed.

#### **PAY ADJUSTMENTS, PROMOTIONS AND DEMOTIONS**

All pay increases are based upon merit, market factors, and the profitability of the Community Health Plan of Imperial Valley. Any pay increases ~~are retrospectively paid from the beginning of the pay period after the employee's hire date anniversary that are granted will be made in the 1<sup>st</sup> quarter of the new year.~~ There is not an automatic annual cost of living or salary adjustment. Salary decreases may take place when there is job restructuring, job duty changes, job transfers, or adverse business economic conditions. Demotion is a reduction in responsibility, usually accompanied by a reduction in salary. If demotion occurs, employees will maintain their seniority with the Community Health Plan of Imperial Valley.

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### **PERFORMANCE EVALUATION**

Performance reviews are scheduled to take place approximately thirty (30) days before or after the anniversary date of the employee. This evaluation may be either written or oral.

If the employee receives an evaluation sheet or other written document, they will be required to sign it. An employee's signature does not necessarily indicate that the employee agrees with all the comments, but that they have been given the opportunity to examine the evaluation and discuss it with their manager. The completed and signed evaluation form will be placed in the employee's personnel file and the employee will receive a copy of the performance evaluation.

In addition to performance evaluations, informal counseling sessions may be conducted from time to time.

### **WORK ASSIGNMENTS**

On occasion employees may be required to perform duties that are not part of their job description or usual tasks. This may happen because a co-worker is absent, a position is temporarily vacant, the business or department is particularly busy, or for other reasons. Employees are expected to perform these additional duties in a timely fashion and to the best of their ability. Should questions about process or procedure arise, employees should speak with their manager. Unless informed otherwise, employees will be paid at their regular rate of pay.

### **EXPENSE REIMBURSEMENT**

The Community Health Plan of Imperial Valley will cover all reasonable, business-related expenses. Any cost that does not fall within the guidelines below must be approved by the appropriate manager *before* the expense is incurred. Employees may not be reimbursed for expenses that were not approved in advance and are deemed unnecessary or extravagant.

The following types of expenses may be reimbursable under this policy:

- Lodging
- Travel expenses including airfare, reasonable airline luggage fees, train fare, bus, taxi, and related tips.
- Meals, including tips up to 20%
- Laundry and dry-cleaning expenses during trips in excess of five days
- Car rental, parking fees, and tolls
- Mileage on a personal vehicle at the current IRS reimbursement rate
- Conference and convention fees
- Business entertainment expenses, up to pre-approved limits

Reimbursable limits on each type of expense will be found in the travel request forms in the Finance Department's policies. All travel outside of Imperial County requires your manager's approval on a completed Travel Request Form.

The following expenses are examples of expenses not reimbursable under this policy:

- Airline club dues
- Traffic fines
- Tips more than 20%
- In-flight movies, mini-bar expenses, and other forms of personal entertainment
- First-class airfare
- Alcohol Drinks

No policy can anticipate every situation that might give rise to legitimate business expenses. Reasonable and necessary expenses not listed above may be reimbursable. When prior approval is required, managers should use their best judgment to determine if an unlisted expense is reimbursable under this policy.

#### Credit Cards

Community Health Plan of Imperial Valley issued credit cards are to be used for purchases on behalf of the Plan and for any travel expenses incurred while traveling on Community Health Plan of Imperial Valley business only. At no time may an employee use a Plan credit card for purchases intended for personal use; such expenses will require that the Plan be reimbursed and may lead to revocation of credit card privileges and other discipline. Credit card expenses require the same reimbursement documentation as other expenses.

#### Documentation

Requests for reimbursement of business expenses must be submitted on the Expense Reimbursement Form. These forms are available through deluxe. To comply with IRS regulations, all business expenses be supported with adequate records. Employees are responsible for keeping these records as expenses are incurred. These records must include:

- The amount of the expenditure
- The time and place of the expenditure
- The business purpose of the expenditure
- The names and the business relationships of individuals for whom the expenditures were made.

Requests for reimbursement lacking this information will not be processed and will be returned to the employee. While original receipts are preferred for all expenses, they are required for those greater than \$25.00. Requests for exceptions to this policy should explain why the exception is necessary and be approved by management.

#### Approvals

Expense reimbursement forms, together with required documentation, and the approved Travel Request Form must be submitted to the employee's manager for review and approval. Once the expense reimbursement has been approved, it should

be submitted for processing no more than 30 days after the expenses occurred. Managers approving expense reports are responsible for ensuring that the expense report has been filled out correctly with the required documentation and that the expenses submitted are allowable under this policy.

#### **ADVANCES AND LOANS**

The Community Health Plan of Imperial Valley does not give advances or loans to employees.

### **BENEFITS**

#### **HOLIDAYS**

Regular full-time employees are entitled to the following paid holidays observed by The Community Health Plan of Imperial Valley:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Day

Other days or parts of days may be designated as holidays with or without pay. No holiday pay will be paid to an employee who is on an unpaid status. If a holiday falls on a Sunday, the holiday may be observed on the following Monday. If the holiday falls on a Saturday, the holiday may be observed on the preceding Friday.

#### **VACATION**

Vacations provide a break beneficial to both the Community Health Plan of Imperial Valley and employees. Vacation time is available to all employees after their 90<sup>th</sup> day of employment. Therefore, employees are encouraged to take vacations annually. Eligible employees include:

- Full-time exempt
- Full Time Non Exempt



**Employees Vacation Accrual is as follows:**

Vacation	Executive	Directors	Managers	<u>Individual Contributors</u> <del>Others</del>
Year 1- <del>3</del>	17	12	10	10
<del>Year 2</del>				
<del>Year 3</del>				
Year 4 <u>and 5</u>	18	13	11	10
<del>Year 5</del>				
Year 6 <u>and 7</u>	19	14	12	11
<del>Year 7</del>				
Year 8 <u>and 9</u>	20	15	13	12
<del>Year 9</del>				
Year 10 <u>±</u>	22	17	15	12

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Unused vacation will be carried over each year with a maximum accrual bank of twice the amount allowed to accrual annually. For example, someone who accrues 12 days of vacation a year, can have a max accrual bank of 192 hours. Unused vacation will be paid out upon employment separation.

