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NEW COMPLIANCE SITE VISIT

Compliance Site Visits are scheduled and conducted to verify the compliance of a location for a fiscal year. When a new Compliance Site Visit is generated, the Entity will receive 30-day notice via email prior to the onsite visit.

Subject: Compliance Site Visit Scheduled [Entity Name]

Body:



Hello,

A Compliance Site Visit has been scheduled for 5/25/2018.

Location:

Thank you,
Covered CA.

Location Name



COMPLIANCE SITE VISIT WITH NO FINDINGS

Once the visit occurs and it is documented, if there are no findings, the Entity will receive an email confirming the compliance in all the areas that were observed.

Subject: Compliance Site Visit completed with no findings: [Entity Name]

Attachment: Full sheet of responses.

Body:



Hello,

The Compliance Site Visit has concluded. Please see the results attached. There is no further action needed at this point.

Thank you,
Covered CA.

COMPLIANCE SITE VISIT WITH FINDINGS

Once the visit occurs and it is documented, if there are some findings, the Entity will receive an email confirming the non-compliance in those areas that were observed. This email contains a link to a Corrective Action Plan in the portal.

Subject: Compliance Site Visit Concluded: [Entity Name]

Attachment: Findings highlights and full sheet of responses.

Body:



PDF CAP-0000016.pdf
23 KB



Hello,

The Compliance Site Visit has concluded. However there were findings that need attention. Please fill in a Corrective Action for those and an Action Due Date for when the action can be carried out. To access the findings and a full report of the Compliance Site Visit you can click [HERE](#).

Thank you,
Covered CA.

CORRECTIVE ACTION PLAN

The link takes the user directly to the Detail of the Corrective Action Plan. The entity is responsible to include a proposed action per individual finding and submit the CAP for review. This page also shows the Approval History to track the process and contains all the results for reference (same as pdf sent over email).

Corrective Action Plan
CAP-0000019

Submit CAP Review

Findings Count	Findings Reviewed	Findings Completed	Status
1	1	0	Draft

Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click "Submit CAP Review" to get approval on the responses.

FINDINGS APPROVAL ALL RESULTS

Proposed actions

Due date

FINDING NAME	QUESTION	REQUIREMENT / FINDING	FINDING CORRECTIVE ACTION	ACTION DUE DATE
F-00000108	40. Grantee reviews and evaluates performance of counselors and subgrantees?	Not Compliant.	Will hire a person to evaluate performance of counselors and subgrantees	May 9, 2018



Once all findings have a proposed corrective action plan and due date they will have to be submitted for approval using the "Submit CAP Review" button. This will pop up a window to add any comments before entering the approval process.

Submit CAP Review

Comments

[Next](#)

The approval process can be followed in its own tab.

Corrective Action Plan
CAP-00000019

Findings Count: 1 Findings Reviewed: 1 Findings Completed: 0

Status: Account Rep Approval

[Submit CAP Review](#)

Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click "Submit CAP Review" to get approval on the responses.

FINDINGS **APPROVAL** ALL RESULTS

Approval History (2)

STEP NAME		STATUS	ASSIGNED TO	
Step 1	5/10/2018 4:40 PM	Pending	Glen de Marcos	▼
Approval Request Submitted	5/10/2018 4:40 PM	Submitted	Doogie Howser	▼

[View All](#)

Additionally, this screen has a Tab that contains a Full list of responses for the visit (same as the pdf in the initial email). It serves as a reference if needed.



The screenshot shows the 'Corrective Action Plan' interface for CAP-00000019. It includes a search bar, navigation menu, and a summary table:

Findings Count	Findings Reviewed	Findings Completed	Status
1	1	0	Account Rep Approval

Below the summary, there is a 'Submit CAP Review' button and a note: 'Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click "Submit CAP Review" to get approval on the responses.'

The 'Compliance Results (40)' table is highlighted with a yellow border:

COMPLIANCE SITE QUESTION	SCOPE OF WORK	COMPLIANT	ACTION NEEDED / NOTES
001	1. Is the Grantee business license current? Or does Grantee have license to operate as a community health clinic by the state?	Yes	
002	2. General and auto liability insurance certificates are current? (Insured min one million, and current documentation in IPAS)	Yes	
003	3. Did Grantee provide strategic work plan and campaign strategy within 30 days of notification of award? Also, is the Grantee maintaining these documents and providing updates when changes are made: Exhibit A (C)(2)	Yes	

If all proposed Corrective Actions and Due Dates are approved, the Entity receives an email to indicate that those actions can start being carried out and marking them as completed accordingly.

