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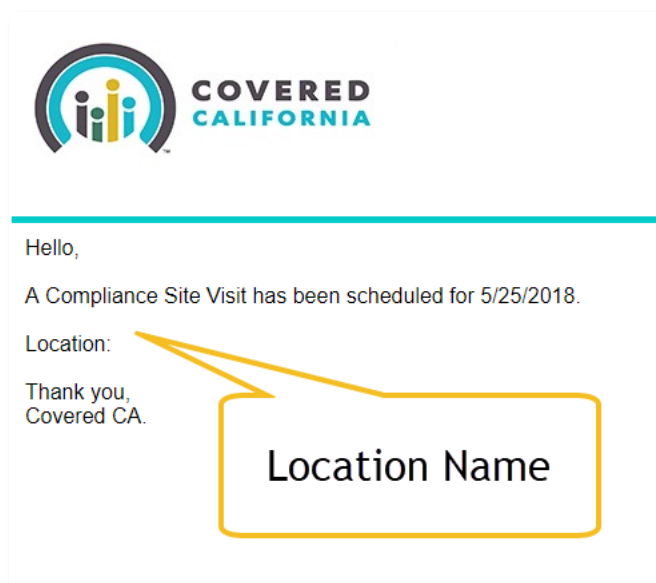
Findings 6

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:



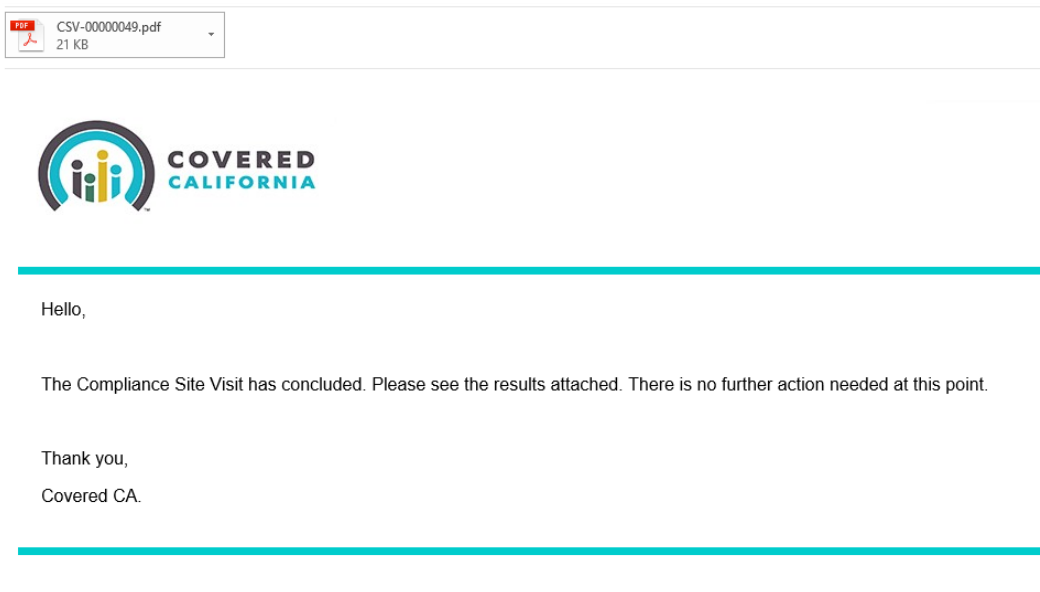
COMPLIANCE SITE VISIT WITH NO FINDINGS

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:



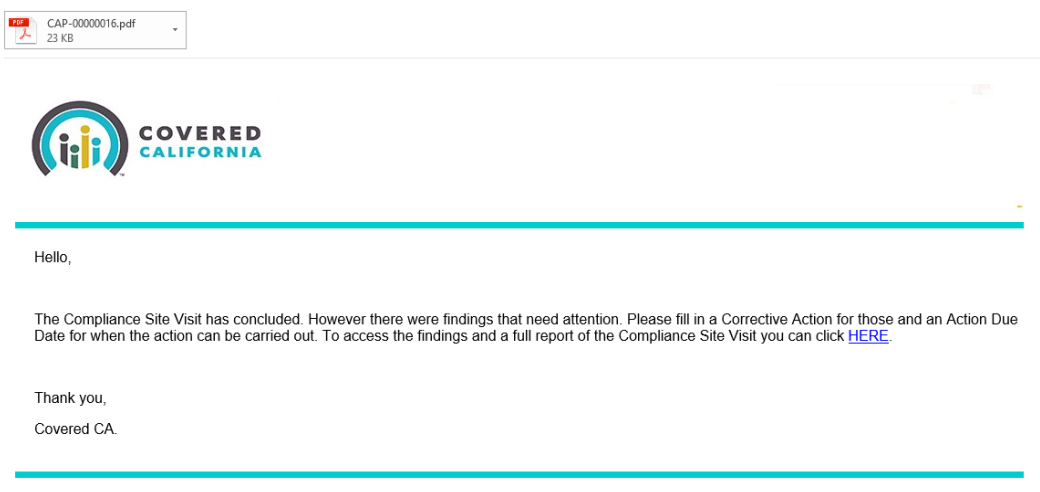
COMPLIANCE SITE VISIT WITH FINDINGS

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]

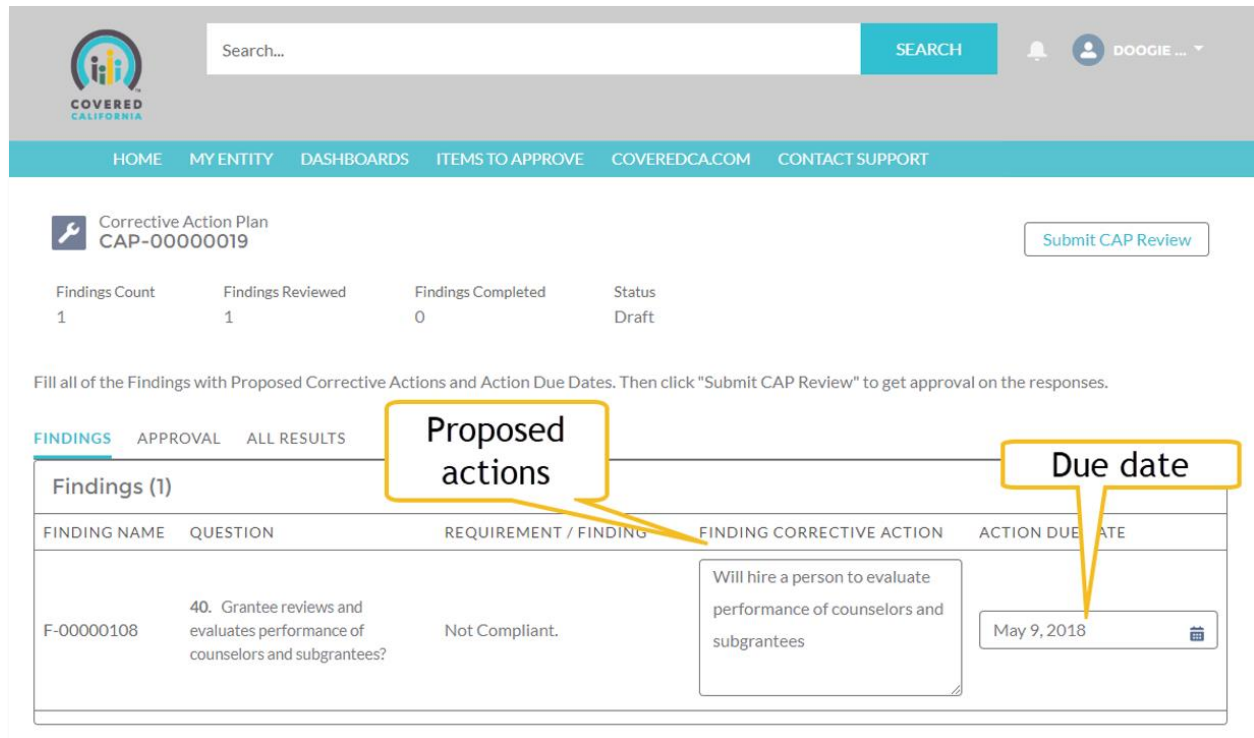
Attachment: Findings highlights and full sheet of responses.