Vacations are to be requested through your manager/supervisor with 30 days advance notice prior to days out of the office. Employees are responsible for submitting time-off requests and hours used for vacation or sick-leave through Rippling.

**SICK LEAVE**

Each employee is entitled to 5 days (40 hours) of paid time off immediately after the date of hire. Sick time does not accrue and is on a use it or lose it basis. If employees have no more sick time left, they may use their vacation time or choose to take unpaid time off.

Sick leave may be used for diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member, or by an employee who is a victim of domestic violence, sexual assault, ~~or~~ stalking, or other crime in order to obtain a temporary restraining order or other court assistance to help ensure the health safety or welfare of the employee or their child; or (2) obtain medical attention or psychological counseling, services from a shelter, program or crisis center.

or (3) participate in safety planning or other actions to increase safety. Unused sick leave will not be compensated for at the end of employment. Employees rehired within one year of separation will have their previously accrued sick leave restored.

Employees are responsible for advising their manager no later than 1 hour before the start of their shift when calling out sick.

Employees are encouraged to stay home when sick. This is to protect the health and safety of other employees.

The Plan requires employees to use paid sick leave under this policy in minimum increments of two hours.

#### **HEALTH AND WELFARE BENEFITS**

The Community Health Plan of Imperial Valley complies with all applicable federal and state laws with regard to benefits administration. All regular employees scheduled and generally working at least 40 hours a week are entitled to health insurance and other plan-sponsored health benefits, when in effect. The Community Health Plan of Imperial Valley reserves the right to change or terminate health plans or other benefits at any time.

New qualifying employees will be eligible for coverage on the 1st of the month after the employee starts. New employees may elect not to be covered, with the permission of The Community Health Plan of Imperial Valley provided the percentage of employees not covered is within the benefit plan specifications.

#### **CONTINUATION OF BENEFITS**

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), or a state mini-COBRA law, employees may be allowed to continue their health insurance benefits, at their own expense, for a set number of months after experiencing a qualifying event. Length of coverage may be dependent upon the qualifying event. (defined by COBRA regulations?)

To qualify for continuation of health benefits, the covered individual must experience a qualifying event that would otherwise cause them to lose group health coverage. The following are qualifying events:

##### For Employees

- Voluntary or involuntary termination of employment for reasons other than gross misconduct
- Reduction in number of hours worked.

#### For Spouses

- Loss of coverage by the employee because of one of the qualifying events listed above.
- Covered employees become eligible for Medicare.
- Divorce or legal separation of the covered employee
- Death of the covered employee

#### For Dependent Children

- Loss of coverage because of any of the qualifying events listed for spouses.
- Loss of status as a dependent child under the plan rules

See Human Resources for additional information.

#### **STATE DISABILITY INSURANCE**

The State of California has a partial wage-replacement insurance plan for California workers. The cost of this insurance is fully paid by the employee through payroll deductions. The SDI program includes both Disability Insurance and Paid Family Leave.

#### Disability Insurance (DI)

Employees who lose wages when an illness, injury or pregnancy-related disability prevents them from working and who meet all the state eligibility requirements can collect disability insurance benefits.

The benefits are calculated as a percentage of employee salary up to a weekly maximum as specified by law, for up to 52 weeks.

Employees are responsible for filing their claim and other forms promptly and accurately with the Employment Development Department. A claim form may be obtained from the Employment Development Department online, by telephone, or in person.

#### Paid Family Leave (PFL)

Employees may be eligible for partial wage replacement benefits under the Paid Family Leave Act for up to a maximum of eight weeks for the following reasons:

- To bond with a new child after birth or placement for adoption or foster care
- To care for a serious health condition of an employee's child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner
- To participate in a qualifying event related to a family member's deployment to a foreign country.

The Paid Family Leave Act provides benefits based on past earnings. The cost of the insurance is fully paid by the employee. The 12-month period begins on the first day an employee submits a claim.

To be eligible for benefits, employees may be required to provide medical and/or other information that supports a claim for time off to bond with a new child or to care for a family member with a serious health condition.

The employee is responsible for filing their claim for family leave insurance benefits and other forms promptly and accurately with the Employment Development Department. A claim form may be obtained from the Employment Development Department by telephone, letter, the Internet or in person. All eligibility and benefit determinations are made by the Employment Development Department.

Employees may not be eligible for Paid Family Leave benefits if they are receiving Disability Insurance, Unemployment Compensation Insurance or Workers' Compensation benefits.

The Paid Family Leave Act does not provide a right to leave, job protection or return to work rights. Further, this policy does not provide additional time off; rather, family leave insurance may provide compensation during an approved leave pursuant to any employer-provided leave.

#### **TEMPORARY DISABILITY LEAVE**

The Community Health Plan of Imperial Valley recognizes that a temporary disability may prevent employees from coming to work for a period of time. In such cases, the Community Health Plan of Imperial Valley may grant temporary disability leave. This leave does not have a minimum or maximum time frame. Rather, the Community Health Plan of Imperial Valley will attempt to reasonably accommodate the needs of the employee as well as the needs of the Community Health Plan of Imperial Valley. If leave is granted, any extensions will be subject to the same considerations.

Employees requesting temporary disability leave must document their request in writing. That request should be accompanied by a doctor's statement identifying how the temporary disability limits the employee's ability to work, the date and the estimated date of return and, where appropriate, diagnosis and prognosis. Should the employee's expected return date change, the employee should notify the Community Health Plan of Imperial Valley as soon as possible. Prior to returning to employment with the Community Health Plan of Imperial Valley, employees will be required to submit written medical certification of their ability to work, including any restrictions. Upon returning to work, if employees qualify, they will be reinstated to their former position or one that is substantially the same, depending upon the availability of any position at that time.

The leave will be unpaid, except that employees must use any available paid sick leave concurrently and may choose to use other accrued paid time off concurrently once their sick leave has been exhausted.

