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REFERENCED CONTRACT PROVISIONS

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MASTER AGREEMENT Term: July 1, 2017 through June 30, 2020
Period One means the period from July 1, 2017 through June 30, 2018
Period Two means the period from July 1, 2018 through June 30, 2019
Period Three means the period from July 1, 2019 through June 30, 2020

Basis for Reimbursement: Negotiated Rate Amount

Payment Method: Direct Reimbursement from Department of Health Care Services

Notices to COUNTY and CONTRACTOR:

COUNTY: County of Orange
Health Care Agency
Contract Services
405 West 5th Street, Suite 600
Santa Ana, CA 92701-4637

CONTRACTOR: Provider
Address 1
Address 2
Contact Person, Title
Contact Email

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I. ACRONYMS

The following standard definitions are for reference purposes only and may or may not apply in their entirety throughout this Agreement:

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4	A. ABC	Allied Behavioral Care
5	B. AES	Advanced Encryption Standards
6	C. ARRA	American Recovery and Reinvestment Act
7	D. BBS	Board of Behavioral Sciences
8	E. BCP	Business Continuity Plan
9	F. CCC	California Civil Code
10	G. CCR	California Code of Regulations
11	H. CD/DVD	Compact Disc/Digital Video or Versatile Disc
12	I. CYBH	Children and Youth Behavioral Health
13	J. CEO	County Executive Office
14	K. CFR	Code of Federal Regulations
15	L. CHHS	California Health and Human Services Agency
16	M. CHPP	COUNTY HIPAA Policies and Procedures
17	N. CIPA	California Information Practices Act
18	O. CMPPA	Computer Matching and Privacy Protection
19	P. COI	Certificate of Insurance
20	Q. DHCS	Department of Health Care Services
21	R. DoD	Department of Defense
22	S. DRP	Disaster Recovery Plan
23	T. DRS	Designated Record Set
24	U. DSM	Diagnostic and Statistical Manual of Mental Disorders
25	V. E-Mail	Electronic Mail
26	W. EHR	Electronic Health Record
27	X. ePHI	Electronic Protected Health Information
28	Y. FIPS	Federal Information Processing Standards
29	Z. GAAP	Generally Accepted Accounting Principles
30	AA. HCA	Health Care Agency
31	AB. HHS	Health and Human Services
32	AC. HIPAA	Health Insurance Portability and Accountability Act of 1996,
33		Public Law 104-191
34	AD. HSC	California Health and Safety Code
35	AE. IEA	Information Exchange Agreement
36	AF. ISO	Insurance Services Office
37	AG. MHIS	Mental Health Inpatient Services

1	AH. NPI	National Provider Identifier
2	AI. NPP	Notice of Privacy Practices
3	AJ. OIG	Office of Inspector General
4	AK. OMB	Office of Management and Budget
5	AL. OPM	Federal Office of Personnel Management
6	AM. P&P	Policies and Procedures
7	AN. PC	State of California Penal Code
8	AO. PHI	Protected Health Information
9	AP. PII	Personally Identifiable Information
10	AQ. PRA	Public Record Act
11	AR. SIR	Self-Insured Retention
12	AS. SSA	Social Services Agency
13	AT. TAR	Treatment Authorization Request
14	AU. HITECH Act	Health Information Technology for Economic and Clinical Health Act, Public Law 111-005
15		
16	AV. UMDAP	Universal Method of Determining Ability to Pay
17	AW. UOS	Unit of Service
18	AX. USC	United States Code
19	AY. WIC	State of California Welfare and Institutions Code
20		

II. ALTERATION OF TERMS

22 A. This Agreement, together with Exhibit A, B, and C attached hereto and incorporated herein,
23 fully expresses all understanding of COUNTY and CONTRACTOR with respect to the subject matter of
24 this Agreement.

25 B. Unless otherwise expressly stated in this Agreement, no addition to, or alteration of the terms of
26 this Agreement or any Exhibits, whether written or verbal, made by the parties, their officers, employees
27 or agents shall be valid unless made in the form of a written amendment to this Agreement, which has
28 been formally approved and executed by both parties.

III. ASSIGNMENT OF DEBTS

31 Unless this Agreement is followed without interruption by another Agreement between the parties
32 hereto for the same services and substantially the same scope, at the termination of this Agreement,
33 CONTRACTOR shall assign to COUNTY any debts owing to CONTRACTOR by or on behalf of
34 persons receiving services pursuant to this Agreement. CONTRACTOR shall immediately notify by mail
35 each of these persons, specifying the date of assignment, the County of Orange as assignee, and the
36 address to which payments are to be sent. Payments received by CONTRACTOR from or on behalf of
37 said persons, shall be immediately given to COUNTY.

IV. COMPLIANCE

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2 A. COMPLIANCE PROGRAM - ADMINISTRATOR has established a Compliance Program for
3 the purpose of ensuring adherence to all rules and regulations related to federal and state health care
4 programs.

5 1. ADMINISTRATOR shall provide CONTRACTOR with a copy of the policies and
6 procedures relating to ADMINISTRATOR's Compliance Program, Code of Conduct and access to
7 General Compliance and Annual Provider Trainings.

8 2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own
9 Compliance Program, Code of Conduct and any Compliance related policies and procedures.
10 CONTRACTOR's Compliance Program, Code of Conduct and any related policies and procedures shall
11 be verified by ADMINISTRATOR's Compliance Department to ensure they include all required elements
12 by ADMINISTRATOR's Compliance Officer as described in this Paragraph IV (COMPLIANCE).
13 These elements include:

- 14 a. Designation of a Compliance Officer and/or compliance staff.
- 15 b. Written standards, policies and/or procedures.
- 16 c. Compliance related training and/or education program and proof of completion.
- 17 d. Communication methods for reporting concerns to the Compliance Officer.
- 18 c. Methodology for conducting internal monitoring and auditing.
- 19 d. Methodology for detecting and correcting offenses.
- 20 e. Methodology/Procedure for enforcing disciplinary standards.

21 3. If CONTRACTOR does not provide proof of its own Compliance program to
22 ADMINISTRATOR, CONTRACTOR shall acknowledge to comply with ADMINISTRATOR's
23 Compliance Program and Code of Conduct, the CONTRACTOR shall submit to the ADMINISTRATOR
24 within thirty (30) calendar days of execution of this Agreement a signed acknowledgement that
25 CONTRACTOR shall comply with ADMINISTRATOR's Compliance Program and Code of Conduct.

26 4. If CONTRACTOR elects to have its own Compliance Program, Code of Conduct and any
27 Compliance related policies and procedures review by ADMINISTRATOR, then CONTRACTOR shall
28 submit a copy of its compliance Program, code of Conduct and all relevant policies and procedures to
29 ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement.
30 ADMINISTRATOR's Compliance Officer, or designee, shall review said documents within a reasonable
31 time, which shall not exceed forty five (45) calendar days, and determine if CONTRACTOR's proposed
32 compliance program and code of conduct contain all required elements to the ADMINISTRATOR's
33 satisfaction as consistent with the HCA's Compliance Program and Code of Conduct.
34 ADMINISTRATOR shall inform CONTRACTOR of any missing required elements and
35 CONTRACTOR shall revise its compliance program and code of conduct to meet
36 ADMINISTRATOR's required elements within thirty (30) calendar days after ADMINISTRATOR's
37 Compliance Officer's determination and resubmit the same for review by the ADMINISTRATOR.

1 5. Upon written confirmation from ADMINISTRATOR's Compliance Officer that the
2 CONTRACTOR's compliance program, code of conduct and any Compliance related policies and
3 procedures contain all required elements, CONTRACTOR shall ensure that all Covered Individuals
4 relative to this Agreement are made aware of CONTRACTOR's compliance program, code of conduct,
5 related policies and procedures and contact information for the ADMINISTRATOR's Compliance
6 Program.

7 B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or
8 retained to provide services related to this Agreement semi-annually to ensure that they are not
9 designated as Ineligible Persons, as pursuant to this Agreement. Screening shall be conducted against the
10 General Services Administration's Excluded Parties List System or System for Award Management, the
11 Health and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the
12 California Medi-Cal Suspended and Ineligible Provider List and/or any other list or system as identified
13 by the ADMINISTRATOR.

14 1. For purposes of this Paragraph IV (COMPLIANCE), Covered Individuals includes all
15 employees, interns, volunteers, contractors, subcontractors, agents, and other persons who provide health
16 care items or services or who perform billing or coding functions on behalf of ADMINISTRATOR.
17 Notwithstanding the above, this term does not include part-time or per-diem employees, contractors,
18 subcontractors, agents, and other persons who are not reasonably expected to work more than one
19 hundred sixty (160) hours per year; except that any such individuals shall become Covered Individuals at
20 the point when they work more than one hundred sixty (160) hours during the calendar year.
21 CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of
22 ADMINISTRATOR's Compliance Program, Code of Conduct and related policies and procedures (or
23 CONTRACTOR's own compliance program, code of conduct and related policies and procedures if
24 CONTRACTOR has elected to use its own).

25 2. An Ineligible Person shall be any individual or entity who:
26 a. is currently excluded, suspended, debarred or otherwise ineligible to participate in
27 federal and state health care programs; or
28 b. has been convicted of a criminal offense related to the provision of health care items or
29 services and has not been reinstated in the federal and state health care programs after a period of
30 exclusion, suspension, debarment, or ineligibility.

31 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement.
32 CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this
33 Agreement.

34 4. CONTRACTOR shall screen all current Covered Individuals and subcontractors semi-
35 annually to ensure that they have not become Ineligible Persons. CONTRACTOR shall also request that
36 its subcontractors use their best efforts to verify that they are eligible to participate in all federal and State
37 of California health programs and have not been excluded or debarred from participation in any federal or

1 state health care programs, and to further represent to CONTRACTOR that they do not have any
2 Ineligible Person in their employ or under contract.

3 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any
4 debarment, exclusion or other event that makes the Covered Individual an Ineligible Person.
5 CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing services
6 directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible
7 Person.

8 6. CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal
9 and state funded health care services by contract with COUNTY in the event that they are currently
10 sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If
11 CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person,
12 CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY
13 business operations related to this Agreement.

14 7. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual or
15 entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened.
16 Such individual or entity shall be immediately removed from participating in any activity associated with
17 this Agreement. ADMINISTRATOR will determine appropriate repayment from, or sanction(s) to
18 CONTRACTOR for services provided by ineligible person or individual. CONTRACTOR shall promptly
19 return any overpayments within forty-five (45) business days after the overpayment is verified by
20 ADMINISTRATOR.

21 C. GENERAL COMPLIANCE TRAINING – ADMINISTRATOR shall make General Compliance
22 Training available to Covered Individuals.

23 1. CONTRACTORS that have acknowledged to comply with ADMINISTRATOR's
24 Compliance Program shall use its best efforts to encourage completion by all Covered Individuals;
25 provided, however, that at a minimum CONTRACTOR shall assign at least one (1) designated
26 representative to complete the General Compliance Training when offered.

27 2. Such training will be made available to Covered Individuals within thirty (30) calendar days
28 of employment or engagement.

29 3. Such training will be made available to each Covered Individual annually.

30 4. ADMINISTRATOR will track training completion while CONTRACTOR shall provide
31 copies of training certification upon request.

32 5. Each Covered Individual attending a group training shall certify, in writing, attendance at
33 compliance training. ADMINISTRATOR shall provide instruction on group training completion while
34 CONTRACTOR shall retain the training certifications. Upon written request by ADMINISTRATOR,
35 CONTRACTOR shall provide copies of the certifications.

36 D. SPECIALIZED PROVIDER TRAINING – ADMINISTRATOR shall make Specialized
37 Provider Training, where appropriate, available to Covered Individuals.

1 1. CONTRACTOR shall ensure completion of Specialized Provider Training by all Covered
2 Individuals relative to this Agreement.

3 2. Such training will be made available to Covered Individuals within thirty (30) calendar days
4 of employment or engagement.