Body:




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).



Search... **SEARCH**   DOOGIE ...

HOME MY ENTITY DASHBOARDS ITEMS TO APPROVE COVEREDCA.COM CONTACT SUPPORT

 Corrective Action Plan
CAP-00000019 **Submit CAP Review**

Findings Count: 1 Findings Reviewed: 1 Findings Completed: 0 Status: Draft

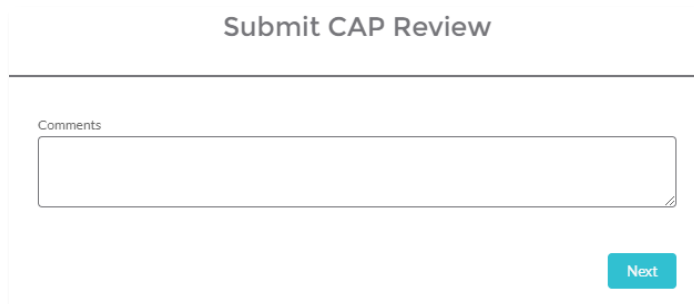
Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click "Submit CAP Review" to get approval on the responses.

FINDINGS APPROVAL ALL RESULTS

Findings (1)

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

[Submit CAP Review](#)

Findings Count

1

Findings Reviewed

1

Findings Completed


0

Status

Account Rep Approval

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	Pending	Glen de Marcos
Approval Request Submitted	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.



SEARCH



DOOGIE ...

[HOME](#)
[MY ENTITY](#)
[DASHBOARDS](#)
[ITEMS TO APPROVE](#)
[COVEREDCA.COM](#)
[CONTACT SUPPORT](#)


Corrective Action Plan
CAP-00000019

[Submit CAP Review](#)

Findings Count

1

Findings Reviewed

1

Findings Completed

0

Status

Account Rep Approval

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](#)

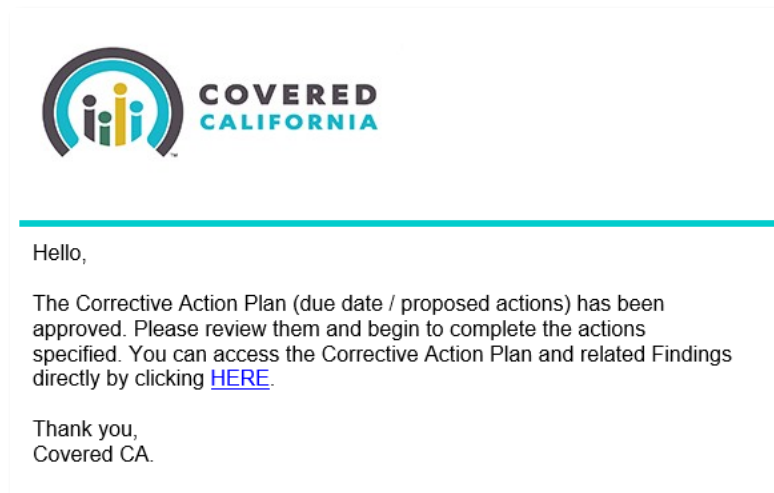
Compliance Results (40)

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 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.