**MILITARY LEAVE**

If employees are on an extended military leave of absence, they are entitled to be restored to their previously held position or similar position, if available, without loss of any rights, privileges or benefits provided the employee meets the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

**VOLUNTEER EMERGENCY RESPONDER LEAVE**

Employees who are volunteer firefighters, reserve peace officers, or emergency rescue personnel will be allowed to take temporary unpaid leaves of absence for the purpose of performing emergency duties. Employees who are volunteer emergency responders should inform their supervisor so that they are aware that the employee may need to take time off for emergency duty. When an employee is called to an emergency and needs to miss work, they should alert their supervisor before doing so whenever possible. Whether or not such leave is paid shall depend on federal and state law.

**JURY SERVICE LEAVE**

If an employee is summoned to report for jury duty, they will be granted a leave of absence when they notify and submit a copy of the original summons for jury duty to their supervisor or manager. The Community Health Plan of Imperial Valley reserves the right to request that they seek to be excused from or request postponement of jury service if the absence from work would create a hardship to the Community Health Plan of Imperial Valley

Any fees received for jury duty, including travel fees, are to be submitted to the Community Health Plan of Imperial Valley in exchange for paid leave provided by Community Health Plan of Imperial Valley. Employees are to report to work on any day, or portion thereof that is not actually spent in the performance of jury service. For each week of jury duty, a certificate of jury service must be certified by the Court and filed with the Community Health Plan of Imperial Valley no later than Wednesday of the following week. The leave is paid.

**WITNESS LEAVE**

If an employee is absent from work to serve as a witness in a judicial proceeding in which they are the victim, or in response to a subpoena or other order of the court, the employee will be granted leave without pay for such time as it is necessary to comply with the request. The Community Health Plan of Imperial Valley may request proof of the need for leave.

**VOTING LEAVE**

If an employee cannot vote because of their scheduled work hours, then the employee will be given additional time off to vote in any state or federal election.

Employees must apply for leave at least two days before Election Day. The Community Health Plan of Imperial Valley may specify the time during the day that

leave can be taken. Generally, time off will be at the beginning or end of their shift, whichever allows the freest time for voting and the least time off from the regular working shift, unless otherwise mutually agreed upon.

Up to two hours will be compensated for at the employee's regular rate of pay. Additional time off, if necessary, will be unpaid. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

#### **CRIME VICTIM LEAVE AND ACCOMMODATIONS**

An employee who is the victim of crime or abuse, or whose family member ~~has died~~ has died as a result of a crime, will be allowed to take time off work to attend court proceedings or to seek a restraining order or other relief for their or their child's health, safety, or welfare. Information regarding these rights and reporting requirements can be found here

~~Employees should provide reasonable notice of their absence if the need for leave is foreseeable. If an employee is unable to give advance notice, the Community Health Plan of Imperial Valley may require documentation of the need for leave after it has been taken.~~

~~This leave is unpaid, but employees may use any vacation hours towards the leave. Exempt employees will be paid in accordance with state and federal wage and hour laws.~~

~~The Community Health Plan of Imperial Valley will also make reasonable accommodations for victims of domestic violence, sexual assault, or stalking, including but not limited to the implementation of safety measures. Employees should contact the Office Manager/HR for additional information.~~

Employees who may potentially have a need for this leave should discuss the situation with their manager or Human Resources.

#### **SCHOOL LEAVE FOR DISCIPLINARY MATTERS**

The Community Health Plan of Imperial Valley will grant unpaid time off for employees who are parents or guardians of school-age children who need time off to attend to school issues. More information about this leave can be found here pursuant to Labor Code 230.8. ~~Employees are required to give reasonable notice to the Community Health Plan of Imperial Valley that they need to take time off.~~

The employee must use available vacation or personal leave for school visitation and must take leave without pay if no paid leave is available. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

#### **BEREAVEMENT LEAVE**

A regular employee of the Community Health Plan of Imperial Valley may request a leave of absence with pay for a maximum of 3 Days working day(s) upon the death of a member of their immediate family. Employees will be offered up to 5 days total, 3 days paid, 2 days unpaid of Bereavement Leave ([employees may use accrued paid time off for this portion of the bereavement leave](#)). Members of the immediate family are defined as parents, spouse, domestic partner, child, sibling, grandchild, grandparent, parent-in-law, and corresponding step-relatives. Proof of the need for leave may be required.

#### **BONE MARROW AND ORGAN DONATION LEAVE**

Community Health Plan of Imperial Valley will provide employees who have been employed with the organization for at least 90 days, with a paid leave of absence for the purpose of donating organs or bone marrow. More information about this leave can be found [here](#).

#### **REPRODUCTIVE LOSS LEAVE**

A regular employee of the Community Health Plan of Imperial Valley may request a leave of absence with pay for a maximum of 5 unpaid days due to a reproductive loss, such as miscarriage, stillbirth, or failed adoption.

Days may be taken consecutively, or intermittently over the 3 months following the loss.

### **HEALTH, SAFETY, AND SECURITY**

#### **NON-SMOKING**

California law prohibits smoking in any public building or within 20 feet of a main entrance, exit, or window of a public building. The Community Health Plan of Imperial Valley does not permit smoking in any Community Health Plan of Imperial Valley buildings, facilities, work sites, or vehicles. Employees wishing to smoke should do so during their break times, outside Community Health Plan of Imperial Valley buildings in designated areas, and in accordance with local ordinances.

#### **DRUG AND ALCOHOL**

The Community Health Plan of Imperial Valley is dedicated to providing employees with a workplace that is free of drugs and alcohol. While on Community Health Plan of Imperial Valley premises, whether during work time or non-work time, employees are prohibited from being under the influence of drugs or alcohol. There are limited exceptions for the use of prescription drugs (not including marijuana), as long as they do not create safety issues or impair an employee's ability to do their job, and the moderate use of alcohol at Community Health Plan of Imperial Valley-sponsored or sanctioned events.

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Employees are strictly prohibited from possessing illegal drugs, cannabis, or excessive quantities of prescription or over-the-counter drugs while on Community Health Plan of Imperial Valley premises, performing Community Health Plan of Imperial Valley-related duties, or operating any Community Health Plan of Imperial Valley equipment. Any drugs confiscated that are suspected of being illegal will be turned over to the appropriate law enforcement.