5 3. Such training will be made available to each Covered Individual annually.

6 4. ADMINISTRATOR will track online completion of training while CONTRACTOR shall
7 provide copies of the certifications upon request.

8 5. Each Covered Individual attending a group training shall certify, in writing, attendance at
9 compliance training. ADMINISTRATOR shall provide instructions on completing the training in a group
10 setting while CONTRACTOR shall retain the certifications. Upon written request by
11 ADMINISTRATOR, CONTRACTOR shall provide copies of the certifications.

12 E. MEDICAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE STANDARDS

13 1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care
14 claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner and
15 are consistent with federal, state and county laws and regulations. This includes compliance with federal
16 and state health care program regulations and procedures or instructions otherwise communicated by
17 regulatory agencies including the Centers for Medicare and Medicaid Services or their agents.

18 2. CONTRACTOR shall not submit any false, fraudulent, inaccurate and/or fictitious claims for
19 payment or reimbursement of any kind.

20 3. CONTRACTOR shall bill only for those eligible services actually rendered which are also
21 fully documented. When such services are coded, CONTRACTOR shall use proper billing codes which
22 accurately describes the services provided and must ensure compliance with all billing and documentation
23 requirements.

24 4. CONTRACTOR shall act promptly to investigate and correct any problems or errors in
25 coding of claims and billing, if and when, any such problems or errors are identified.

26 5. CONTRACTOR shall promptly return any overpayments within forty-five (45) business
27 days after the overpayment is verified by the ADMINISTRATOR.

28 F. Failure to comply with the obligations stated in this Paragraph IV (COMPLIANCE) shall
29 constitute a breach of the Agreement on the part of CONTRACTOR and ground for COUNTY to
30 terminate the Agreement. Unless the circumstances require a sooner period of cure, CONTRACTOR
31 shall have thirty (30) calendar days from the date of the written notice of default to cure any defaults
32 grounded on this Paragraph IV (COMPLIANCE) prior to ADMINITRATOR's right to terminate this
33 Agreement on the basis of such default.

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V. CONFIDENTIALITY

A. CONTRACTOR shall maintain the confidentiality of all records, including billings and any audio and/or video recordings, in accordance with all applicable federal, state and county codes and regulations, as they now exist or may hereafter be amended or changed.

1. CONTRACTOR acknowledges and agrees that all persons served pursuant to this Agreement are clients of the Orange County Mental Health services system, and therefore it may be necessary for authorized staff of ADMINISTRATOR to audit client files, or to exchange information regarding specific clients with COUNTY or other providers of related services contracting with COUNTY.

2. CONTRACTOR acknowledges and agrees that it shall be responsible for obtaining written consents for the release of information from all persons served by CONTRACTOR pursuant to this Agreement. Such consents shall be obtained by CONTRACTOR in accordance with CCC, Division 1, Part 2.6 relating to confidentiality of medical information.

3. In the event of a collaborative service agreement between Mental Health services providers, CONTRACTOR acknowledges and agrees that it is responsible for obtaining releases of information, from the collaborative agency, for clients receiving services through the collaborative agreement.

B. Prior to providing any services pursuant to this Agreement, all members of the Board of Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and interns of the CONTRACTOR shall agree, in writing, with CONTRACTOR to maintain the confidentiality of any and all information and records which may be obtained in the course of providing such services. This Agreement shall specify that it is effective irrespective of all subsequent resignations or terminations of CONTRACTOR members of the Board of Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and interns.

VI. DELEGATION, ASSIGNMENT AND SUBCONTRACTS

A. CONTRACTOR may not delegate the obligations hereunder, either in whole or in part, without prior written consent of COUNTY. CONTRACTOR shall provide written notification of CONTRACTOR's intent to delegate the obligations hereunder, either in whole or part, to ADMINISTRATOR not less than sixty (60) calendar days prior to the effective date of the delegation. Any attempted assignment or delegation in derogation of this paragraph shall be void.

B. CONTRACTOR may not assign the rights hereunder, either in whole or in part, without the prior written consent of COUNTY.

1. If CONTRACTOR is a nonprofit organization, any change from a nonprofit corporation to any other corporate structure of CONTRACTOR, including a change in more than fifty percent (50%) of the composition of the Board of Directors within a two (2) month period of time, shall be deemed an assignment for purposes of this paragraph, unless CONTRACTOR is transitioning from a community

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1 clinic/health center to a Federally Qualified Health Center and has been so designated by the Federal
2 Government. Any attempted assignment or delegation in derogation of this subparagraph shall be void.

3 2. If CONTRACTOR is a for-profit organization, any change in the business structure,
4 including but not limited to, the sale or transfer of more than ten percent (10%) of the assets or stocks of
5 CONTRACTOR, change to another corporate structure, including a change to a sole proprietorship, or a
6 change in fifty percent (50%) or more of Board of Directors of CONTRACTOR at one time shall be
7 deemed an assignment pursuant to this paragraph. Any attempted assignment or delegation in derogation
8 of this subparagraph shall be void.

9 3. If CONTRACTOR is a governmental organization, any change to another structure,
10 including a change in more than fifty percent (50%) of the composition of its governing body (i.e. Board
11 of Supervisors, City Council, School Board) within a two (2) month period of time, shall be deemed an
12 assignment for purposes of this paragraph. Any attempted assignment or delegation in derogation of this
13 subparagraph shall be void.

14 4. Whether CONTRACTOR is a nonprofit, for-profit, or a governmental organization,
15 CONTRACTOR shall provide written notification of CONTRACTOR's intent to assign the obligations
16 hereunder, either in whole or part, to ADMINISTRATOR not less than sixty (60) calendar days prior to
17 the effective date of the assignment.

18 5. Whether CONTRACTOR is a nonprofit, for-profit, or a governmental organization,
19 CONTRACTOR shall provide written notification within thirty (30) calendar days to
20 ADMINISTRATOR when there is change of less than fifty percent (50%) of Board of Directors of
21 CONTRACTOR at one time.

22 C. CONTRACTOR's obligations undertaken pursuant to this Agreement may be carried out by
23 means of subcontracts, provided such subcontracts are approved in advance, in writing by
24 ADMINISTRATOR, meet the requirements of this Agreement as they relate to the service or activity
25 under subcontract, and include any provisions that ADMINISTRATOR may require.

26 1. After approval of a subcontract, ADMINISTRATOR may revoke the approval of a
27 subcontract upon five (5) calendar day written notice to CONTRACTOR if the subcontract subsequently
28 fails to meet the requirements of this Agreement or any provisions that ADMINISTRATOR has required.

29 2. No subcontract shall terminate or alter the responsibilities of CONTRACTOR to COUNTY
30 pursuant to this Agreement.

31 3. ADMINISTRATOR may disallow, from payments otherwise due CONTRACTOR, amounts
32 claimed for subcontracts not approved in accordance with this paragraph.

33 4. This provision shall not be applicable to service agreements usually and customarily entered
34 into by CONTRACTOR to obtain or arrange for supplies, technical support, and professional services
35 provided by consultants.

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VII. EMPLOYEE ELIGIBILITY VERIFICATION

CONTRACTOR warrants that it shall fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees, subcontractors, and consultants performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees, subcontractors, and consultants performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 USC §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, subcontractors, and consultants for the period prescribed by the law.

VIII. FACILITIES, PAYMENTS AND SERVICES

CONTRACTOR agrees to provide the services, staffing, facilities, and supplies in accordance with this Agreement. COUNTY shall compensate, and authorize, when applicable, said services. CONTRACTOR shall operate continuously throughout the term of this Agreement with at least the minimum number and type of staff which meet applicable federal and state requirements, and which are necessary for the provision of the services hereunder.

IX. INDEMNIFICATION AND INSURANCE

A. CONTRACTOR agrees to indemnify, defend with counsel approved in writing by COUNTY, which approval shall not be unreasonably withheld, and hold COUNTY, its elected and appointed officials, officers, employees, agents and those special districts and agencies for which COUNTY's Board of Supervisors acts as the governing Board (COUNTY INDEMNITEES) harmless from any claims, demands, including defense costs, or liability of any kind or nature, including, but not limited to, personal injury or property damage, arising from or related to the services, products or other performance provided by CONTRACTOR pursuant to this Agreement, but only in proportion to and to the extent such claims, demands, including defense costs, or liability caused by or resulting from the negligent or intentional acts or omissions of CONTRACTOR, its officers, employees, or agents. If judgment is entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and COUNTY agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

B. COUNTY agrees to indemnify, defend and hold CONTRACTOR, its officers, employees, agents, directors, members, shareholders and/or affiliates harmless from any claims, demands, including defense costs, or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by COUNTY pursuant to this Agreement, but only in proportion to and to the extent such claims, demands, including

1 defense costs, or liability caused by or resulting from the negligent or intentional acts or omissions of
2 CONTRACTOR, its officers, employees, or agents. If judgment is entered against COUNTY and
3 CONTRACTOR by a court of competent jurisdiction because of the concurrent active negligence of
4 CONTRACTOR, COUNTY and CONTRACTOR agree that liability will be apportioned as determined
5 by the court. Neither party shall request a jury apportionment.

6 C. Prior to the provision of services under this Agreement, CONTRACTOR agrees to purchase all
7 required insurance, or maintain a program of self-insurance, at CONTRACTOR's expense, including all
8 endorsements required herein, necessary to satisfy COUNTY that the insurance provisions of this
9 Agreement have been complied with. CONTRACTOR agrees to keep such insurance coverage,
10 Certificates of Insurance, and endorsements on deposit with COUNTY during the entire term of this
11 Agreement. In addition, all subcontractors performing work on behalf of CONTRACTOR pursuant to
12 this Agreement shall obtain insurance subject to the same terms and conditions as set forth herein for
13 CONTRACTOR.

14 D. CONTRACTOR shall ensure that all subcontractors performing work on behalf of
15 CONTRACTOR pursuant to this Agreement shall be covered under CONTRACTOR's insurance as an
16 Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for
17 CONTRACTOR. CONTRACTOR shall not allow subcontractors to work if subcontractors have less
18 than the level of coverage required by COUNTY from CONTRACTOR under this Agreement. It is the
19 obligation of CONTRACTOR to provide notice of the insurance requirements to every subcontractor
20 and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of
21 insurance must be maintained by CONTRACTOR through the entirety of this Agreement for inspection
22 by COUNTY representative(s) at any reasonable time.

23 E. All SIRs and deductibles shall be clearly stated on the COI. Any SIR in an amount in excess of
24 \$50,000 shall specifically be approved by the CEO/Office of Risk Management upon review of
25 CONTRACTOR's current audited financial report. If CONTRACTOR's SIR is approved,
26 CONTRACTOR, in addition to, and without limitation of, any other indemnity provision(s) in this
27 Agreement, agrees to all of the following:

28 1. In addition to the duty to indemnify and hold the COUNTY harmless against any and all
29 liability, claim, demand or suit resulting from CONTRACTOR's, its agents, employee's or
30 subcontractor's performance of this Agreement, CONTRACTOR shall defend the COUNTY at its sole
31 cost and expense with counsel approved by Board of Supervisors against same, which shall not be
32 unreasonably withheld; and

33 2. CONTRACTOR's duty to defend, as stated above, shall be absolute and irrespective of any
34 duty to indemnify or hold harmless; and

35 3. The provisions of California Civil Code Section 2860 shall apply to any and all actions to
36 which the duty to defend stated above applies, and the CONTRACTOR's SIR provision shall be
37 interpreted as though the CONTRACTOR was an insurer and the COUNTY was the insured.

1 F. If CONTRACTOR fails to maintain insurance as required in this Paragraph X
 2 (INDEMNIFICATION AND INSURANCE) for the full term of this Agreement, such failure shall
 3 constitute a breach of CONTRACTOR's obligation hereunder and ground for COUNTY to terminate
 4 this Agreement.