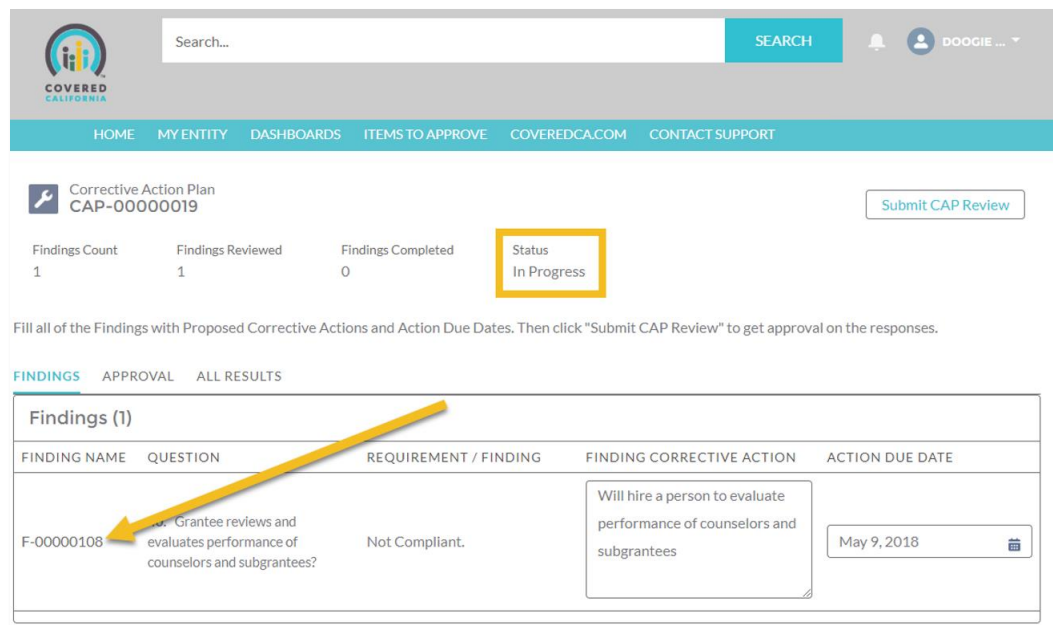
Subject: Corrective Action Plan was approved: [Entity Name]

Body:



FINDINGS

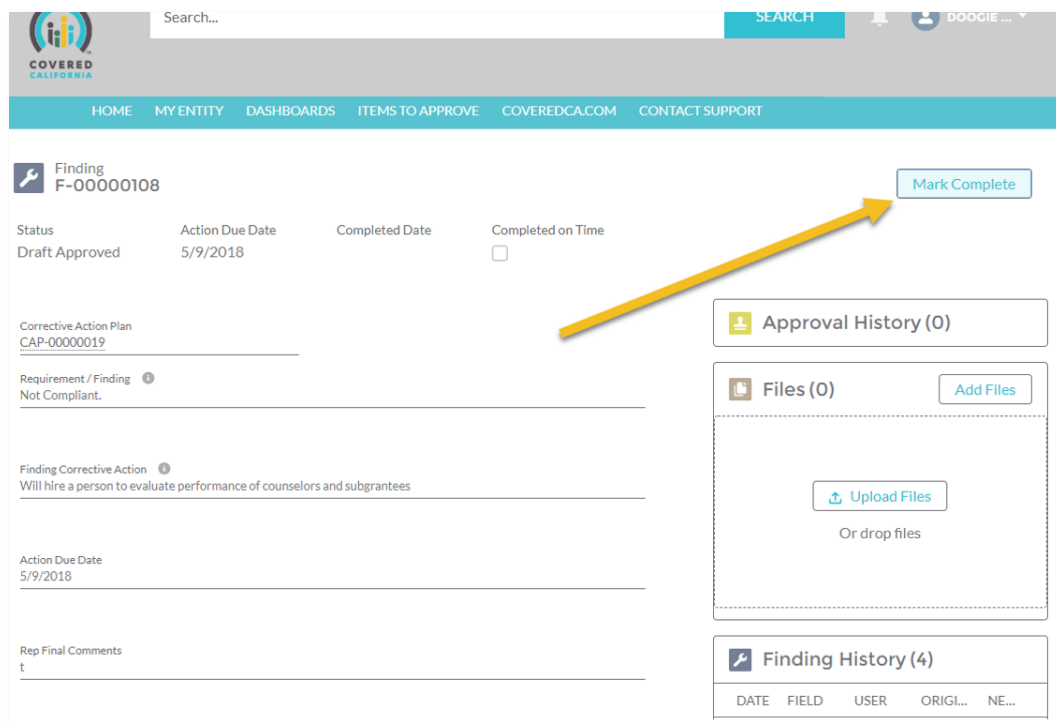
To access the related Findings and mark them as complete click on each Finding name within the table. At this point the CAP is "In Progress".