Employees taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform their job and should advise their manager of any resulting job limitations. Once notified, the Community Health Plan of Imperial Valley will make reasonable efforts to accommodate the limitation.

The Community Health Plan of Imperial Valley reserves the right to test any employee for the use of illegal drugs, marijuana, or alcohol, in accordance with applicable law. Employees in safety-sensitive positions may be subject to regular or random drug testing. Drug or alcohol tests may also be conducted after an accident in which drugs or alcohol could reasonably be involved, or when behavior or impairment on the job creates reasonable suspicion of use. Under those circumstances, the employee may be driven to a certified lab for testing at the Community Health Plan of Imperial Valley's expense. Refusal to be tested for drugs or alcohol will be treated the same as a positive test result.

Violation of this policy may result in discipline, up to and including termination.

To the extent that any federal, state, or local law or regulation limits or prohibits the application of any provision of this policy, then that particular provision will be ineffective in that jurisdiction only, while the remainder of the policy remains in effect.

### **EMPLOYER-SPONSORED SOCIAL EVENTS**

Community Health Plan of Imperial Valley holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties.

The organization does not provide complimentary alcoholic beverages, but alcoholic beverages may be available for purchase at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi/ rideshare or appoint a designated driver.

### **OFF-DUTY USE OF EMPLOYER PROPERTY OR PREMISES**

For your safety, it is organizational policy to control off-duty and nonworking hour use of facilities either for business or personal reasons. Access to facilities during off-duty or non-working hours is limited to employees who have a legitimate business reason to be on the premises.

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## REASONABLE ACCOMMODATIONS

If the Community Health Plan of Imperial Valley is made aware of an employee's disability and resulting need for accommodation, Human Resources or the employee's manager will engage with them in the interactive process. This process will determine what, if any, accommodation is necessary and reasonable to assist the employee in doing the essential functions of their job. Whether accommodation is reasonable will be determined based on a number of factors, including whether it will effectively assist the employee in doing the essential functions of their job, the cost, and the effect on business operations. In most cases, employees will be required to provide documentation from an appropriate healthcare provider. Human Resources will provide employees with the necessary form.

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All employees are required to comply with safety standards. Employees who pose a direct threat to the health or safety of themselves or others in the workplace may be temporarily moved into another position or placed on leave until it is determined if reasonable accommodation(s) will effectively mitigate the risk.

## ACCOMMODATIONS FOR PREGNANT EMPLOYEES

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Community Health Plans of Imperial Valley will provide reasonable accommodation to pregnant employees for known limitations related to pregnancy, childbirth, or other related medical conditions following the federal Pregnant Workers Fairness Act (PWFA).

If you require an accommodation, notify your manager. If the need for a particular accommodation is not obvious, you may be asked to include relevant information such as:

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- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will address limitations caused by pregnancy, childbirth, or related medical conditions.

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The organizations will comply with state or local laws that provide additional protections beyond the PWFA.

## INJURY AND ACCIDENT RESPONSE AND REPORTING

If an employee is injured or witnesses an injury at work, they must report it immediately to the nearest available manager. Employees should render any assistance requested by that manager. When any accident, injury, or illness occurs

while an employee is at work, regardless of the nature or severity, the employee must complete an injury reporting form and return it to Human Resources as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by Human Resources or the designated Safety Officer, including a determination as to whether the injured employee may return to work. (Do we have an "Injury Report Form"?)

Questions asked by law enforcement or fire officials making an investigative report should be answered giving only information and avoiding speculation. Liability for personal injury or property damage should never be admitted in answering an investigatory question asked by law enforcement or fire officials.

In addition to compliance with safety measures imposed by federal Occupational Safety and Health Act (OSHA) and state law, the Community Health Plan of Imperial Valley has an independent interest in making its facilities a safe and healthy place to work. The Community Health Plan of Imperial Valley recognizes that employees may be able to notice dangerous conditions and practices and therefore encourages employees to report such conditions, as well as non-functioning or hazardous equipment, to a manager immediately. Appropriate remedial measures will be taken when possible and appropriate. Employees will not be retaliated against or discriminated against for reporting accidents, injuries, or illnesses, filing of safety-related complaints, or requesting to see injury and illness logs.

#### **WORKERS' COMPENSATION**

The Community Health Plan of Imperial Valley carries insurance that covers work-related injuries and illnesses. The workers' compensation insurance carrier governs the benefits provided. These benefits will not be limited, expanded, or modified by any statements of Community Health Plan of Imperial Valley personnel or Community Health Plan of Imperial Valley documents. In the case of any discrepancy, the insurance carrier's documents will be checked.

#### **WORKPLACE VIOLENCE AND SECURITY**

The Community Health Plan of Imperial Valley expects all employees to conduct themselves in a non-threatening, non-abusive, and professional manner always. No direct, conditional, or veiled threat of harm to any employee, customer, business partner, or Community Health Plan of Imperial Valley property will be acceptable. Acts of violence or intimidation of others will not be tolerated. Any employee who commits, or threatens to commit, a violent act against any person while on Community Health Plan of Imperial Valley premises, will be subject to discipline, up to immediate termination.

Employees share the responsibility of identifying and alleviating threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to a manager. Threats will be investigated, and appropriate remedial or disciplinary action will be taken.

CHPIV maintains a Workplace Violence Prevention Program. All new hires will be required to complete training on workplace violence prevention. Employees will be required to retrain on the topic annually. The organization also maintains a log of workplace violence incidents that is available for review by any employee upon request to Human Resources.