5 G. QUALIFIED INSURER

6 1. The policy or policies of insurance must be issued by an insurer with a minimum rating of A-
 7 (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition
 8 of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com). It is preferred, but not
 9 mandatory, that the insurer be licensed to do business in the state of California (California Admitted
 10 Carrier).

11 2. If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of
 12 Risk Management retains the right to approve or reject a carrier after a review of the company's
 13 performance and financial ratings.

14 H. The policy or policies of insurance maintained by CONTRACTOR shall provide the minimum
 15 limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$5,000,000 per occurrence \$5,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence
Professional Liability Insurance	\$5,000,000 per claims made \$5,000,000 aggregate
Sexual Misconduct Liability	\$1,000,000 per occurrence
Network Security & Privacy Liability	\$1,000,000 per claims made

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1 I. REQUIRED COVERAGE FORMS

2 1. The Commercial General Liability coverage shall be written on ISO form CG 00 01, or a
3 substitute form providing liability coverage at least as broad.

4 2. The Business Automobile Liability coverage shall be written on ISO form CA 00 01,
5 CA 00 05, CA 00 12, CA 00 20, or a substitute form providing coverage at least as broad.

6 J. REQUIRED ENDORSEMENTS

7 1. The Commercial General Liability policy shall contain the following endorsements, which
8 shall accompany the COI:

9 a. An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least
10 as broad naming the County of Orange, its elected and appointed officials, officers, employees, and
11 agents as Additional Insureds, or provide blanket coverage, which will state **AS REQUIRED BY**
12 **WRITTEN AGREEMENT**.

13 b. A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at
14 least as broad evidencing that the CONTRACTOR's insurance is primary and any insurance or self-
15 insurance maintained by the County of Orange shall be excess and non-contributing.

16 2. The Network Security and Privacy Liability policy shall contain the following endorsements
17 which shall accompany the Certificate of Insurance:

18 a. An Additional Insured endorsement naming the County of Orange, its elected and
19 appointed officials, officers, agents and employees as Additional Insureds for its vicarious liability.

20 b. A primary and non-contributing endorsement evidencing that the Contractor's insurance
21 is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and
22 non-contributing.

23 K. All insurance policies required by this Agreement shall waive all rights of subrogation against the
24 County of Orange, its elected and appointed officials, officers, agents and employees when acting within
25 the scope of their appointment or employment.

26 L. The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving
27 all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents
28 and employees, or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN**
29 **AGREEMENT**.

30 M. CONTRACTOR shall notify COUNTY in writing within thirty (30) days of any policy
31 cancellation and within ten (10) days for non-payment of premium and provide a copy of the cancellation
32 notice to COUNTY. Failure to provide written notice of cancellation shall constitute a breach of
33 CONTRACTOR's obligation hereunder and ground for COUNTY to terminate this Agreement.

34 N. If CONTRACTOR's Professional Liability and Network Security & Privacy Liability are "Claims
35 Made" policies, CONTRACTOR shall agree to maintain coverage for two (2) years following the
36 completion of the Agreement.

37 //

1 O. The Commercial General Liability policy shall contain a “severability of interests” clause also
2 known as a “separation of insureds” clause (standard in the ISO CG 0001 policy).

3 P. COUNTY expressly retains the right to require CONTRACTOR to increase or decrease
4 insurance of any of the above insurance types throughout the term of this Agreement. Any increase or
5 decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately
6 protect COUNTY.

7 Q. COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements. If
8 CONTRACTOR does not deposit copies of acceptable COIs and endorsements with COUNTY
9 incorporating such changes within thirty (30) calendar days of receipt of such notice, such failure shall
10 constitute a breach of CONTRACTOR’s obligation hereunder and ground for termination of this
11 Agreement by COUNTY.

12 R. The procuring of such required policy or policies of insurance shall not be construed to limit
13 CONTRACTOR’s liability hereunder nor to fulfill the indemnification provisions and requirements of this
14 Agreement, nor act in any way to reduce the policy coverage and limits available from the insurer.

15 S. SUBMISSION OF INSURANCE DOCUMENTS

16 1. The COI and endorsements shall be provided to COUNTY as follows:

17 a. Prior to the start date of this Agreement.

18 b. No later than the expiration date for each policy.

19 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY regarding
20 changes to any of the insurance types as set forth in Subparagraph G, above.

21 2. The COI and endorsements shall be provided to the COUNTY at the address as specified in
22 the Referenced Contract Provisions of this Agreement.

23 3. If CONTRACTOR fails to submit the COI and endorsements that meet the insurance
24 provisions stipulated in this Agreement by the above specified due dates, ADMINISTRATOR shall have
25 sole discretion to impose one or both of the following:

26 a. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR
27 pursuant to any and all Agreements between COUNTY and CONTRACTOR until such time that the
28 required COI and endorsements that meet the insurance provisions stipulated in this Agreement are
29 submitted to ADMINISTRATOR.

30 b. CONTRACTOR may be assessed a penalty of one hundred dollars (\$100) for each late
31 COI or endorsement for each business day, pursuant to any and all Agreements between COUNTY and
32 CONTRACTOR, until such time that the required COI and endorsements that meet the insurance
33 provisions stipulated in this Agreement are submitted to ADMINISTRATOR.

34 c. If CONTRACTOR is assessed a late penalty, the amount shall be deducted from
35 CONTRACTOR’s monthly invoice.

36 //

37 //

1 4. In no cases shall assurances by CONTRACTOR, its employees, agents, including any
 2 insurance agent, be construed as adequate evidence of insurance. COUNTY will only accept valid COIs
 3 and endorsements, or in the interim, an insurance binder as adequate evidence of insurance coverage.
 4

5 **X. INSPECTIONS AND AUDITS**

6 A. ADMINISTRATOR, any authorized representative of COUNTY, any authorized representative
 7 of the State of California, the Secretary of the United States Department of HHS, the Comptroller
 8 General of the United States, or any other of their authorized representatives, shall have access to any
 9 books, documents, and records, including but not limited to, financial statements, general ledgers,
 10 relevant accounting systems, medical and client records, of CONTRACTOR that are directly pertinent to
 11 this Agreement, for the purpose of responding to a beneficiary complaint or conducting an audit, review,
 12 evaluation, or examination, or making transcripts during the periods of retention set forth in the Records
 13 Management and Maintenance Paragraph of this Agreement. Such persons may at all reasonable times
 14 inspect or otherwise evaluate the services provided pursuant to this Agreement, and the premises in
 15 which they are provided.

16 1. These audits, reviews, evaluations, or examinations may include, but are not limited to, the
 17 following:

- 18 a. Level and quality of care, including the necessity and appropriateness of the services
 19 provided.
- 20 b. Internal procedures for assuring efficiency, economy, and quality of care.
- 21 c. Compliance with COUNTY Client Grievances Procedures.
- 22 d. Financial records when determined necessary to protect public funds.

23 2. COUNTY shall provide CONTRACTOR with at least seventy-two (72) hours' notice of
 24 such inspections or evaluations. Unannounced inspections, evaluations, or requests for information may
 25 be made in those situations where arrangement of an appointment beforehand is not possible or is
 26 inappropriate due to the nature of the inspection or evaluation.

27 B. CONTRACTOR shall actively participate and cooperate with any person specified in
 28 Subparagraph A. above in any evaluation or monitoring of the services provided pursuant to this
 29 Agreement, and shall provide the above-mentioned persons adequate office space to conduct such
 30 evaluation or monitoring.

31 C. AUDIT RESPONSE

32 1. Following an audit report, in the event of non-compliance with applicable laws and
 33 regulations governing funds provided through this Agreement, COUNTY may terminate this Agreement
 34 as provided for in the Termination Paragraph or direct CONTRACTOR to immediately implement
 35 appropriate corrective action. A plan of corrective action shall be submitted to ADMINISTRATOR in
 36 writing within thirty (30) calendar days after receiving notice from ADMINISTRATOR.

37 //

1 2. Failure of CONTRACTOR to timely submit the data and/or certifications required by
2 Subparagraphs 1.a., 1.b., 1.c., or 1.d. above, or to comply with all federal and state employee reporting
3 requirements for child support enforcement, or to comply with all lawfully served Wage and Earnings
4 Assignment Orders and Notices of Assignment, shall constitute a material breach of this Agreement; and
5 failure to cure such breach within sixty (60) calendar days of notice from COUNTY shall constitute
6 grounds for termination of this Agreement.

7 3. It is expressly understood that this data will be transmitted to governmental agencies
8 charged with the establishment and enforcement of child support orders, or as permitted by federal and/or
9 state statute.

10 C. CONTRACTOR shall comply with all applicable governmental laws, regulations, and
11 requirements as they exist now or may be hereafter amended or changed. These laws, regulations, and
12 requirements shall include, but not be limited to, the following:

- 13 1. ARRA of 2009.
- 14 2. WIC, Divisions 5, 6 and 9.
- 15 3. State of HSC, §§1250 et seq.
- 16 4. PC, Part 4, Title 1, Chapter 2, Article 2.5 relating to Child Abuse Reporting.
- 17 5. CCR, Title 9, Title 17, and Title 22.
- 18 6. CFR, Title 42 and Title 45.
- 19 7. USC Title 42.
- 20 8. Federal Social Security Act, Title XVIII and Title XIX.
- 21 9. 42 USC, Chapter 126, 12101, et seq., the Americans with Disabilities Act of 1990.
- 22 10. 42 USC, §114 and §§1857, et seq., the Clean Air Act.
- 23 11. 33 USC 84, §308 and §§1251 et seq., the Federal Water Pollution Control Act.
- 24 12. 31 USC 7501.70, Federal Single Audit Act of 1984.
- 25 13. P&Ps set forth in MHSA.
- 26 14. P&Ps set forth in DHCS Letters.
- 27 15. HIPAA privacy rule, as it may exist now, or be hereafter amended, and if applicable.
- 28 16. OMB Circulars A-87, A-89, A-110, A-122.

30 **XII. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA**

31 A. Any written information or literature, including educational or promotional materials, distributed
32 by CONTRACTOR to any person or organization for purposes directly or indirectly related to this
33 Agreement must be approved at least thirty (30) days in advance and in writing by ADMINISTRATOR
34 before distribution. For the purposes of this Agreement, distribution of written materials shall include,
35 but not be limited to, pamphlets, brochures, flyers, newspaper or magazine ads, and electronic media such
36 as the Internet.

37 //

1 B. Any advertisement through radio, television broadcast, or the Internet, for educational or
 2 promotional purposes, made by CONTRACTOR for purposes directly or indirectly related to this
 3 Agreement must be approved in advance at least thirty (30) days and in writing by ADMINISTRATOR.

4 C. If CONTRACTOR uses social media (such as Facebook, Twitter, YouTube or other publicly
 5 available social media sites) in support of the services described within this Agreement, CONTRACTOR
 6 shall develop social media policies and procedures and have them available to ADMINISTRATOR upon
 7 reasonable notice. CONTRACTOR shall inform ADMINISTRATOR of all forms of social media used
 8 to either directly or indirectly support the services described within this Agreement. CONTRACTOR
 9 shall comply with COUNTY Social Media Use Policy and Procedures as they pertain to any social media
 10 developed in support of the services described within this Agreement. CONTRACTOR shall also include
 11 any required funding statement information on social media when required by ADMINISTRATOR.

12 D. Any information as described in Subparagraphs A. and B. above shall not imply endorsement by
 13 COUNTY, unless ADMINISTRATOR consents thereto in writing.

14 **XIII. MINIMUM WAGE LAWS**

15 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and
 16 State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the
 17 federal or California Minimum Wage to all its employees that directly or indirectly provide services
 18 pursuant to this Agreement, in any manner whatsoever. CONTRACTOR shall require and verify that all
 19 its contractors or other persons providing services pursuant to this Agreement on behalf of
 20 CONTRACTOR also pay their employees no less than the greater of the federal or California Minimum
 21 Wage.
 22

23 B. CONTRACTOR shall comply and verify that its contractors comply with all other federal and
 24 State of California laws for minimum wage, overtime pay, record keeping, and child labor standards
 25 pursuant to providing services pursuant to this Agreement.

