



Section 7 - Compliance

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CCHCA Compliance Program

CCHCA expects all network physicians and contracted providers to be in full compliance with current:

- Medicare Fraud, Waste, and Abuse (FWA) regulations
- Health Insurance Portability and Accountability Act (HIPAA) regulations, as well as;
- Workplace Sexual Harassment training
- Cultural Competency training

CCHCA network physicians and their office staff are required to complete yearly trainings in the areas indicated above, and be trained on how to identify non-compliance. CCHCA training materials and attestation form are available on CCHCA's website at <http://www.cchca.com/compliancetraining.php>. Once the required trainings have been completed, please submit your training attestation form to CCHCA promptly.

It is understood that many providers participate in more than one health plan's Medicare network. **Providers will only need to take the training once a calendar year to satisfy CCHCA's requirement. If you have already completed the trainings listed above through another organization or method, you can use any certificates/attestations obtained through those trainings to satisfy this requirement.**

You must document the names of the individuals who received training, the date of the training and the source of the training and keep it on file in the event of an audit by CMS or third party auditors. Documentation of annual training will be reviewed during CCHCA site review visits or recredentialing.

Physicians who do not provide adequate attestation showing their completion of the required FWA training, will not be eligible to receive their Withhold Payments (based on contracted fee schedule) of the respective year.



CCHCA Compliance Hotline

Non-Compliance to Fraud, Waste and Abuse regulations is a serious matter.

If you discover any potential issues regarding non-compliance or fraud, waste or abuse, you need to report such issues to CCHCA's Compliance Officer immediately. Non-compliance has the potential to cause harm to patients.

CCHCA physicians, medical office staff, employees and contractors may report issues through any of the following channels. For the quickest response, it is recommended to report compliance issues to CCHCA Compliance Officer via the Compliance Hotline:

CCHCA COMPLIANCE HOTLINE: (415) 216-0095

CCHCA COMPLIANCE EMAIL: cathy.chan@cchca.com

Or you may also contact the following if applicable:

- The employee's immediate supervisor or manager;
- The contractor's Compliance Officer, if they have one



DMHC Timely Access Regulations

CCHCA network physicians must comply with the following timely access requirements as mandated by the Department of Managed Health Care (DMHC):

PCP and Specialist Timely Access Regulations – Appointment Availability Standards	
Appointment Type	Must Offer the Appointment...
Primary Care	
Routine Non-Urgent Appointments	Within 10 business days of request
Urgent Care	Within 48 hours of request (if no authorization is required) Within 96 hours of request (if authorization is required)
First Prenatal Visit	Within 14 calendar days of request
After Hours Telephone Access	Provider 24 hour coverage with the ability to hear from a clinician within 30 minutes
Language Accessibility	Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	Within 30 minutes
Time to Answer Call	Within 10 minutes
In-Office Wait Time	Within 30 Minutes
Specialty Care	
Routine Non-Urgent Appointments	Within 30 Minutes
Urgent Care	Within 48 hours of request (if no authorization is required) Within 96 hours of request (if authorization is required)
Language Accessibility	Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	Within 30 minutes
Time to Answer Call	Within 10 minutes
In-Office Wait Time	Within 30 Minutes
Behavioral Health - Appointment Access Standards	
Routine Appointment (does not include MDs)	Within 10 business days of request
Urgent Care	Within 48 hours of request (if no authorization is required) Within 96 hours of request (if authorization is required)
After Hours Telephone Access	Provider 24 hour coverage with the ability to hear from a clinician within 30 minutes
Language Accessibility	Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	Within 30 minutes
Time to Answer Call	Within 10 minutes
In-Office Wait Time	Within 30 Minutes



Timely Access Regulations (cont.)

Ancillary - Appointment Access Standards	
Routine Appointment	Within 15 business days of request
Urgent Care	Within 48 hours of request (if no authorization is required) Within 96 hours of request (if authorization is required)
Language Accessibility	Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	Within 30 minutes
Time to Answer Call	Within 10 minutes
In-Office Wait Time	Within 30 Minutes

After –Hour Access
<p>When the office is closed, it is expected that each Primary Care Physician and Behavioral Health Specialists office’s automated message or answering service will provide appropriate emergency instructions and will have a healthcare professional available to return patient calls within 30 minutes for situations where the patients perceives their issues as urgent. Guidelines are:</p> <ul style="list-style-type: none"> ➤ <u>Emergency instructions</u> inform the patient to call 911 or go to the nearest emergency room. ➤ <u>Urgent care instructions</u> inform the patient a healthcare professional will return their call within 30 minutes.



After Hours Instructions

CCHCA requires that each primary care physician's and behavioral health specialist's office's automated message or answering service to provide appropriate after hours emergency instructions and will have a healthcare professional available to return patient calls within 30 minutes. Every after-hours caller is expected to receive emergency instructions, whether a line is answered live or by recording. Callers with an emergency are expected to be told to hang up and dial 911, or to go to the nearest emergency room.

The following below are the appropriate instructions to provide to a patient by your answering service or answering machine during an emergency situation:

- 1) Hang-up and dial 911 or go to the nearest emergency room.**
- 2) Go to the nearest emergency room**
- 3) Hang-up and dial 911**

The following below are the appropriate instructions to provide to a patient by your answering service when a patient calls with an urgent need to reach a physician:

- 1) Stay on the line and you will be connected to the physician or an on-call physician.**
- 2) Leave your name and phone number and the physician or an on-call physician will return your call within 30 minutes.**
- 3) Provide another phone number or pager number to contact physician or an on-call physician and that the physician/on-call physician will return their call within 30 minutes.**