#### **DRIVING SAFETY**

Employees who drive on Community Health Plan of Imperial Valley business are expected to drive safely and responsibly and to use common sense and courtesy. Employees are also subject to the following rules and conditions:

1. All employees are responsible for submitting a valid auto-insurance policy copy to the Human Resources department, the employer may request a copy from the employee at any time.
2. A valid driver's license must be maintained as a condition of continued employment for positions that require driving. The Community Health Plan of Imperial Valley may request to see an employee's license at any time.
3. Employees may not use a Community Health Plan of Imperial Valley vehicle without express authorization from management.
4. If Community Health Plan of Imperial Valley vehicles are generally used for business, employees must receive authorization from management to use their personal vehicle instead.
5. Let's summarize the Community Health Plan of Imperial Valley insurance coverage as it applies to employee use of personal vehicles for Community Health Plan of Imperial Valley business, Employees who drive their own vehicles for work must maintain the minimum amount of insurance required by state law as a condition of continued employment. The Community Health Plan of Imperial Valley may request proof of insurance at any time.
6. Employees must always wear seat belts, whether they are the driver or a passenger.
7. Except for a phone being used only for navigation purposes, employees are required to turn off cell phones or put them on silent before starting their car.
8. Employees who are using a device for navigation purposes should complete all the set up before starting the vehicle.
9. Use of electronic devices for purposes other than navigation is strictly prohibited. This includes, but is not limited to, making, or receiving phone calls unless hand-free technology is applied, sending, or receiving text messages or e-mails, browsing the internet, reading books, and downloading information from the web. If an employee needs to engage in any of these activities while driving, they must pull over to a safe location and stop the vehicle prior to using any device.
10. Employees should not engage in other distracting activities such as eating, shaving, or putting on makeup, even in stopped or slow-moving traffic.
11. The use of alcohol, drugs, or other substances that in any way impair driving ability is prohibited. This includes, but is not limited to, over-the-counter cold or allergy medications and sleep aids that have a residual effect.

12. Employees must follow all driving laws and safety rules, such as adherence to posted speed limits and directional signs, use of turn signals, and avoidance of confrontational or offensive behavior while driving.
13. All passengers must be approved by management in advance of travel.
14. Employees must not allow anyone to ride in any part of the vehicle not specifically intended for passenger use or any seat that does not have a working seat belt.
15. Employees must promptly report any accidents to local law enforcement as well as the Community Health Plan of Imperial Valley.
16. Employees must promptly report any moving or parking violations received while driving on Community Health Plan of Imperial Valley vehicles or business.

#### **INCLEMENT WEATHER AND OUTAGES**

This policy establishes guidelines for the Community Health Plan of Imperial Valley operations during periods of extreme weather and similar emergencies. The Community Health Plan of Imperial Valley will remain open in all but the most extreme circumstances. Unless an emergency closing is announced, all employees are expected to report to work. However, the Community Health Plan of Imperial Valley does not advise employees to take unwarranted risks when traveling to work in the event of inclement weather or other emergencies. Each employee should exercise their best judgment with regard to road conditions and other safety concerns.

#### Designation of Emergency Closing

Only with the authorization of the CEO or designated managers will the Community Health Plan of Imperial Valley will cease operations due to emergency circumstances. If severe weather conditions develop during working hours, it is at the discretion of Management to release employees. Employees will generally be expected to remain at work until the appointed closing time.

#### Procedures during Closings

If weather or traveling conditions delay or prevent an employee's reporting to work, their immediate supervisor should be notified as soon as possible. If possible, such notification should be made by telephone directly with the supervisor. If direct contact is not possible, leaving a detailed voicemail message or message with another employee is acceptable.

An employee who is unable to report to work may use any accrued time off or take the day off without pay.

#### Pay and Leave Practices

When a partial or full-day closing is authorized by Management, the following pay and paid leave practices apply:

- Non-exempt hourly employees will be sent home for partial days with the option of using paid time off for the remainder of the day. If paid time off is not available, employees will be excused from work without pay and without disciplinary action.

- Exempt employees will be expected to continue work from home if their job duties allow. The Community Health Plan of Imperial Valley will pay the exempt employee's regular salary regardless of, as outlined in the Payroll Deductions policy.
- Exempt and non-exempt employees already scheduled to be off during emergency closings are charged such leave as was scheduled.

#### Other Work Options

Supervisors may approve requests for employees to temporarily work from home, if doing so allows completion of work assignments.

## **WORKPLACE GUIDELINES**

### **HOURS OF WORK**

Employees are expected to be at their work area and ready to work at their scheduled time. Employees will be given their work hours upon hire and at the time of any change in position. If the normal work hours are changed or if the COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY changes its operating hours, employees will be given notice.

### **OFF-THE-CLOCK WORK**

Non-exempt employees must accurately record all time worked, regardless of when and where the work is performed. Off-the-clock work (doing work that is not reported in the timekeeping system) is prohibited. No member of management may request, require, or authorize non-exempt employees to perform work without compensation. Any possible violations should be reported promptly to a member of management.

Salaried and hourly in-office staff are required to complete their responsibilities from the hours of 8:00 – 5:00 pm.

### **MEAL PERIODS**

All employees are entitled to take a non-compensated meal period of at least 30 minutes each workday. No employee will be scheduled to work more than five consecutive hours in a workday without taking a meal period. In no case may any meal period be waived to shorten an employee's work hours or to be used in lieu of time without pay.

When the work period is 10 hours per day, a second meal period of at least 30 minutes will be provided. If the total hours worked is 12 or fewer, the second meal period may be waived by mutual consent of the Community Health Plan of Imperial Valley and the employee only if the first meal period was not waived. If the nature of the work prevents relief from all duties, then the on-duty meal period will be compensated.

All mealtimes require the non-exempt employee to clock out and back in when their meal is finished, and they've returned to work.

### **REST PERIODS**

Employees will take a 10-minute rest period during each half of a full workday or major fraction thereof. However, a rest period need not be authorized for employees whose total daily work time is less than three and one-half hours. Any variances in rest periods are subject to advance management approval. All hourly employees are required to fill out and submit the employee break-period tracking form and submit to Human Resources Bi-weekly on the Monday before payroll.

### **LACTATION ACCOMMODATION**

The Community Health Plan of Imperial Valley provides a supportive environment to enable breastfeeding employees to express their milk during work hours. Accommodation under this policy includes a private place (other than a bathroom) as well as unpaid time to express milk. If a dedicated lactation space is not possible, a multi-use area will be made available, and a lactating employee will be given priority.