26 C. Notwithstanding the minimum wage requirements provided for in this clause, CONTRACTOR,
 27 where applicable, shall comply with the prevailing wage and related requirements, as provided for in
 28 accordance with the provisions of Article 2 of Chapter 1, Part 7, Division 2 of the Labor Code of the
 29 State of California (§§1770, et seq.), as it now exists or may hereafter be amended.
 30

31 **XIV. NONDISCRIMINATION**

32 **A. EMPLOYMENT**

33 1. During the term of this Agreement, CONTRACTOR and its Covered Individuals shall not
 34 unlawfully discriminate against any employee or applicant for employment because of his/her ethnic
 35 group identification, race, religion, ancestry, color, creed, sex, marital status, national origin, age (40 and
 36 over), sexual orientation, medical condition, or physical or mental disability. Additionally, during the
 37 term of this Agreement, CONTRACTOR and its Covered Individuals shall require in its subcontracts that

1 subcontractors shall not unlawfully discriminate against any employee or applicant for employment
 2 because of his/her ethnic group identification, race, religion, ancestry, color, creed, sex, marital status,
 3 national origin, age (40 and over), sexual orientation, medical condition, or physical or mental disability.

4 2. CONTRACTOR and its Covered Individuals shall not discriminate against employees or
 5 applicants for employment in the areas of employment, promotion, demotion or transfer; recruitment or
 6 recruitment advertising; layoff or termination; rate of pay or other forms of compensation; and selection
 7 for training, including apprenticeship.

8 3. CONTRACTOR shall not discriminate between employees with spouses and employees with
 9 domestic partners, or discriminate between domestic partners and spouses of those employees, in the
 10 provision of benefits.

11 4. CONTRACTOR shall post in conspicuous places, available to employees and applicants for
 12 employment, notices from ADMINISTRATOR and/or the United States Equal Employment Opportunity
 13 Commission setting forth the provisions of the Equal Opportunity clause.

14 5. All solicitations or advertisements for employees placed by or on behalf of CONTRACTOR
 15 and/or subcontractor shall state that all qualified applicants will receive consideration for employment
 16 without regard to ethnic group identification, race, religion, ancestry, color, creed, sex, marital status,
 17 national origin, age (40 and over), sexual orientation, medical condition, or physical or mental disability.
 18 Such requirements shall be deemed fulfilled by use of the term EOE.

19 6. Each labor union or representative of workers with which CONTRACTOR and/or
 20 subcontractor has a collective bargaining agreement or other contract or understanding must post a
 21 notice advising the labor union or workers' representative of the commitments under this
 22 Nondiscrimination Paragraph and shall post copies of the notice in conspicuous places available to
 23 employees and applicants for employment.

24 B. SERVICES, BENEFITS AND FACILITIES – CONTRACTOR and/or subcontractor shall not
 25 discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities
 26 on the basis of ethnic group identification, race, religion, ancestry, color, creed, sex, marital status,
 27 national origin, age (40 and over), sexual orientation, medical condition, or physical or mental disability
 28 in accordance with Title IX of the Education Amendments of 1972 as they relate to 20 USC §1681 -
 29 §1688; Title VI of the Civil Rights Act of 1964 (42 USC §2000d); the Age Discrimination Act of 1975
 30 (42 USC §6101); and Title 9, Division 4, Chapter 6, Article 1 (§10800, et seq.) of the CCR,) as
 31 applicable, and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise
 32 provided by state law and regulations, as all may now exist or be hereafter amended or changed. For the
 33 purpose of this Nondiscrimination paragraph, Discrimination includes, but is not limited to the following
 34 based on one or more of the factors identified above:

35 1. Denying a client or potential client any service, benefit, or accommodation.

36 2. Providing any service or benefit to a client which is different or is provided in a different
 37 manner or at a different time from that provided to other clients.

1 3. Restricting a client in any way in the enjoyment of any advantage or privilege enjoyed by
2 others receiving any service or benefit.

3 4. Treating a client differently from others in satisfying any admission requirement or condition,
4 or eligibility requirement or condition, which individuals must meet in order to be provided any service or
5 benefit.

6 5. Assignment of times or places for the provision of services.

7 C. COMPLAINT PROCESS – CONTRACTOR shall establish procedures for advising all clients
8 through a written statement that CONTRACTOR and/or subcontractor’s clients may file all complaints
9 alleging discrimination in the delivery of services with CONTRACTOR, subcontractor,
10 ADMINISTRATOR, and/or COUNTY’s Patient’s Rights Office.

11 1. Whenever possible, problems shall be resolved informally and at the point of service.
12 CONTRACTOR shall establish an internal informal problem resolution process for clients not able to
13 resolve such problems at the point of service. Clients may initiate a grievance or complaint directly with
14 CONTRACTOR either orally or in writing.

15 a. COUNTY shall establish a formal resolution and grievance process in the event informal
16 processes do not yield a resolution.

17 b. Throughout the problem resolution and grievance process, client rights shall be
18 maintained, including access to the Patients’ Rights Office at any point in the process. Clients shall be
19 informed of their right to access the Patients’ Rights Office at any time.

20 2. Within the time limits procedurally imposed, the complainant shall be notified in writing as to
21 the findings regarding the alleged complaint and, if not satisfied with the decision, may file an appeal.

22 D. PERSONS WITH DISABILITIES – CONTRACTOR and/or subcontractor agree to comply
23 with the provisions of §504 of the Rehabilitation Act of 1973, as amended, (29 USC 794 et seq., as
24 implemented in 45 CFR 84.1 et seq.), and the Americans with Disabilities Act of 1990 (42 USC 12101 et
25 seq.),as applicable, pertaining to the prohibition of discrimination against qualified persons with
26 disabilities in all programs or activities; and if applicable, as implemented in Title 45, CFR, §84.1 et seq.,
27 as they exist now or may be hereafter amended together with succeeding legislation.

28 E. RETALIATION – Neither CONTRACTOR nor subcontractor, nor its employees or agents shall
29 intimidate, coerce or take adverse action against any person for the purpose of interfering with rights
30 secured by federal or state laws, or because such person has filed a complaint, certified, assisted or
31 otherwise participated in an investigation, proceeding, hearing or any other activity undertaken to enforce
32 rights secured by federal or state law.

33 F. In the event of non-compliance with this paragraph or as otherwise provided by federal and state
34 law, this Agreement may be canceled, terminated or suspended in whole or in part and CONTRACTOR
35 or subcontractor may be declared ineligible for further contracts involving federal, state or county funds.

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37 //

XV. NOTICES

1
2 A. Unless otherwise specified, all notices, claims, correspondence, reports and/or statements
3 authorized or required by this Agreement shall be effective:

4 1. When written and deposited in the United States mail, first class postage prepaid and
5 addressed as specified in the Referenced Contract Provisions of this Agreement or as otherwise directed
6 by ADMINISTRATOR;

7 2. When faxed, transmission confirmed;

8 3. When sent by Email; or

9 4. When accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel
10 Service, or other expedited delivery service.

11 B. Termination Notices shall be addressed as specified in the Referenced Contract Provisions of this
12 Agreement or as otherwise directed by ADMINISTRATOR and shall be effective when faxed,
13 transmission confirmed, or when accepted by U.S. Postal Service Express Mail, Federal Express, United
14 Parcel Service, or other expedited delivery service.

15 C. CONTRACTOR shall notify ADMINISTRATOR, in writing, within twenty-four (24) hours of
16 becoming aware of any occurrence of a serious nature, which may expose COUNTY to liability. Such
17 occurrences shall include, but not be limited to, accidents, injuries, or acts of negligence, or loss or
18 damage to any COUNTY property in possession of CONTRACTOR.

19 D. For purposes of this Agreement, any notice to be provided by COUNTY may be given by
20 ADMINISTRATOR.

XVI. NOTIFICATION OF DEATH

21
22
23 A. Upon becoming aware of the death of any person served pursuant to this Agreement,
24 CONTRACTOR shall immediately notify ADMINISTRATOR.

25 B. All Notifications of Death provided to ADMINISTRATOR by CONTRACTOR shall contain the
26 name of the deceased, the date and time of death, the nature and circumstances of the death, and the
27 name(s) of CONTRACTOR's officers or employees with knowledge of the incident.

28 1. TELEPHONE NOTIFICATION – CONTRACTOR shall notify ADMINISTRATOR by
29 telephone immediately upon becoming aware of the death due to non-terminal illness of any person
30 served pursuant to this Agreement; provided, however, weekends and holidays shall not be included for
31 purposes of computing the time within which to give telephone notice and, notwithstanding the time limit
32 herein specified, notice need only be given during normal business hours.

2. WRITTEN NOTIFICATION

33 a. NON-TERMINAL ILLNESS – CONTRACTOR shall hand deliver, fax, and/or send via
34 encrypted email to ADMINISTRATOR a written report within sixteen (16) hours after becoming aware
35 of the death due to non-terminal illness of any person served pursuant to this Agreement.
36

37 //

1 b. TERMINAL ILLNESS – CONTRACTOR shall notify ADMINISTRATOR by written
 2 report hand delivered, faxed, sent via encrypted email, and/or postmarked and sent via U.S. Mail within
 3 forty-eight (48) hours of becoming aware of the death due to terminal illness of any person served
 4 pursuant to this Agreement.

5 C. If there are any questions regarding the cause of death of any person served pursuant to this
 6 Agreement who was diagnosed with a terminal illness, or if there are any unusual circumstances related
 7 to the death, CONTRACTOR shall immediately notify ADMINISTRATOR in accordance with this
 8 Notification of Death Paragraph.

9 10 **XVII. NOTIFICATION OF PUBLIC EVENTS AND MEETINGS**

11 A. CONTRACTOR shall notify ADMINISTRATOR of any public event or meeting funded in
 12 whole or part by the COUNTY, except for those events or meetings that are intended solely to serve
 13 clients or occur in the normal course of business.

14 B. CONTRACTOR shall notify ADMINISTRATOR at least thirty (30) business days in advance of
 15 any applicable public event or meeting. The notification must include the date, time, duration, location
 16 and purpose of public event or meeting. Any promotional materials or event related flyers must be
 17 approved by ADMINISTRATOR prior to distribution.

18 19 **XVIII. RECORDS MANAGEMENT AND MAINTENANCE**

20 A. CONTRACTOR, its officers, agents, employees and subcontractors shall, throughout the term of
 21 this Agreement, prepare, maintain and manage records appropriate to the services provided and in
 22 accordance with this Agreement and all applicable requirements.

23 B. CONTRACTOR shall implement and maintain administrative, technical and physical safeguards
 24 to ensure the privacy of PHI and prevent the intentional or unintentional use or disclosure of PHI in
 25 violation of the HIPAA, federal and state regulations and/or CHPP. CONTRACTOR shall mitigate to
 26 the extent practicable, the known harmful effect of any use or disclosure of PHI made in violation of
 27 federal or state regulations and/or COUNTY policies.

28 C. CONTRACTOR's participant, client, and/or patient records shall be maintained in a secure
 29 manner. CONTRACTOR shall maintain participant, client, and/or patient records and must establish and
 30 implement written record management procedures.

31 D. CONTRACTOR shall ensure appropriate financial records related to cost reporting, expenditure,
 32 revenue, billings, etc., are prepared and maintained accurately and appropriately.

33 E. CONTRACTOR shall ensure all appropriate state and federal standards of documentation,
 34 preparation, and confidentiality of records related to participant, client and/or patient records are met at
 35 all times.

36 F. CONTRACTOR shall ensure all HIPAA (DRS) requirements are met. HIPAA requires that
 37 clients, participants and/or patients be provided the right to access or receive a copy of their DRS and/or

1 request addendum to their records. Title 45 CFR §164.501, defines DRS as a group of records
2 maintained by or for a covered entity that is:

3 1. The medical records and billing records about individuals maintained by or for a covered
4 health care provider;

5 2. The enrollment, payment, claims adjudication, and case or medical management record
6 systems maintained by or for a health plan; or

7 3. Used, in whole or in part, by or for the covered entity to make decisions about individuals.