The screenshot shows the Covered California portal interface. At the top, there is a search bar and a navigation menu with links: HOME, MY ENTITY, DASHBOARDS, ITEMS TO APPROVE, COVEREDCA.COM, and CONTACT SUPPORT. Below the navigation menu, the page title is "Corrective Action Plan CAP-00000019". To the right of the title is a "Submit CAP Review" button. Below the title, there are statistics: Findings Count (1), Findings Reviewed (1), Findings Completed (0), and a "Status In Progress" box. Below the statistics, there is a message: "Fill all of the Findings with Proposed Corrective Actions and Action Due Dates. Then click 'Submit CAP Review' to get approval on the responses." Below the message, there are tabs: FINDINGS, APPROVAL, and ALL RESULTS. The FINDINGS tab is selected. Below the tabs, there is a table titled "Findings (1)". The table has five columns: FINDING NAME, QUESTION, REQUIREMENT / FINDING, FINDING CORRECTIVE ACTION, and ACTION DUE DATE. The first row of the table is highlighted with a yellow arrow pointing to the finding name "F-00000108".

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”.



Search...

SEARCH

DOOGIE ...

HOME MY ENTITY DASHBOARDS ITEMS TO APPROVE COVEREDCA.COM CONTACT SUPPORT

Finding F-00000108

Status: Draft Approved

Action Due Date: 5/9/2018

Completed Date

Completed on Time: ☐

Mark Complete

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 (0)

Files (0) Add Files

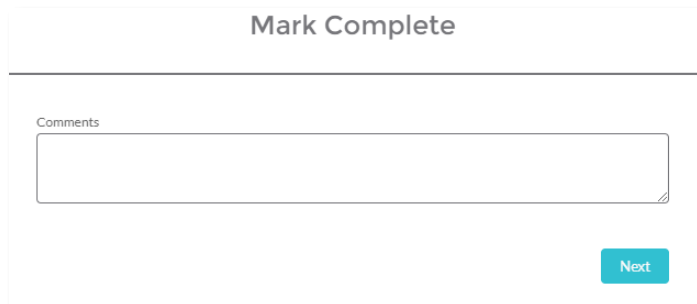
Upload Files

Or drop files

Finding History (4)

DATE	FIELD	USER	ORIGI...	NE...
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This brings up a window for comments on the submission.