Employees should request lactation accommodations through their manager or Human Resources in person or by phone or email. Managers who receive requests for lactation accommodations should contact Human Resources or a member of the leadership team if they have any doubt about their ability to accommodate the request. The Community Health Plan of Imperial Valley will respond to the request either by providing the requested accommodation in full or by providing what is possible and giving the employee a written explanation as to why any other part of the request could not be granted.

When possible, employees should take their lactation breaks concurrently with their meal and rest breaks, if applicable. Employees will be paid for the duration of their standard rest breaks, and additional time will be unpaid. Exempt employee pay will not be affected by lactation break time.

Any form of discrimination or harassment related to breastfeeding is unacceptable and will not be tolerated. Employees who believe they are not being provided with accommodations as required by law may file a complaint with the Labor Commissioner.

If you feel the organization is not providing you with adequate break time and/or a place to express milk as provided for in Labor Code § 1030, you may file a report/claim with the Labor Commissioner's Bureau of Field Enforcement (BOFE) at the BOFE office nearest your place of employment. The complaint must be filed within three years of the alleged unlawful action.

### **ATTENDANCE AND TARDINESS**

Employees are expected to be at work and ready to go when their scheduled shift begins or resumes. If an employee is unable to be at work on time, or at all, they must notify their manager no later than 30 minutes before the start of their scheduled workday. If an employee's manager is not available, the employee should contact another member of management. If an employee is physically unable to contact the Community Health Plan of Imperial Valley, they should ask another person to make contact on their behalf. Leaving a message with a co-worker or answering service is not considered proper notification. Excessive tardiness or absences are unacceptable job performance and subject to disciplinary action up to and including termination.

When an employee calls in absent, they should provide their expected time or date of return. The Community Health Plan of Imperial Valley reserves the right to request

proof of the need for absence, if allowed by law. If an employee is absent for three consecutive days and has not provided proper notification, the Community Health Plan of Imperial Valley assumes that the employee has voluntarily quit their position and will proceed with the termination process.

If an employee becomes ill during their scheduled workday and feels they may need to leave before the end of their shift, they should notify their manager immediately. If an employee is unable to perform their job to an acceptable level, they may be sent home until they are well enough to work.

Absences should be arranged as far in advance as possible. When an employee needs to be absent during the workday, they should attempt to schedule their outside appointment or obligation so that their absence has the smallest impact possible on business operations.

**TELECOMMUTING**

The Community Health Plan of Imperial Valley maintains a Remote Work Policy to ensure continued productivity, collaboration, and security of information regardless of work location. The policy can be found here [insert]

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~~Employees are permitted to work from home (WFH) occasionally or regularly, depending on several factors and the arrangements they've made with their manager. Working from home is a privilege that may be revoked at any time. The Community Health Plan of Imperial Valley may request that an employee be present in the office at any time (regardless of scheduled WFH time) or deny a request to work from home based on business needs, employee performance, or viability of doing the work from home. To be eligible to WFH, an employee must be salaried and have access to reliable internet and a space that is free from excessive noise or distraction.~~

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~~Submitting Requests~~

~~Employees must submit their remote work request to their supervisor and notify appropriate team members. Requests for recurring or extended WFH arrangements will be considered after 3 months of employment, or in the case of a public health emergency.~~

~~Employees wishing to request additional remote workdays in any given workweek are required to speak with their manager in advance for approval. If approved, the employee must submit their request to their supervisor and notify appropriate team members.~~

~~Costs~~

~~The Community Health Plan of Imperial Valley will supply the employee with appropriate office supplies and reimburse the employee for all other reasonable business-related expenses. Employees must get pre-approval for expenses associated with working from home if they are more than \$40 in total. Any equipment supplied by the Community Health Plan of Imperial Valley is to be used for business purposes~~



~~only, unless otherwise specified. Employees must take appropriate action to protect these items from damage or theft.~~

~~-~~

~~The Community Health Plan of Imperial Valley is not responsible for costs associated with the initial setup of the employee's home office such as remodeling, furniture, or lighting, or for repairs or modifications to the home office space.~~

~~-~~

#### Security

~~As with employees working in the office, those who WFH will be expected to ensure the protection of proprietary Community Health Plan of Imperial Valley and customer information through use of locking doors, desks, file cabinets, and media storage, regular password maintenance, and any other steps appropriate for the job and the environment. Unless you live alone, computers should be locked when you walk away, and other household members should not be allowed access to or use of Community Health Plan of Imperial Valley property.~~

~~-~~

#### Expectations

~~When working from home employees must:~~

~~-~~

- ~~• Work their full, typical schedule.~~
- ~~• Attending all meetings in a virtual capacity.~~
- ~~• Achieve the same level of production as in the office.~~
- ~~• Maintain equivalent availability for colleague and client communication, supervisor questions, etc.~~
- ~~• Be available online and by phone for the duration of their usual workday, minus breaks, and rest periods.~~
- ~~• Respond promptly to communication via messaging app, email, and phone.~~
- ~~• Take all required breaks and rest periods, as if they were in the office.~~
- ~~• Communicate consistently regarding their workload and status (break, lunch, working on a project, etc.)~~
- ~~• Follow all Community Health Plan of Imperial Valley procedures and policies.~~
- ~~• Refrain from using alcohol or illegal drugs. Refer to section above.~~

#### **PERSONAL APPEARANCE AND HYGIENE**

Employees are expected to present a professional image, both through behavior and appearance. Accordingly, employees must wear work-appropriate attire during the workday or any time they are representing the Community Health Plan of Imperial Valley. Clothing does not need to be expensive but should be clean and neat in appearance. Employees should consider their level of customer and public contact and the types of meetings they are scheduled to attend in determining what attire is appropriate. The Dress code for Community Health Plan of Imperial Valley is Business Casual. Community Health Plan of Imperial Valley allows and encourages Casual Fridays. Keeping in mind the following below is unacceptable on casual Fridays as well.

The following are not acceptable:

- Bare feet or flip flops
- Spandex, sweats, or work out attire.
- Sagging pants, shorts, or
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing that shows excessive wear and tear.
- Any clothing or accessories that would present a safety hazard.