8 G. CONTRACTOR may retain participant, client, and/or patient documentation electronically in
9 accordance with the terms of this Agreement and common business practices. If documentation is
10 retained electronically, CONTRACTOR shall, in the event of an audit or site visit:

11 1. Have documents readily available within forty-eight (48) hour notice of a scheduled audit or
12 site visit.

13 2. Provide auditor or other authorized individuals access to documents via a computer
14 terminal.

15 3. Provide auditor or other authorized individuals a hardcopy printout of documents, if
16 requested.

17 H. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and
18 security of PII and/or PHI. CONTRACTOR shall notify COUNTY immediately by telephone call plus
19 email or fax upon the discovery of a Breach of unsecured PHI and/or PII.

20 I. CONTRACTOR may be required to pay any costs associated with a Breach of privacy and/or
21 security of PII and/or PHI, including but not limited to the costs of notification. CONTRACTOR shall
22 pay any and all such costs arising out of a Breach of privacy and/or security of PII and/or PHI.

23 J. CONTRACTOR shall retain all participant, client, and/or patient medical records for seven (7)
24 years following discharge of the participant, client and/or patient, with the exception of non-emancipated
25 minors for whom records must be kept for at least one (1) year after such minors have reached the age of
26 eighteen (18) years, or for seven (7) years after the last date of service, whichever is longer.

27 K. CONTRACTOR shall retain all financial records for a minimum of seven (7) years from the
28 commencement of the contract, unless a longer period is required due to legal proceedings such as
29 litigations and/or settlement of claims.

30 L. CONTRACTOR shall make records pertaining to the costs of services, participant fees, charges,
31 billings, and revenues available at one (1) location within the limits of the County of Orange.

32 M. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR
33 may provide written approval to CONTRACTOR to maintain records in a single location, identified by
34 CONTRACTOR.

35 N. CONTRACTOR may be required to retain all records involving litigation proceedings and
36 settlement of claims for a longer term which will be directed by the ADMINISTRATOR.

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1 O. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising out
2 of, this Agreement, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR all
3 information that is requested by the PRA request.

4
5 **XIX. RESEARCH AND PUBLICATION**

6 CONTRACTOR shall not utilize information and data received from COUNTY or developed as a
7 result of this Agreement for the purpose of personal publication.

8 **XX. REVENUE**

9 A. CLIENT FEES – CONTRACTOR shall charge, unless waived by ADMINISTRATOR, a fee to
10 clients to whom billable services, other than those amounts reimbursed by Medicare, Medi-Cal or other
11 third party health plans, are provided pursuant to this Agreement, their estates and responsible relatives,
12 according to their ability to pay as determined by the State DHCS’ UMDAP procedure or by other
13 payment procedure as approved in advance, and in writing by ADMINISTRATOR; and in accordance
14 with Title 9 of the CCR. Such fee shall not exceed the actual cost of services provided. No client shall
15 be denied services because of an inability to pay.

16 B. THIRD-PARTY REVENUE – CONTRACTOR shall make every reasonable effort to obtain all
17 available third-party reimbursement for which persons served pursuant to this Agreement may be eligible.
18 Charges to insurance carriers shall be on the basis of CONTRACTOR’s usual and customary charges.

19 C. PROCEDURES – CONTRACTOR shall maintain internal financial controls which adequately
20 ensure proper billing and collection procedures. CONTRACTOR’s procedures shall specifically provide
21 for the identification of delinquent accounts and methods for pursuing such accounts. CONTRACTOR
22 shall provide ADMINISTRATOR, monthly, a written report specifying the current status of fees which
23 are billed, collected, transferred to a collection agency, or deemed by CONTRACTOR to be
24 uncollectible.

25 D. OTHER REVENUES – CONTRACTOR shall charge for services, supplies, or facility use by
26 persons other than individuals or groups eligible for services pursuant to this Agreement.

27
28 **XXI. SEVERABILITY**

29 If a court of competent jurisdiction declares any provision of this Agreement or application thereof to
30 any person or circumstances to be invalid or if any provision of this Agreement contravenes any federal,
31 state or county statute, ordinance, or regulation, the remaining provisions of this Agreement or the
32 application thereof shall remain valid, and the remaining provisions of this Agreement shall remain in full
33 force and effect, and to that extent the provisions of this Agreement are severable.

34 //
35 //
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XXII. SPECIAL PROVISIONS

A. CONTRACTOR shall not use the funds provided by means of this Agreement for the following purposes:

1. Making cash payments to intended recipients of services through this Agreement.
2. Lobbying any governmental agency or official. CONTRACTOR shall file all certifications and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g., limitation on use of appropriated funds to influence certain federal contracting and financial transactions).
3. Fundraising.
4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for CONTRACTOR's staff, volunteers, or members of the Board of Directors.
5. Reimbursement of CONTRACTOR's members of the Board of Directors for expenses or services.
6. Making personal loans to CONTRACTOR's staff, volunteers, interns, consultants, subcontractors, and members of the Board of Directors or its designee or authorized agent, or making salary advances or giving bonuses to CONTRACTOR's staff.
7. Paying an individual salary or compensation for services at a rate in excess of the current Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary Schedule may be found at www.opm.gov.
8. Severance pay for separating employees.
9. Paying rent and/or lease costs for a facility prior to the facility meeting all required building codes and obtaining all necessary building permits for any associated construction.
10. Supplanting current funding for existing services.

B. Unless otherwise specified in advance and in writing by ADMINISTRATOR, CONTRACTOR shall not use the funds provided by means of this Agreement for the following purposes:

1. Funding travel or training (excluding mileage or parking).
2. Making phone calls outside of the local area unless documented to be directly for the purpose of client care.
3. Payment for grant writing, consultants, certified public accounting, or legal services.
4. Purchase of artwork or other items that are for decorative purposes and do not directly contribute to the quality of services to be provided pursuant to this Agreement.

XXIII. STATUS OF CONTRACTOR

CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of this Agreement. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and consultants employed by CONTRACTOR. This Agreement shall not be construed as creating the relationship of employer and employee, or principal and agent, between COUNTY and CONTRACTOR

1 or any of CONTRACTOR's employees, agents, consultants, or subcontractors. CONTRACTOR
 2 assumes exclusively the responsibility for the acts of its employees, agents, consultants, or subcontractors
 3 as they relate to the services to be provided during the course and scope of their employment.
 4 CONTRACTOR, its agents, employees, consultants, or subcontractors, shall not be entitled to any rights
 5 or privileges of COUNTY's employees and shall not be considered in any manner to be COUNTY's
 6 employees.

8 **XXIV. TERM**

9 A. This specific Agreement with CONTRACTOR is only one of several agreements to which the
 10 term of this Agreement applies. This specific Agreement shall commence as specified in the Reference
 11 Contract Provisions of this Agreement or the execution date, whichever is later. This specific Agreement
 12 shall terminate as specified in the Referenced Contract Provisions of this Agreement, unless otherwise
 13 sooner terminated as provided in this Agreement; provided, however, CONTRACTOR shall be obligated
 14 to perform such duties as would normally extend beyond this term, including but not limited to,
 15 obligations with respect to confidentiality, indemnification, audits, reporting and accounting.

16 B. Any administrative duty or obligation to be performed pursuant to this Agreement on a weekend
 17 or holiday may be performed on the next regular business day.

19 **XXV. TERMINATION**

20 A. Either party may terminate this Agreement, without cause, upon thirty (30) calendar day written
 21 notice given the other party.

22 B. Unless otherwise specified in this Agreement, COUNTY may terminate this Agreement upon
 23 five (5) calendar day written notice if CONTRACTOR fails to perform any of the terms of this
 24 Agreement. At ADMINISTRATOR's sole discretion, CONTRACTOR may be allowed up to thirty (30)
 25 calendar days for corrective action.

26 C. COUNTY may terminate this Agreement immediately, upon written notice, on the occurrence of
 27 any of the following events:

- 28 1. The loss by CONTRACTOR of legal capacity.
- 29 2. Cessation of services.
- 30 3. The delegation or assignment of CONTRACTOR's services, operation or administration to
 31 another entity without the prior written consent of COUNTY.
- 32 4. The neglect by any physician or licensed person employed by CONTRACTOR of any duty
 33 required pursuant to this Agreement.
- 34 5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of this
 35 Agreement.
- 36 6. The continued incapacity of any physician or licensed person to perform duties required
 37 pursuant to this Agreement.

1 7. Unethical conduct or malpractice by any physician or licensed person providing services
 2 pursuant to this Agreement; provided, however, COUNTY may waive this option if CONTRACTOR
 3 removes such physician or licensed person from serving persons treated or assisted pursuant to this
 4 Agreement.

5 D. CONTINGENT FUNDING

6 1. Any obligation of COUNTY under this Agreement is contingent upon the following:

7 a. The continued availability of federal, state and county funds for reimbursement of
 8 COUNTY's expenditures, and

9 b. Inclusion of sufficient funding for the services hereunder in the applicable budget
 10 approved by the Board of Supervisors.

11 2. In the event such funding is subsequently reduced or terminated, COUNTY may suspend,
 12 terminate or renegotiate this Agreement upon thirty (30) calendar days written notice given
 13 CONTRACTOR.

14 E. In the event this Agreement is terminated by either party, after receiving a Notice of
 15 Termination, CONTRACTOR shall do the following:

16 1. Comply with termination instructions provided by ADMINISTRATOR in a manner which is
 17 consistent with recognized standards of quality care and prudent business practice.

18 2. Obtain immediate clarification from ADMINISTRATOR of any unsettled issues of contract
 19 performance during the remaining contract term.

20 3. Until the date of termination, continue to provide the same level of service required by this
 21 Agreement.

22 4. If Clients are to be transferred to another facility for services, furnish ADMINISTRATOR,
 23 upon request, all Client information and records deemed necessary by ADMINISTRATOR to affect an
 24 orderly transfer.

25 5. Assist ADMINISTRATOR in effecting the transfer of Clients in a manner consistent with
 26 Client's best interests.

27 6. If records are to be transferred to COUNTY, pack and label such records in accordance with
 28 directions provided by ADMINISTRATOR.

29 7. Return to COUNTY, in the manner indicated by ADMINISTRATOR, any equipment and
 30 supplies purchased with funds provided by COUNTY.

31 8. To the extent services are terminated, cancel outstanding commitments covering the
 32 procurement of materials, supplies, equipment, and miscellaneous items, as well as outstanding
 33 commitments which relate to personal services. With respect to these canceled commitments,
 34 CONTRACTOR shall submit a written plan for settlement of all outstanding liabilities and all claims
 35 arising out of such cancellation of commitment which shall be subject to written approval of
 36 ADMINISTRATOR.

37 //

1 9. Provide written notice of termination of services to each client being served under this Agreement
2 within fifteen (15) calendar days of receipt of termination notice. A copy of the notice of termination of
3 services must be provided to ADMINISTRATOR within the fifteen (15) calendars day period.

4 F. The rights and remedies of COUNTY provided in this Termination Paragraph shall not be
5 exclusive, and are in addition to any other rights and remedies provided by law or under this Agreement.
6

7 **XXVI. THIRD PARTY BENEFICIARY**

8 Neither party hereto intends that this Agreement shall create rights hereunder in third parties
9 including, but not limited to, any subcontractors or any Clients provided services hereunder.
10

11 **XXVII. WAIVER OF DEFAULT OR BREACH**

12 Waiver by COUNTY of any default by CONTRACTOR shall not be considered a waiver of any
13 subsequent default. Waiver by COUNTY of any breach by CONTRACTOR of any provision of this
14 Agreement shall not be considered a waiver of any subsequent breach. Waiver by COUNTY of any
15 default or any breach by CONTRACTOR shall not be considered a modification of the terms of this
16 Agreement.

