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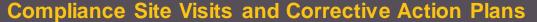




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NEW COMPLIANCE SITE VISIT

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

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Compliance Site Visits and Corrective Action Plans



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:

odf			
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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.

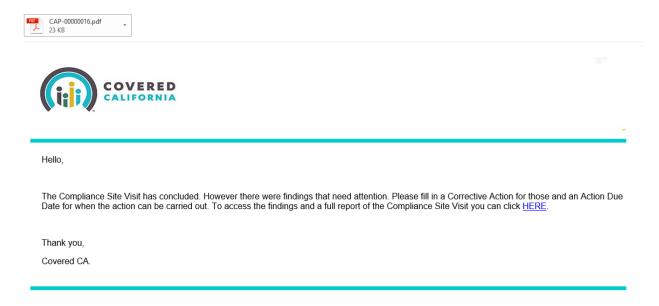
Body:

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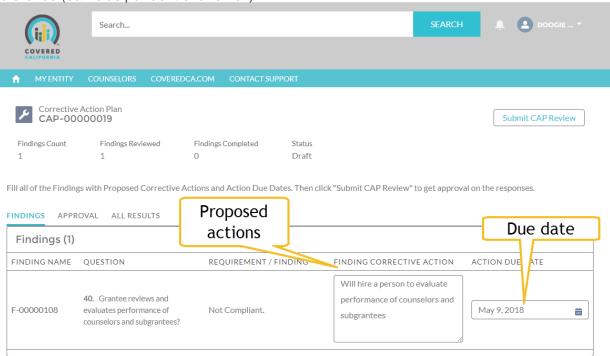
Compliance Site Visits and Corrective Action Plans





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).



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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.

Comments Next

The approval process can be followed in its own tab.



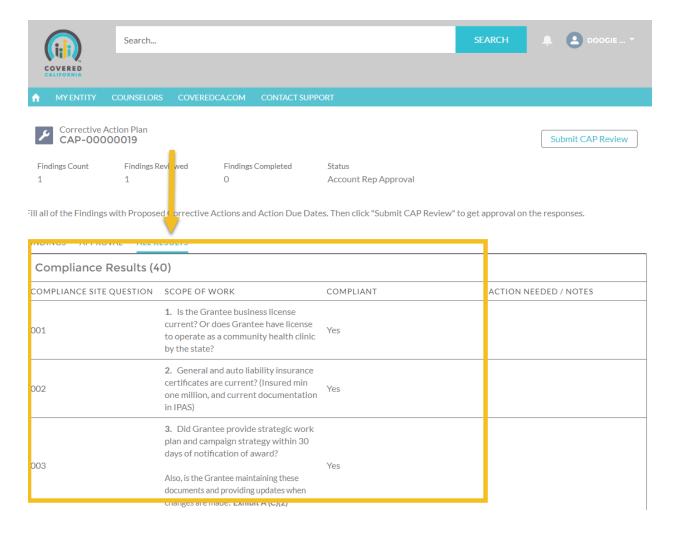
Additionally, this screen has a Tab that contains a Full list of responses for the visit (same as the pdf in the initial email). It serves as a reference if needed.

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Compliance Site Visits and Corrective Action Plans





If all proposed Corrective Actions and Due Dates are approved, the Entity recieives 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:

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Compliance Site Visits and Corrective Action Plans





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

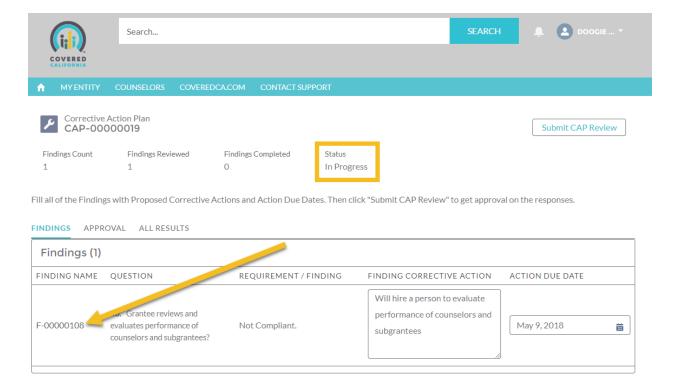
To access the related Findings and mark them as complete click on each Finding name within the table. At this point the CAP is "In Progress".

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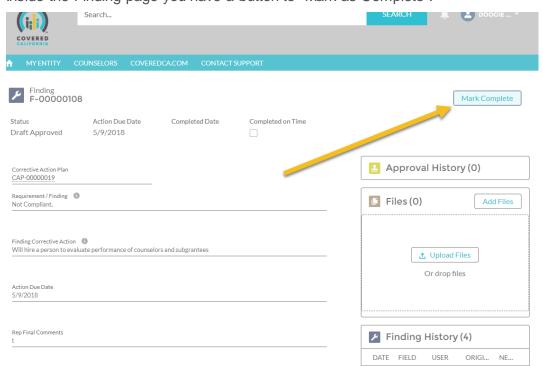
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Compliance Site Visits and Corrective Action Plans





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



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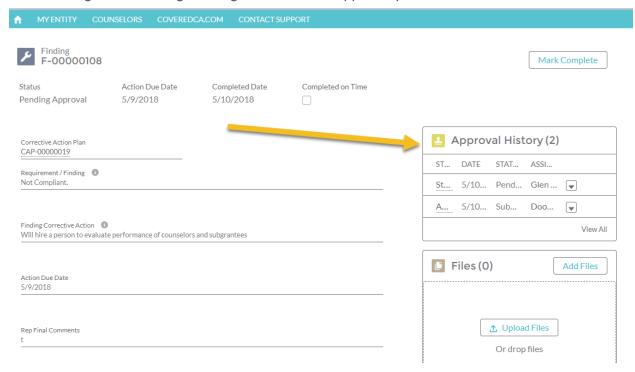




This brings up a window for comments on the submission.

Mark Complete		
Comments		
		//
		_
		Next

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



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**:

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Compliance Site Visits and Corrective Action Plans





Hello.

This Finding marked as complete has been approved. You can review the Finding directly by clicking $\underline{\mathsf{HERE}}$.

In addition, continue to complete any open Findings. You can access the Corrective Action Plan directly by clicking <u>HERE</u>.

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".



Findings Count Findings Reviewed

1 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:

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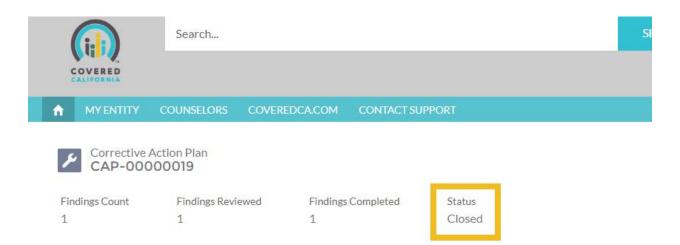


Hello,

The final closing of this Corrective Action Plan has been approved. You can review the Corrective Action Plan directly by clicking <u>HERE</u>.

Thank you, Covered CA.

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



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