All Community Health Plan of Imperial Valley employees are expected to maintain appropriate oral and bodily hygiene. Hair (including facial hair) should be clean and neat. Accessories should not interfere with an employee's work. The excessive use of perfume or cologne is unacceptable, as are odors that are disruptive or offensive to others or may exacerbate allergies.

The Human Resources Department is responsible for enforcing dress and grooming standards for their department. Any employee whose appearance does not meet these standards may be counseled. If their appearance is unduly distracting or the clothing is unsafe, the employee may be sent home to change into something more appropriate.

Reasonable accommodation will be made for employees who hold religious beliefs and disabilities when such accommodations do not cause an undue burden. Employees who would like to request accommodation or have other questions about this policy should contact the Office and Human Resources Manager.

#### **CONFIDENTIALITY**

Employees may not disclose any confidential information or trade secrets to anyone outside the Community Health Plan of Imperial Valley without the appropriate authorization. Confidential information may include internal reports, financials, client lists, methods of production, or other internal business-related communications. Trade secrets may include information regarding the development of systems, processes, products, design, instrument, formulas, and technology. Confidential information may only be disclosed or discussed with those who need the information. Conversation of a confidential nature should not be held within earshot of the public or clients.

When any inquiry is made regarding an employee, former employee, client, or customer, the inquiry should be forwarded to Human Resources without comment from the employee.

This policy is intended to always alert employees to the need for discretion and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act.

#### **SOLICITATION AND DISTRIBUTION**

Solicitation during work time and in work areas is prohibited. Solicitation is defined as the act of asking for something, selling something, urging someone to do something, petitioning, or distributing persuasive materials. This could include, but is not limited to, asking for donations for a child's school (including through sales of a product), attempting to convert someone to or from a religion, distributing political materials, or collecting signatures. Work time includes time when either the person soliciting, or being solicited to, is scheduled to be performing their work duties. Work areas include areas where employees generally do work, such as cubicles, offices, or conference rooms, and does not include areas such as the lunch or break room.

This policy does not prevent employees from using their approved breaks and rest periods to solicit outside of working areas and is not intended to infringe an employee's Section 7 of the National Labor Relations Act rights. Those not employed by the Community Health Plan of Imperial Valley are always prohibited from solicitation on Community Health Plan of Imperial Valley property.

#### **BUSINESS GIFTS**

Employees are prohibited from directly or indirectly requesting or accepting a gift for themselves or the Community Health Plan of Imperial Valley that has a value of \$50 or more. If an employee is offered or given anything of value from any client, prospective client, vendor, or business partner in connection with Community Health Plan of Imperial Valley business, they should alert their manager immediately.

#### **OUTSIDE ACTIVITIES**

Employees are not allowed to engage in outside employment during non-working hours without written permission of the CEO. If written permission is granted, such outside employment would not interfere with their job performance or constitute a conflict of interest. Prior to accepting outside employment, employees should notify their Senior Leader in writing. The Senior Leader would either deny, or forward to the CEO for discussion and decision. The notice must include the name of the outside Community Health Plan of Imperial Valley, the title and nature of the position, the number of working hours per week, and the time of scheduled work hours. If the position constitutes a conflict of interest or interferes with the employee's job at any time, they may be required to limit or end their outside employment.

#### **REPORTING IRREGULARITIES**

Employees should immediately report any actual or suspected theft, fraud, embezzlement, or misuse of Community Health Plan of Imperial Valley funds or property, as well as suspicious behavior. An employee who is aware of such activity but does not report will be disciplined accordingly.

### **INSPECTIONS AND SEARCHES**

Any items brought to or taken off Community Health Plan of Imperial Valley premises, whether property of the employee, the Community Health Plan of Imperial Valley or a third party, are subject to inspection or search unless prohibited by state law. Desks, lockers, workstations, work areas, computers, USB drives, files, e-mails, voice mails, etc. are also subject to inspection or search, as are all other assets owned or controlled by Community Health Plan of Imperial Valley. Any inspection or search conducted by the Community Health Plan of Imperial Valley may occur at any time, with or without notice. Failure to submit to a search will be grounds for discipline.

### **HARDWARE AND SOFTWARE USE**

The following guidelines have been established for using the Internet and email in an ethical and professional manner. For this policy, Community Health Plan of Imperial Valley Internet includes productivity software, instant messaging applications, the Community Health Plan of Imperial Valley cloud and networks, the intranet, and any other tool or program provided by or through the Community Health Plan of Imperial Valley or its internet connection.

- Community Health Plan of Imperial Valley Internet and email may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing, or obscene nature.
- Telephones should only be used for Community Health Plan of Imperial Valley business. Employees should always be professional and conscientious when using Community Health Plan of Imperial Valley phones or when using a personal phone for Community Health Plan of Imperial Valley business.
- Use of personal cell phones or other devices should be held to a reasonable limit. Reasonableness will be determined by management.
- Disparaging, abusive, profane, and offensive language are forbidden.
- Employees must respect all copyrights and may not copy, retrieve, modify, or forward copyrighted materials, except with permission or as a single copy for reference only. Almost every piece of content is or could be copyrighted (a notice of copyright is not required), so employees should proceed with caution when using or reproducing materials.
- Unless necessary for work, employees should avoid sending or receiving large files, watching videos, mass-forwarding emails, or engaging in other activities that either consume large amounts of bandwidth or create electronic clutter.
- Employees may not download any programs, applications, browser extensions, or any other files without prior approval or upon request of a manager.
- Each employee is responsible for the content of all text, audio, or images they place on or send over the Community Health Plan of Imperial Valley's internet and email system. Employees may not send messages in which they are not identified as the sender.
- Email is not guaranteed to be private or confidential. Community Health Plan of Imperial Valley reserves the right to examine, monitor, and regulate email messages, directories, and files, as well as internet usage.

- Internal and external email messages are considered business records and may be subject to discovery in the event of litigation.

All Community Health Plan of Imperial Valley-issued hardware and software, as well as the email system and Internet connection, are Community Health Plan of Imperial Valley-owned. Therefore, all Community Health Plan of Imperial Valley policies are always in effect when they are in use. Access to the internet through the Community Health Plan of Imperial Valley's network is a privilege of employment that may be limited or revoked at any time.