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1 IN WITNESS WHEREOF, the Parties have executed this Agreement, in the County of Orange,
2 State of California.

3
4 PROVIDER NAME

5
6 BY: _____ DATED: _____

7
8 TITLE: _____

9
10
11 BY: _____ DATED: _____

12
13 TITLE: _____

14
15
16 COUNTY OF ORANGE

17
18
19 BY: _____ DATED: _____

20 HEALTH CARE AGENCY

21
22
23
24 APPROVED AS TO FORM
25 OFFICE OF THE COUNTY COUNSEL
26 ORANGE COUNTY, CALIFORNIA

27
28
29 BY:  _____ DATED: 4-10-17
30 DEPUTY

31
32
33
34 If the contracting party is a corporation, two (2) signatures are required: one (1) signature by the Chairman of the Board,
35 the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial
36 Officer or any Assistant Treasurer. If the contract is signed by one (1) authorized individual only, a copy of the corporate
37 resolution or by-laws whereby the board of directors has empowered said authorized individual to act on its behalf by his or
her signature alone is required by ADMINISTRATOR.

1 EXHIBIT A
 2 TO AGREEMENT FOR PROVISION OF
 3 MEDI-CAL MENTAL HEALTH MANAGED CARE
 4 PSYCHIATRIC INPATIENT HOSPITAL SERVICES
 5 BETWEEN
 6 COUNTY OF ORANGE
 7 AND
 8 XXXXXXXX
 9 JULY 1, 2017 THROUGH JUNE 30, 2020

11 **I. COMMON TERMS AND DEFINITIONS**

12 The parties agree to the following terms and definitions, and to those terms and definitions, which for
13 convenience are set forth elsewhere in this Agreement.

14 A. Acute Administrative Day means those days authorized by ADMINISTRATOR’s designated
15 Utilization Case Management Unit when, due to lack of an appropriate placement facility, the client’s
16 stay at an acute inpatient facility must be continued beyond the client’s need for acute care.

17 B. ADL means Activities of Daily Living and refers to diet, personal hygiene, clothing care,
18 grooming, money and household management, personal safety, symptom monitoring, etc.

19 C. Additional Income Source means Additional Income Source and refers to all income other than
20 SSI and includes such sources of income as retirement income, disability income, trust fund income, SSI,
21 Veteran’s Affairs disability income, etc.

22 D. ASO means Administrative Services Organization and refers to administrative and mental health
23 services components that include maintenance of a contract provider network including credentialing and
24 contracting, adjudication of provider claims for specialty mental health services, and the operation of a
25 24-hour telephone access and authorization line.

26 E. Client Day means one (1) calendar day during which CONTRACTOR provides all of the
27 services described hereunder, including the day of admission and excluding the day of discharge. If
28 admission and discharge occur on the same day, one (1) client day shall be charged.

29 F. Client or Consumer means an individual, referred by COUNTY or enrolled in CONTRACTOR’s
30 program for services under the Agreement, who is dealing with a chronic mental illness.

31 G. Customary Charges means the amount CONTRACTOR normally or usually charges the majority
32 of its clients for a specified type of service, including the types of Psychiatric Inpatient Hospital Services
33 defined herein. CONTRACTOR’s customary charges shall be subject to review by the Department of
34 Health Care Services.

35 H. Diagnosis means the definition of the nature of the client's disorder. When formulating the
36 diagnosis of client, CONTRACTOR shall use the diagnostic codes and axis as specified in the most
37 current edition of the DSM published by the American Psychiatric Association.

1 I. DSM means Diagnostic and Statistical Manual of Mental Disorders and refers to the publication
2 by the American Psychiatric Association that is used as a guide in the diagnosis of mental disorders.

3 J. ECT means Electro Convulsive Therapy and refers to a psychiatric treatment in which seizures
4 are electrically induced in anesthetized patients for therapeutic effect.

5 K. HIPAA means Health Insurance Portability and Accountability Act and refers to the federal law
6 that establishes standards for the privacy and security of health information, as well as standards for
7 electronic data interchange of health information. HIPAA law has two main goals, as its name implies:
8 making health insurance more portable when persons change employers, and making the health care
9 system more accountable for costs-trying especially to reduce waste and fraud.

10 L. Hospital Based Ancillary Services means services which include but are not limited to ECT and
11 MRI. Other ancillary services include: the use of facilities; laboratory, medical and social services
12 furnished by CONTRACTOR including drugs such as take-home drugs, biologicals, supplies, appliances
13 and equipment; nursing, pharmacy and dietary services; and supportive and administrative services
14 required to provide Psychiatric Inpatient Hospital Services. Ancillary services do not include physician or
15 psychologist services that are separately billed to DHCS.

16 M. ITP means Individualized Treatment Plan for each client. All psychiatric, psychological, and
17 social services must be compatible with the ITP.

18 N. LPS means Lanterman Petris-Short and refers to the Act that went into effect July 1, 1972 in
19 California. The Act in effect ended all hospital commitments by the judiciary system, except in the case
20 of criminal sentencing (e.g. convicted sexual offenders) and those who were "gravely disabled" defined as
21 unable to obtain food, clothing, or shelter. It expanded the evaluative power of psychiatrists and created
22 provisions and criteria for involuntary detentions.

23 O. Long Term Care (LTC) refers to the County department that reviews referrals for placement in
24 county-contracted long term care facilities.

25 P. MRI means Magnetic Resonance Imaging and refers to a medical imaging technique used in
26 radiology to visualize detailed internal structures.

27 Q. Medical Necessity means the requirements as defined in the MHP Medical Necessity for
28 Medi-Cal reimbursed Specialty Mental Health Services that includes diagnosis, impairment criteria and
29 intervention related criteria.

30 R. Mental Health Services means interventions designed to provide the maximum reduction of
31 mental disability and restoration or maintenance of functioning consistent with the requirements for
32 learning, development and enhanced self-sufficiency. Services shall include:

33 1. Assessment means a service activity, which may include a clinical analysis of the history and
34 current status of a beneficiary's mental, emotional, or behavioral disorder, relevant cultural issues and
35 history, diagnosis and the use of testing procedures.

36 2. Medication Support Services means those services provided by a licensed physician,
37 registered nurse, or other qualified medical staff, which includes prescribing, administering, dispensing

1 and monitoring of psychiatric medications or biologicals and which are necessary to alleviate the
 2 symptoms of mental illness. These services also include evaluation and documentation of the clinical
 3 justification and effectiveness for use of the medication, dosage, side effects, compliance and response to
 4 medication, as well as obtaining informed consent, providing medication education and plan development
 5 related to the delivery of the service and/or assessment of the beneficiary.

6 3. Rehabilitation Service means an activity which includes assistance in improving, maintaining,
 7 or restoring a client's or group of clients' functional skills, daily living skills, social and leisure skill,
 8 grooming and personal hygiene skills, meal preparation skills, support resources and/or medication
 9 education.

10 4. Therapy means a service activity which is a therapeutic intervention that focuses primarily on
 11 symptom reduction as a means to improve functional impairments. Therapy may be delivered to an
 12 individual or group of beneficiaries which may include family therapy in which the beneficiary is present.

13 S. MHSA means Mental Health Services Act and refers to the law that provides funding for
 14 expanded community mental health services. It is also known as "Proposition 63."

15 T. NPI means National Provider Identification and refers to the standard unique health identifier
 16 that was adopted by the Secretary of Health and Human Services (HHS) under HIPAA for health care
 17 providers. All HIPAA covered healthcare providers, individuals and organizations must obtain an NPI
 18 for use to identify themselves in HIPAA standard transactions. The NPI is assigned for life.

19 U. NPP means Notice of Privacy Practices and refers to a document that notifies individuals of uses
 20 and disclosures of PHI that may be made by or on behalf of the health plan or health care provider as set
 21 forth in the HIPAA.

22 V. PHI means Protected Health Information and refers to individually identifiable health information
 23 usually transmitted by electronic media, maintained in any medium as defined in the regulations, or for an
 24 entity such as a health plan, transmitted or maintained in any other medium. It is created or received by a
 25 covered entity and relates to the past, present, or future physical or mental health or condition of an
 26 individual, provision of health care to an individual, or the past, present, or future payment for health care
 27 provided to an individual.

28 W. Psychiatric Inpatient Hospital Services means services, including ancillary services, provided
 29 either in an acute care hospital or a free-standing psychiatric hospital for the care and treatment of an
 30 acute episode of mental illness. Services provided in a free-standing hospital may only be reimbursed for
 31 persons age twenty-one (21) or younger and sixty-five (65) or older. If the person was receiving such
 32 services prior to the person's twenty-first birthday and continues to require and receives services without
 33 interruption, the eligibility for services continues to the date the person no longer requires such services,
 34 or the person's twenty-second birthday, whichever is earlier.

35 X. Psychiatrist means an individual who meets the minimum professional and licensure requirements
 36 set forth in CCR, Title 9, Section 623.

37 //

1 Y. Psychologist means an individual who meets the minimum professional and licensure
2 requirements set forth in CCR, Title 9, Section 624.

3 Z. Recovery means a “deeply personal, unique process of changing one’s attitudes, values, feelings,
4 goals, skills and/or roles. It is a way of living a satisfying, hopeful and contributing life even with
5 limitations caused by the illness. Recovery involves the development of new meaning and purpose in
6 one’s life as one grows beyond the catastrophic effects of mental illness. Ultimately, because recovery is
7 a personal and unique process, everyone with a psychiatric illness develops his or her own definition of
8 recovery. However, certain concepts or factors are common to recovery.” (William Anthony, 1993).

9 AA. Referral means providing the effective linkage of a client to another service, when indicated; with
10 follow-up to be provided within five (5) working days to assure that the client has made contact with the
11 referred service.

12 AB. SNF means Skilled Nursing Facility and refers to a facility that provides twenty-four (24)-
13 hour/day skilled nursing care and supervision.

14 AC. SSI/SSP means Supplemental Security Income/State Supplemental Income and refers to revenue
15 resources paid to an eligible client, or the client’s payee by the federal Social Security Administration.

16 AD. Unit of Service means one (1) calendar day during which CONTRACTOR provides all of the
17 services described hereunder, which day shall begin at twelve o’clock midnight.

18 **II. ISSUE RESOLUTION**

19
20 For resolution of issues between CONTRACTOR and ADMINISTRATOR with respect to the
21 implementation and operation of this Agreement or COUNTY’s policies and procedures regarding
22 services described herein, the following sequential steps shall apply:

23 A. CONTRACTOR shall routinely utilize all informal communication processes and methods with
24 ADMINISTRATOR program and administrative staff including, but not limited to, telephone contact,
25 electronic mail (e-mail), FAX, written correspondence and meetings, to resolve any issues or problems
26 regarding the implementation and operation of this Agreement or COUNTY’s policies and procedures
27 regarding services described herein.

28 B. If the parties are unable to resolve the issue, CONTRACTOR shall give written notice to
29 ADMINISTRATOR setting forth in specific terms the existence and nature of any unresolved matter or
30 concern related to the purposes and obligations of this Agreement. ADMINISTRATOR shall have
31 fifteen (15) calendar days following such notice to obtain resolution of any issue(s) identified in this
32 manner, provided, however, by mutual consent this period of time may be extended to thirty (30)
33 calendar days.

34 C. If the parties are unable to obtain resolution of the issue, they shall submit a joint written
35 Statement describing the facts of the issue, within thirty (30) calendar days after the written notice
36 described above to ADMINISTRATOR’s Director of Behavioral Health Care for final resolution.

37 //

1 D. The rights and remedies provided by this paragraph are in addition to those provided by law to
2 either party.

3 E. CONTRACTOR AND ADMINISTRATOR may mutually agree, in writing, to modify the Issue
4 Resolution Paragraph of this Exhibit A to the Agreement.