Subject: Corrective Action Plan was approved: [Entity Name]

Body:



Hello,

The Corrective Action Plan (due date / proposed actions) has been approved. Please review them and begin to complete the actions specified. You can access the Corrective Action Plan and related Findings directly by clicking [HERE](#).

Thank you,
Covered CA.

FINDINGS

To access the related Findings and mark them as complete click on each Finding name within the table. At this point the CAP is "In Progress".



COVERED CALIFORNIA logo | Search... | SEARCH | DOOGIE ...

MY ENTITY | COUNSELORS | COVEREDCA.COM | CONTACT SUPPORT

Corrective Action Plan
CAP-0000019

Submit CAP Review

Findings Count: 1 | Findings Reviewed: 1 | Findings Completed: 0 | Status: In Progress

Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click "Submit CAP Review" to get approval on the responses.

FINDINGS | APPROVAL | ALL RESULTS

FINDING NAME	QUESTION	REQUIREMENT / FINDING	FINDING CORRECTIVE ACTION	ACTION DUE DATE
F-00000108	Grantee reviews and evaluates performance of counselors and subgrantees?	Not Compliant.	Will hire a person to evaluate performance of counselors and subgrantees	May 9, 2018

Inside the Finding page you have a button to "Mark as Complete".

COVERED CALIFORNIA logo | Search... | SEARCH | DOOGIE ...

MY ENTITY | COUNSELORS | COVEREDCA.COM | CONTACT SUPPORT

Finding F-00000108 | Mark Complete

Status: Draft Approved | Action Due Date: 5/9/2018 | Completed Date: | Completed on Time:

Corrective Action Plan: CAP-0000019

Requirement / Finding: Not Compliant.

Finding Corrective Action: Will hire a person to evaluate performance of counselors and subgrantees

Action Due Date: 5/9/2018

Rep Final Comments: t

Approval History (0)

Files (0) | Add Files

Upload Files

Or drop files

Finding History (4)

DATE	FIELD	USER	ORIGI...	NE...
------	-------	------	----------	-------



This brings up a window for comments on the submission.

Mark Complete

Comments

[Next](#)

After clicking “Next” it will go through an individual approval process.

[Home](#) [MY ENTITY](#) [COUNSELORS](#) [COVEREDCA.COM](#) [CONTACT SUPPORT](#)

Finding F-00000108

[Mark Complete](#)

Status	Action Due Date	Completed Date	Completed on Time
Pending Approval	5/9/2018	5/10/2018	<input type="checkbox"/>

Corrective Action Plan
CAP-00000019

Requirement / Finding ⓘ
Not Compliant.

Finding Corrective Action ⓘ
Will hire a person to evaluate performance of counselors and subgrantees

Action Due Date
5/9/2018

Rep Final Comments
t

Approval History (2)

ST...	DATE	STAT...	ASSI...
St...	5/10...	Pend...	Glen ...
A...	5/10...	Sub...	Doo...

[View All](#)

Files (0) [Add Files](#)

[Upload Files](#)

Or drop files

This process needs to be repeated with every Finding. Confirmation is sent out once approved.

Subject: Finding marked as completed was approved: [Entity Name]

Body:



Hello,

This Finding marked as complete has been approved. You can review the Finding directly by clicking [HERE](#).

In addition, continue to complete any open Findings. You can access the Corrective Action Plan directly by clicking [HERE](#).

Thank you,
Covered CA.

Once every action is completed and approved an internal review will occur. The Status during this last step is "In Review".



Corrective Action Plan
CAP-00000019

Findings Count
1

Findings Reviewed
1

Findings Completed
1

Status
In Review

The conclusion of this review step will conclude the process and will finalize the CAP.

Subject: Corrective Action Plan closing was approved: [Entity Name]

Body:



Hello,

The final closing of this Corrective Action Plan has been approved. You can review the Corrective Action Plan directly by clicking [HERE](#).

Thank you,
Covered CA.

When reviewing the Corrective Action Plan at this point it is "Closed"

The screenshot shows the user interface of the Covered California portal. At the top left is the Covered California logo. To its right is a search bar with the placeholder text "Search...". Below the search bar is a navigation menu with a home icon and the following links: "MY ENTITY", "COUNSELORS", "COVEREDCA.COM", and "CONTACT SUPPORT". Below the navigation menu, there is a section for a "Corrective Action Plan" with the ID "CAP-00000019". This section contains a table with the following data:

Findings Count	Findings Reviewed	Findings Completed	Status
1	1	1	Closed

The "Status" cell in the table is highlighted with a yellow border.