## **SOCIAL MEDIA**

### The Guiding Rule

Conduct that negatively affects an employee's job performance, the job performance of fellow employees, or the Community Health Plan of Imperial Valley legitimate business interests—including its reputation and ability to make a profit—may result in disciplinary action up to and including termination.

Below are some guidelines for the use of social media. These guidelines are not intended to infringe on an employee's Section 7 of the National Labor Relations Act rights and any adverse action taken in accordance with this policy will evaluate whether employees were engaged in protected concerted activity.

### Avoiding Harassment

Employees must not use statements, photographs, video, or audio that could reasonably be viewed as malicious, obscene, threatening, or intimidating toward customers, employees, or other people or organizations affiliated with the Community Health Plan of Imperial Valley. This includes, but is not limited to, posts that could contribute to a hostile work environment based on race, sex, sexual orientation, disability, religion, national origin, or any other status protected by state or federal law.

### Avoiding Defamation

Employees must not post anything they know or suspect to be false about Community Health Plan of Imperial Valley or anyone associated with it, including fellow employees and clients. Writing something that is untrue and harmful to any person or organization is defamation and can lead to significant financial liability for the person who makes the statement.

### Confidentiality

Employees must maintain the confidentiality of Community Health Plan of Imperial Valley trade secrets and confidential information. Trade secrets include, but are not limited to, information regarding the development of systems, products, and technology. Private and confidential information includes, but is not limited to, customer lists, financial data, and private personal information about other employees or clients that they have not given the employee permission to share.

### Representation

Employees must not represent themselves as a spokesperson for the Community Health Plan of Imperial Valley unless requested to do so by management. If the Community Health Plan of Imperial Valley is a subject of the content being created—whether by an employee or third party—employees should be clear and open about the fact that they are employed with the Community Health Plan of Imperial Valley but that their views do not necessarily represent those of Community Health Plan of Imperial Valley.

### Accounts

Employees must not use Community Health Plan of Imperial Valley email addresses to register for social media accounts unless doing so at the request of management. Employees who manage social media accounts on behalf of the Community Health Plan of Imperial Valley ensure that at least one member of management has all the login information needed to access the account in their absence.

### **PERSONAL CELL PHONE USE**

The use of personal cell phones, or work cell phones for personal matters, should be held to a reasonable limit during work hours and not interfere with an employee's productivity or the productivity of their coworkers. Reasonableness will be determined by management.

### **PERSONAL PROPERTY**

The Community Health Plan of Imperial Valley is not liable for lost, misplaced, or stolen property. Employees should take all precautions necessary to safeguard their personal possessions. Employees should not have their personal mail sent to the Community Health Plan of Imperial Valley, as it may be automatically opened, and should check with their manager before having larger items delivered to the workplace.

### **PARKING**

~~The Community Health Plan of Imperial Valley has reserved covered parking spots which are reserved for the CEO, the Office & HR Manager, the Chief Medical Officer, and Chief Financial Officer. The remaining parking. The parking lot is areas are~~ first come first serve. All parking is at an employee's own risk. Employees and visitors should lock their vehicles and take appropriate safeguards to protect their valuables, including removing them from the vehicle if appropriate under the circumstances. Employees are not permitted to park in areas reserved for visitors.

## **EMPLOYMENT SEPARATION**

### **RESIGNATION**

The Community Health Plan of Imperial Valley requests that employees provide at least two weeks' written notice of their intent to resign. This notice should be submitted

to the employee's manager. Dependent upon the circumstances, an employee may be asked to not work any or all their notice period, in which case they will be allowed to use up to two weeks of accrued paid time off, if available, from the time notice is given. An exit interview may be requested. If available accrued paid time off is not available and management chooses to terminate employment prior to the end of the two-week notice period, the Community Health Plan of Imperial Valley shall compensate for the remainder of the two-week notice period provided, but not in excess of two weeks.

**TERMINATION**

All employment with the Community Health Plan of Imperial Valley is “at-will.” This means that either the Community Health Plan of Imperial Valley or the employee may terminate the employment relationship at any time, with or without notice, and for any reason allowed by law or for no reason at all. An employee’s at-will status can only be changed by written contract, signed by both the employee and the CEO or Commission Chairperson.

**PERSONAL POSSESSIONS AND RETURN OF COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY PROPERTY**

All Community Health Plan of Imperial Valley property, such as computer equipment, keys, tools, parking passes, or credit cards, must be returned immediately at the time of termination. Employees may be responsible for any lost or damaged items. When leaving, employees should ensure that they take all their personal belongings with them.

## EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

### IMPERIAL COUNTY LOCAL HEALTH AUTHORITY DBA COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY

I acknowledge receipt of the Community Health Plan of Imperial Valley Employee Handbook and agree to follow the guidelines within it. I also acknowledge the following:

1. Receipt of this handbook does not create a contract of employment or in any way alter my at-will employment status; the Community Health Plan of Imperial Valley or I can end the employment relationship at any time, with or without notice, and with or without cause.
2. I am not entitled to any sequence of disciplinary measures prior to termination.
3. Except for the at-will employment policy, this handbook may be modified at any time.
4. Violation of any policy in this handbook, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
5. This handbook does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the handbook.
6. Should any provision in this handbook conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the handbook remains effective.
7. If I have questions regarding any policy in this handbook, or other expectations related to my behavior or performance, it is my responsibility to speak with my manager or the Human Resources department.

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Signature

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Printed Name



Date

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## SCHEDULED CONFLICTS WITH DHCS ALL-CEO MEETING IN SACRAMENTO

Quarter	Date/Time of CEO Meeting
Q 4	10/8/2025 <b><u>CONFLICT</u></b> 10:15am-12:15pm
Q 1	2/11/2026 <b><u>NO CONFLICT</u></b> 10:15am-12:15pm
Q 2	4/8/2026 <b><u>CONFLICT</u></b> 10:15am-12:15pm
Q 3	7/8/2026 <b><u>CONFLICT</u></b> 10:15am-12:15pm
Q 4	10/14/2026 <b><u>NO CONFLICT</u></b> 10:15am-12:15pm