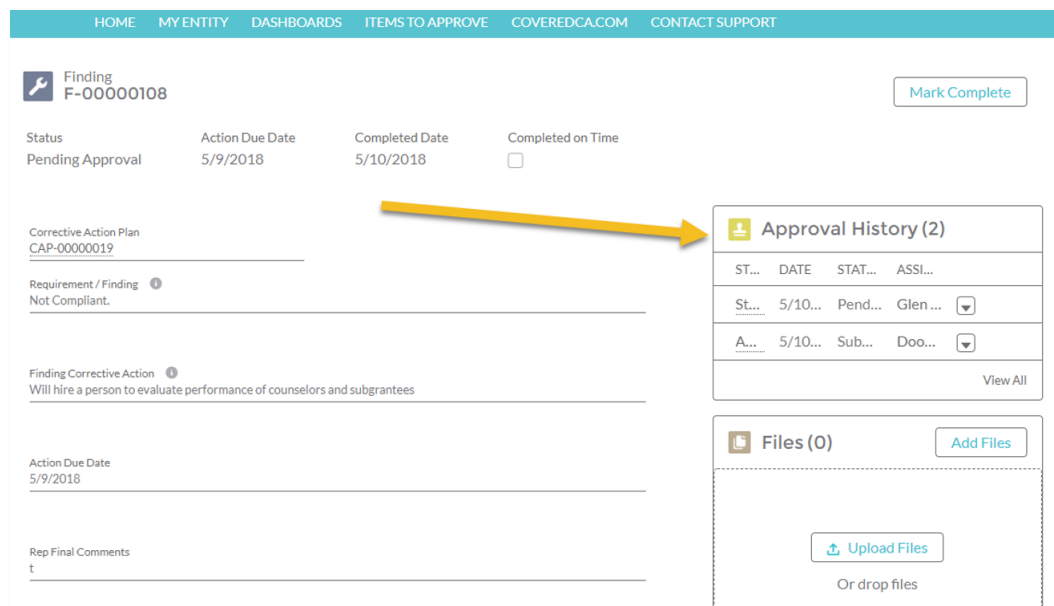


Mark Complete

Comments

Next

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



HOME MY ENTITY DASHBOARDS ITEMS TO APPROVE COVEREDCA.COM CONTACT SUPPORT

Finding F-00000108 [Mark Complete](#)

Status: Pending Approval Action Due Date: 5/9/2018 Completed Date: 5/10/2018 Completed on Time: ☐

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](#)

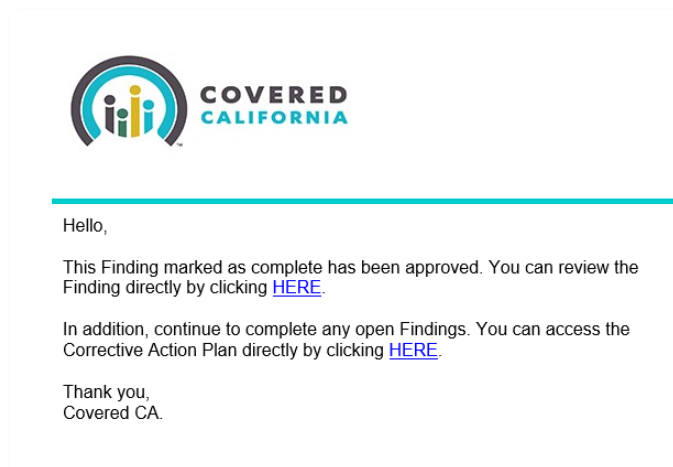
[Upload Files](#)


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:



 **COVERED
CALIFORNIA**


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.

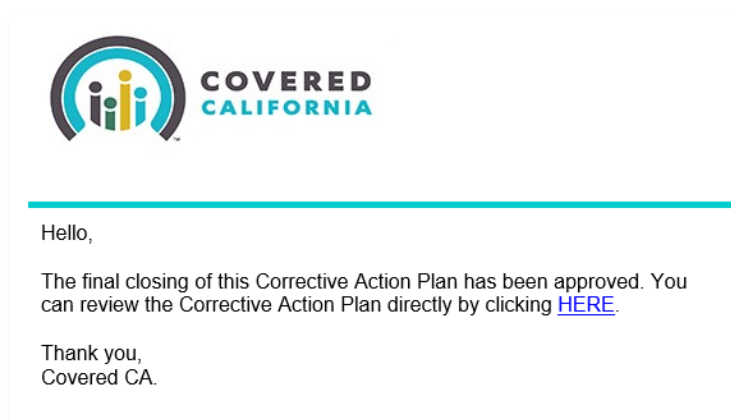
Once every action is completed and approved an internal review will occur. The Status during this last step is “In Review”.

 Corrective Action Plan CAP-00000019			
Findings Count	Findings Reviewed	Findings Completed	Status
1	1	1	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:



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

 Corrective Action Plan CAP-00000019			
Findings Count	Findings Reviewed	Findings Completed	Status
1	1	1	Closed