5 6 **III. PATIENT'S RIGHTS**

7 A. CONTRACTOR shall post the current California Department of Mental Health Patients' Rights
8 poster as well as the Orange County HCA Mental Health Plan Complaint and Grievance poster in all
9 County threshold languages in locations readily available to Clients and staff and have complaint forms
10 and complaint envelopes readily accessible to Clients.

11 B. In addition to those processes provided by ADMINISTRATOR, CONTRACTOR shall have
12 complaint resolution and grievance processes approved by ADMINISTRATOR, to which the beneficiary
13 shall have access.

14 1. CONTRACTOR's complaint resolution processes shall emphasize informal, easily
15 understood steps designed to resolve disputes as quickly and simply as possible.

16 2. CONTRACTOR's complaint resolution and grievance processes shall incorporate
17 COUNTY's grievance, patients' rights, and utilization management guidelines and procedures.

18 C. Complaint Resolution and Grievance Process – ADMINISTRATOR shall implement complaint
19 and grievance procedures that shall include the following components:

20 1. Complaint Resolution. This process will specifically address and attempt to resolve Client
21 complaints and concerns at CONTRACTOR's facility. Examples of such complaints may include
22 dissatisfaction with services or with the quality of care, or dissatisfaction with the condition of the
23 physical plant.

24 2. Formal Grievance. When the Client's complaint is not resolved at CONTRACTOR's facility
25 and the Client or Client representative requests it, the complaint becomes a formal grievance. The
26 request is made to County Mental Health Inpatient Services and represents the first step in the formal
27 grievance process.

28 3. Title IX Rights Advocacy. This process may be initiated by a Client who registers a
29 statutory rights violation or a denial or abuse complaint with the County Patients' Rights Office. The
30 Patients' Rights office shall investigate the complaint, and Title IX grievance procedures shall apply,
31 which involve ADMINISTRATOR'S Director of Behavioral Health Care and the State Patients' Rights
32 Office.

33 D. The parties agree that Clients have recourse to initiate a complaint to CONTRACTOR, appeal to
34 the County Patients' Rights Office, file a formal grievance, and file a Title IX complaint. The Patients'
35 Advocate shall advise and assist the Client, investigate the cause of the complaint or grievance, and
36 attempt to resolve the matter

37 //

1 E. No provision of this Agreement shall be construed as to replacing or conflicting with the duties
2 of County Patients' Rights Office pursuant to Welfare and Institutions Code Section 5500.

3 F. CONTRACTOR AND ADMINISTRATOR may mutually agree, in writing, to modify the
4 Patient's Rights Paragraph of this Exhibit A to the Agreement.

6 **IV. PAYMENTS**

7 A. CONTRACTOR shall be reimbursed by DHCS for services provided at the following all-
8 inclusive rates per client day for acute Psychiatric Inpatient Hospital Services and based on the following
9 accommodation codes.

<u>Accommodation Code</u>	<u>Description</u>	<u>Rate</u>		
		<u>Period One</u>	<u>Period Two</u>	<u>Period Three</u>
<u>097</u>	<u>Adolescent/Child, Psychiatric</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>114 - 204</u>	<u>Adult, Psychiatric</u>	<u>###.##</u>	<u>###.##</u>	<u>###.##</u>
<u>169</u>	<u>Administrative Day</u>	<u>Current DHCS Rate</u>	<u>Current DHCS Rate</u>	<u>Current DHCS Rate</u>

17
18 1. The rate for Accommodation Code 169 is established and adjusted by the DHCS.
19 2. Rates are inclusive of all Psychiatric Inpatient Hospital Services as defined in this
20 Exhibit A to the Agreement, and shall constitute payment in full for these services.

21 3. The number of billable Units of Service shall include the day of admission and exclude the
22 day of discharge unless admission and discharge occur on the same day.

23 4. DHCS may reimburse Administrative Days for dates in which documentation does not meet
24 requirements for Acute Day reimbursement, contingent upon CONTRACTOR documentation of services
25 that qualify for the Administrative Day reimbursement.

26 5. Rates do not include physician or psychologist services rendered to clients, or transportation
27 services required in providing Psychiatric Inpatient Hospital services. These services shall be billed
28 separately from the above per diem rate for Psychiatric Inpatient Hospital services as follows:

29 a. When Medi-Cal eligible mental health services are provided by a psychiatrist or
30 psychologist, such services shall be billed to COUNTY's ASO. Prior authorization and notification are
31 not required prior to providing these services.

32 b. When Medi-Cal eligible medical services are provided by a physician, such services shall
33 be billed to the designated CalOptima Plan or CalOptima Direct, depending on the client's health
34 coverage benefit. Prior authorization and notification may be required prior to providing these services.

35 c. When Medi-Cal eligible transportation services are provided, such services shall be
36 billed to the designated CalOptima Plan or CalOptima Direct, depending on the client's health coverage
37 benefit. Prior authorization and notification may be required prior to providing these services.

6. The client daily rates stated above do not include ECT or MRI Services. The rates for ECT and MRI Services shall apply only for the day(s) in which the client received an approved ECT or MRI (rates listed below). These rates reflect CONTRACTOR's reimbursement only and associated professional services shall be billed to COUNTY's ASO, the designated CalOptima Plan or CalOptima Direct. CONTRACTOR must obtain prior approval from the ADMINISTRATOR to perform the ECT or MRI in order to be reimbursed. CONTRACTOR shall submit to ADMINISTRATOR ECT and MRI invoices that indicate for whom services were provided, the date of service, and shall be supported with such documentation as may be required by ADMINISTRATOR.

Description	Rate
Psychiatric, ECT	N/A
Psychiatric, MRI	N/A

B. Billing Procedures

1. CONTRACTOR must obtain an NPI.

2. CONTRACTOR shall invoice DHCS for each client day, approved by the ADMINISTRATOR, for each client who meets notification, admission and/or continued stay criteria, documentation requirements, treatment and discharge planning requirements and occupies a psychiatric inpatient hospital bed at 12:00 AM in CONTRACTOR's facility. CONTRACTOR may invoice DHCS if the client is admitted and discharged during the same day; provided, however, that such admission and discharge is not within twenty-four (24) hours of a prior discharge.

3. CONTRACTOR shall determine that Psychiatric Inpatient Hospital services provided pursuant to the Agreement are not covered, in whole or in part, under any other state or federal medical care program or under any other contractual or legal entitlement including, but not limited to, a private group indemnification or insurance program or Workers' Compensation Program. CONTRACTOR shall seek to be reimbursed by other coverage prior to seeking reimbursement by DHCS. DHCS's maximum obligation shall be reduced if other coverage is available.

4. CONTRACTOR shall submit claims to DHCS's fiscal intermediary for all services rendered pursuant to the Agreement, in accordance with the applicable invoice and billing requirements contained in WIC, Section 5778.

5. CONTRACTOR may appeal, in writing, a denied request for reimbursement to the ADMINISTRATOR. In the event that the appeal is denied, by the ADMINISTRATOR, CONTRACTOR may continue the appeals process by writing directly to DHCS, within thirty (30) calendar days of the ADMINISTRATOR's decision. The decision of DHCS shall be final.

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1 C. Overpayments

2 1. CONTRACTOR agrees that DHCS may recoup any such overpayment by withholding the
3 amount owed to DHCS from future payments due CONTRACTOR, in the event that an audit or review
4 performed by the ADMINISTRATOR, DHCS, the State Controller's Office, or any other authorized
5 agency discloses that CONTRACTOR has been overpaid.

6 2. CONTRACTOR agrees that DHCS may recoup funds from prior year's overpayments,
7 which occurred prior to the effective date of the Agreement, by withholding the amount currently owed
8 to CONTRACTOR by DHCS.

9 3. CONTRACTOR may appeal recoupments according to applicable procedural requirements
10 of the regulations adopted pursuant to WIC, Sections 5775, et seq. and 14680, et seq., with the following
11 exceptions:

12 a. The recovery or recoupment shall commence sixty (60) calendar days after issuance of
13 account status or demand resulting from an audit or review and shall not be deferred by the filing of a
14 request for an appeal according to the applicable regulations.

15 b. CONTRACTOR's liability to COUNTY for any amount recovered shall be as described
16 in WIC, Section 5778(h).

17 D. Customary Charges Limitation – DHCS's obligation to CONTRACTOR shall not exceed
18 CONTRACTOR's total customary charges for like services during each hospital fiscal year or portion
19 thereof in which the Agreement is in effect. DHCS may recoup any portion of the total payments to
20 CONTRACTOR which are in excess of CONTRACTOR's total customary charges.

21 E. CONTRACTOR shall submit the 18-3 TAR for authorization of payment for Psychiatric
22 Inpatient Hospital services to ADMINISTRATOR no later than fourteen (14) calendar days after:

23 1. Ninety-nine (99) calendar days of continuous service to a client, and/or

24 2. Discharge.

25 F. CONTRACTOR shall resubmit the 18-3 TAR and any additional information requested, no later
26 than sixty (60) calendar days from the date of the deferral letter, in the event ADMINISTRATOR defers
27 the 18-3 TAR back to CONTRACTOR to obtain further information.

28 G. ADMINISTRATOR shall provide CONTRACTOR with a Notification Form confirming
29 hospitalization of the client. CONTRACTOR must submit the Notification Form, along with the client's
30 TAR to ADMINISTRATOR for review of medical necessity and payment authorization.

31 H. CONTRACTOR must document, in the client's medical record, each contact with the
32 appropriate placement facility or the person or agency responsible for placement. CONTRACTOR must
33 continue to document contacts with appropriate placement facilities until the client is discharged.
34 Contacts shall be documented by a brief description of the placement facilities reported bed availability
35 status, reason for denial if applicable, and the signature of the person making the contact.

36 I. ADMINISTRATOR shall monitor the client's status, the appropriateness of the facilities being
37 contacted for referral, and/or the client's chart to determine if the client's status has changed.

1 J. CONTRACTOR shall notify ADMINISTRATOR, prior to 12:00 PM Monday through Friday,
 2 excluding holidays, of the daily census of all clients in which reimbursement for Psychiatric Inpatient
 3 Hospital Services will be requested. The census report following a weekend and/or holiday shall include
 4 any admissions made during that time.

5 K. CONTRACTOR shall notify ADMINISTRATOR of any client discharge within twenty-four
 6 (24) hours of the client's discharge, excluding weekends and holidays. CONTRACTOR shall include the
 7 client's name, discharge date, discharge placement and placement phone number. CONTRACTOR shall
 8 inform COUNTY of where the client has been referred for continuing treatment, along with the facility's
 9 phone number, contact person and the client's first appointment time and date.

10 L. CONTRACTOR shall notify the Regional Center Service Coordinator and Nurse Consultant of a
 11 Regional Center client's admission within twenty-four (24) hours of admission or within twenty-four (24)
 12 hours of identifying that a client is a Regional Center client.

13 M. CONTRACTOR shall notify both the client's Regional Center Service Coordinator and one of
 14 the Regional Center Nurse Consultants of the intent to seek their placement services. Such notification
 15 must occur on or before the date for which CONTRACTOR intends to seek Administrative Day
 16 reimbursement. CONTRACTOR may seek reimbursement from Regional Center for all Administrative
 17 Days after the first three (3) Administrative Days.

18 N. CONTRACTOR shall notify the ADMINISTRATOR within twenty-four (24) hours of
 19 admission of all clients, served under this agreement, who are admitted on involuntary hold.

20 O. CONTRACTOR shall notify the ADMINISTRATOR on the day that the other health insurance
 21 benefit has been exhausted, or the day the other health insurance benefit is known to be denied, if the
 22 client has other health insurance coverage in addition to Medi-Cal, and the CONTRACTOR intends to
 23 seek Medi-Cal reimbursement for all or a portion of the hospital stay.

24 P. CONTRACTOR shall provide Psychiatric Inpatient Hospital Services in the same manner to
 25 Medi-Cal clients as it provides to all other clients and not discriminate against Medi-Cal clients in any
 26 manner, including admission practices, placement in special wings or rooms, or provision of special or
 27 separate meals.

