



Community Health Plan of Imperial Valley (CHPIV)

Emergency Preparedness and Response Manual

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1. Introduction

CHPIV is committed to providing uninterrupted care and services to our members, staff, providers, and community stakeholders in the event of any emergency. This Emergency Preparedness and Response Manual (EPRM) outlines the protocols, leadership responsibilities, and functional responses needed to ensure safe, continuous operations.

2. Purpose

The purpose of this plan is to ensure continuity of care, safeguard operations, and fulfill prime contractor responsibilities in the face of natural disasters, pandemics, technological failures, or other emergencies that affect the Imperial County. CHPIV holds the contract with the Department of Health Care Services (DHCS) for the Medi-Cal program and has contracted with Health Net as a subcontractor to administer plan services. CHPIV is responsible for oversight and coordination of emergency preparedness, while Health Net supports administration and reporting under CHPIV's direction.

As the Medi-Cal managed care plan contracted with DHCS, CHPIV has designated Health Net as a subcontractor to provide day-to-day operational and administrative services. CHPIV retains responsibility for ensuring emergency preparedness and response measures are in place and that Health Net complies with DHCS emergency reporting requirements and performance standards.

3. Types of Emergencies

- Natural Disasters: Earthquakes, floods, wildfires
- Health Crises: Epidemics, pandemics
- Infrastructure Failures: Power outages, cyberattacks
- Human-caused Events: Active shooters, vandalism



4. Constituents

- Members: Must have continued access to essential care
- Providers: Must be informed and able to support members
- Employees: Must be supported and informed to continue operations
- Health Net (Subcontractor): Must comply with CHPIV protocols and notify CHPIV promptly of emergency events
- Vendors: Must be coordinated with to ensure service continuity
- Community: Must be considered in outreach and support

5. Emergency Preparedness Protocols

- Annual risk assessments and tabletop exercises
- Emergency contact directories and resource lists
- Backup systems for IT, telephony, and member communications
- Evacuation and lockdown procedures

6. Emergency Response Teams

- Emergency Response Leadership Team (ERLT):
 - CEO – Lawrence Lewis
 - CFO – David Wilson
 - COO – Julia Hutchins
 - CCO – Elysse Tarabola
 - CMO – Dr. Gordon Arakawa
 - COS – Daniel O'campo
- Emergency Response Operational Team (EROT):
 - Representatives from each department and support function



7. Action Plan and Coordination

- Upon notification of a potential emergency:
 - ERLT meets to activate EROT
 - Health Net, as subcontractor, must report emergency-related impacts to CHPIV
 - Meeting cadence established (as frequently as needed)
 - Department heads submit status reports and action plans to CHPIV and coordinate with Health Net as needed

8. Communication Procedures

- Internal: Alert Media, email, text, and staff call trees
- External: Member updates on website and through call center
- Regulatory: DHCS and DMHC updates will be coordinated by CHPIV, with support from Health Net as subcontractor

9. Recovery and Mitigation

- Post-incident debrief and reporting
- Evaluation of functional response gaps
- Reintegration plans for on-site operations
- Annual plan revisions based on after-action reviews

10. Functional Area Responses

- Call Center: Ensure continuity and crisis scripting (CHPIV and Health Net coordinated)
- Claims: Prioritize critical claims and coordinate escalations through Health Net
- Enrollment: Monitor access and submission flexibility, including Health Net support functions
- IT: Maintain data center redundancy and user access



- Pharmacy: Coordinate with Health Net and CVS/Caremark for overrides and early refills
- Compliance: CHPIV oversees reporting; Health Net supports documentation and notices as needed
- Marketing & Communications: CHPIV directs messaging; Health Net contributes updates and community alerts
- Facilities: Assess building access and safety
- HR: Support remote work and staff communication

11. Regulatory Compliance

- CHPIV holds primary responsibility for Medi-Cal emergency reporting to DHCS and DMHC
- Health Net supports regulatory filings and provides documentation and data to CHPIV
- SB 979 and APL 23-002 compliance is managed by CHPIV with contributions from Health Net

12. Coordination and Integration

CHPIV recognizes the importance of integrated emergency response efforts across internal departments and external stakeholders. To that end:

- CHPIV will coordinate with the Imperial County Office of Emergency Services and California Office of Emergency Services (Cal OES) to ensure integration of healthcare delivery within county-wide and state-wide disaster planning frameworks.
- Membership Services will maintain an emergency member communication and outreach strategy aligned with DHCS APL 23-002 and CA Welfare & Institutions Code § 14197.05.
- Provider Network Management will collaborate with Health Net to ensure providers are engaged, service impacts are documented, and alternative site referrals are coordinated per SB 979 and 22 CCR § 53858(c).



-CHPIV encourages parallel emergency protocols and documentation across these operational areas to ensure readiness, transparency, and compliance.

13. Resources

- Emergency Services Flyer: <https://chpiv.org/wp-content/uploads/2023/10/CHPIV-Emergency-Services-Flyer-Remediated-10.13.23.pdf>
- CHPIV Website: www.chpiv.org
- Member Services Line: 1-833-236-4141 (TTY: 711)