28 Q. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing to modify the
 29 Payments Paragraph of this Exhibit A to the Agreement.

30 **V. REPORTS**

31
 32 A. CONTRACTOR shall maintain records and make statistical reports as required by
 33 ADMINISTRATOR and/or DHCS on forms provided by either agency.

34 B. ADMINISTRATOR may request reasonable reports of CONTRACTOR in order to determine
 35 the quality and nature of services provided hereunder. ADMINISTRATOR will be specific as to the
 36 nature of information requested, and may allow up to thirty (30) calendar days for CONTRACTOR to
 37 respond.

1 C. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Reports
2 Paragraph of this Exhibit A to the Agreement.

3
4 **VI. SERVICES**

5 A. FACILITY – CONTRACTOR shall provide Psychiatric Inpatient Hospital Services at the
6 following location:

- 7
- 8 Provider Name:
- 9 Address:
- 10 City, State, Zip Code:
- 11

12 B. CLIENTS SERVED – CONTRACTOR shall admit and serve all clients referred by
13 ADMINISTRATOR who meet the ADMINISTRATOR’s criteria for acute psychiatric hospitalization.
14 CONTRACTOR may admit and serve clients not referred by the ADMINISTRATOR or the CSU;
15 however CONTRACTOR must first notify the ADMINISTRATOR of any client served under the
16 Agreement who has not been referred by ADMINISTRATOR or the CSU prior to admission.

17 **C. SERVICES PROVIDED**

18 1. CONTRACTOR shall provide Psychiatric Inpatient Hospital Services, which include but are
19 not limited to physician services, psychologist services, and transportation services, in accordance with
20 WIC, Sections 5774, et seq. and 14680, et seq.

21 2. CONTRACTOR shall provide services that include but are not limited to psychiatric,
22 ancillary, testimony, medical, specialized services, and additional services required of general acute care
23 hospitals. CONTRACTOR’s services shall be designed to engage seriously mentally ill adults, including
24 those who are dually diagnosed, in a partnership to achieve the individual’s wellness and recovery goals.
25 CONTRACTOR shall provide services in collaboration with the COUNTY’s Director of Behavioral
26 Health, or designee.

27 a. PSYCHIATRIC SERVICES – CONTRACTOR shall provide psychiatric services that
28 include psychiatric assessment, psychiatric treatment and psychiatric support services in accordance with
29 all applicable laws and regulations. Psychiatric services shall include but not be limited to:

- 30 1) A psychiatric evaluation, within twenty-four (24) hours of admission, by a licensed
31 psychiatrist. The psychiatric evaluation shall include a psychiatric history, diagnosis, and be completed in
32 accordance with the current DSM;
- 33 2) A review of each client’s medical history and a physical examination within twenty-
34 four (24) hours of admission;
- 35 3) Initiation of an ITP of each new client within twenty-four (24) hours of admission;

36 //
37 //

1 4) An ITP for each client must be completed with signatures of the treatment team and
 2 the client (or explanation of inability to obtain) within 72 hours of admission. All psychiatric,
 3 psychological, and social services must be compatible with the ITP;

4 5) Appropriate collateral therapy and interventions for each client;

5 6) Appropriate one-on-one, client-to-staff counseling as appropriate to the diagnosis
 6 and ITP;

7 7) Documentation of client's attendance and their participation in collateral therapy
 8 including schedule of therapies, attendance log, and medical record progress notes;

9 8) Daily rounds and progress notes by psychiatrists on all clients;

10 9) Discharge planning that includes but is not limited to continuing care planning, and
 11 referral services;

12 a) Discharge planning must begin upon admission and occur seven (7) days a
 13 week;

14 b) ADMINISTRATOR may provide assistance to CONTRACTOR to initiate,
 15 develop and finalize discharge planning and necessary follow-up services on a case-by case basis;

16 c) CONTRACTOR shall document in the client's medical record, for those clients
 17 being referred to a SNF at discharge, at least four (4) SNF contacts daily, Monday through Friday, until
 18 the client is either discharged or no longer requires a SNF level of care;

19 d) CONTRACTOR shall document, in the client's medical record, for those
 20 clients waiting for LTC placement, contact with the ADMINISTRATOR's LTC Unit at least once every
 21 seven (7) days until the client is either discharged or no longer requires LTC services. Contact may be by
 22 fax, e-mail, or direct telephone discussion with ADMINISTRATOR. If CONTRACTOR fails to
 23 document contact with the ADMINISTRATOR within a seven (7) day period, CONTRACTOR will be
 24 ineligible for Administrative Day reimbursement until the next contact with the ADMINISTRATOR;

25 e) CONTRACTOR shall contact COUNTY clinics daily, Monday through Friday,
 26 excluding holidays, if the client requires Board and Care placement, or until the client is either discharged
 27 or no longer requires Board and Care placement. CONTRACTOR shall comply with P&P's, established
 28 by ADMINISTRATOR, for placing Board and Care clients; and

29 f) CONTRACTOR shall arrange a specific date and time for an aftercare
 30 appointment with a COUNTY outpatient clinic, for any client referred to an outpatient clinic at
 31 discharge. CONTRACTOR shall fax to the COUNTY outpatient clinic, at the time of discharge, the
 32 Hospital Discharge Referral Form or the hospital's aftercare plan, the initial psychiatric evaluation, the
 33 history and physical examination report, recent lab studies, the medication list, and any medical consults.

34 10) On-call psychiatric and medical specialist coverage twenty-four (24) hours per day,
 35 seven (7) days per week;

36 11) Daily evaluation and documentation by the treating psychiatrist for each day of
 37 psychiatric service;

1 12) A psycho-social assessment completed within forty-eight (48) hours of admission;
2 and

3 13) Linkages with COUNTY-operated clinics or COUNTY contracted mental health or
4 substance abuse clinics. Linkages must be made five (5) days a week, Monday through Friday. Linkages
5 must be documented in the client's medical record.

6 b. ANCILLARY SERVICES

7 CONTRACTOR shall provide ancillary services, necessary for the evaluation and treatment of psychiatric
8 conditions. Services shall be recovery-based, non-coercive and must focus on assisting clients to become
9 more independent and self-sufficient. Services shall include but not be limited to:

- 10 1) Group therapy;
- 11 2) Activities therapy and other adjunctive therapy;
- 12 3) Initial laboratory services that are consistent with CONTRACTOR's usual and
13 customary hospital admitting protocol;
- 14 4) Additional laboratory and diagnostic services, when necessary for the initiation and
15 monitoring of psychiatric medication treatments; and
- 16 5) Pharmaceutical services.

17 c. TESTIMONY SERVICES – CONTRACTOR shall provide expert witness testimony by
18 appropriate mental health professionals in all legal proceedings required for the institutionalization,
19 admission, or treatment of COUNTY clients. These services shall include, but not be limited to, writs of
20 habeas corpus, capacity hearings, conservatorship, probable cause hearings, court-ordered evaluation,
21 and appeal and post-certification proceedings. ADMINISTRATOR shall provide representation to
22 CONTRACTOR, at ADMINISTRATOR's cost and expense, in all legal proceedings required for
23 conservatorship. CONTRACTOR shall cooperate with ADMINISTRATOR in all such proceedings.
24 ADMINISTRATOR will provide hearing officers for probable cause hearings for clients approved by
25 ADMINISTRATOR only.

26 d. MEDICAL SERVICES – CONTRACTOR shall provide all medical care services
27 deemed appropriate according to usual and customary hospital practices without regard for payer status.
28 Medical services include physician and/ or other professional services required by the client.
29 CONTRACTOR shall provide transportation to the medical treatment and an escort to and from the
30 service.

31 1) INPATIENT/OUTPATIENT ECT and MRI – CONTRACTOR shall provide ECT
32 and MRI services for clients. ECT and MRI services must be performed pursuant to all legal and
33 regulatory requirements and be approved by ADMINISTRATOR in advance to treatment.
34 ADMINISTRATOR approval shall be documented in the client's medical record.

35 2) COMPUTERIZED TOMOGRAPHY (CT) – CONTRACTOR shall provide CT
36 scans as part of the diagnosis and evaluation of a client's psychiatric condition when indicated. CT scans
37 //

1 must be approved by ADMINISTRATOR in advance of treatment. ADMINISTRATOR approval shall
2 be documented in the client's medical record.

3 e. SPECIALIZED SERVICES – CONTRACTOR shall provide specialized medical
4 services and/or diagnostic testing services to clients referred by ADMINISTRATOR. Specialized
5 services shall be provided to clients from Metropolitan State Hospital and/or be referred by
6 ADMINISTRATOR. Specialized services include, but are not limited to, mental health evaluation, and
7 clinic treatment and rehabilitation services. Reimbursement for such services shall be agreed upon, in
8 writing, by the CONTRACTOR and ADMINISTRATOR prior to provision of services.

9 f. ADDITIONAL SERVICES – CONTRACTOR shall provide additional services
10 required of general acute care hospitals. Additional services shall include, but not be limited to, the
11 following:

12 1) Direct Services – including a therapeutic milieu, room and dietetic services, nursing
13 services, including drug administration and client care, and a client activity program including adjunctive
14 therapy and rehabilitation services.

15 2) Support Services – including housekeeping, laundry, maintenance, medical records,
16 and drug order processing services.

17 3) In-Service Training – Provide formalized in-service training to staff that focuses on
18 subjects that increase their expertise in mental health services and ability to manage and serve clients; and

19 4) Program Description – Maintain an ADMINISTRATOR approved, written
20 description of the inpatient psychiatric program, which shall include goals, objectives, philosophy, and
21 activities which reflect the active involvement of nursing personnel in all aspects of the inpatient
22 therapeutic milieu.

23 D. CONTRACTOR shall provide a copy of the “COUNTY Guide to Medi-Cal Mental Health
24 Services” and “County Behavioral Health Services Plan Provider List” to each
25 client/guardian/conservator at the time of admission. CONTRACTOR shall ensure that the client signs a
26 form indicating receipt of both handbooks, and this form shall become part of the client's medical
27 record. If the client refuses to sign or receive the handbooks, a hospital staff member shall document that
28 the handbooks were provided.

29 E. CONTRACTOR shall provide the client/guardian/conservator the DHCS notification materials
30 entitled, “EPSDT”, and “TBS” to each full-scope Medi-Cal client under twenty-one (21) years of age
31 admitted for acute psychiatric inpatient services. CONTRACTOR shall document in the client's medical
32 record that these materials were provided.

33 F. CONTRACTOR shall provide, the NPP for the COUNTY, as the MHP, to any individual who
34 received services under the Agreement.

35 G. CONTRACTOR shall allow ADMINISTRATOR to conduct a face-to-face evaluation of the
36 client for assessment and recommendation to CONTRACTOR regarding the appropriate level of care and
37 need for the clients' hospitalization.

1 H. CONTRACTOR shall send a completed Hospital Discharge Referral Form or a copy of the
 2 Hospital's Aftercare Plan to the appropriate clinic at the time of client discharge, for Medi-Cal clients
 3 being referred to COUNTY outpatient clinics or COUNTY contracted outpatient clinics.
 4 CONTRACTOR will also fax copies of the Initial Psychiatric Evaluation, History and Physical Exam,
 5 most recent lab studies, medical consults, and Medication Sheets.

6 I. CONTRACTOR shall ensure that contact is made with the minor's Social Worker or Probation
 7 Officer daily, excluding weekend and holidays when the minor is a dependent or ward of the Court and is
 8 in need of an appropriate placement facility.

9 J. QUALITY IMPROVEMENT – CONTRACTOR shall cooperate with ADMINISTRATOR in
 10 meeting quality improvement and utilization review requirements. Quality improvement and utilization
 11 reviews shall include, but not be limited to, performance outcome studies and client satisfaction surveys.
 12 CONTRACTOR shall cooperate with managed care procedures related to treatment authorization,
 13 including the provision of working space for ADMINISTRATOR to conduct visits with the client,
 14 interview staff and perform chart reviews.

15 K. PERFORMANCE OUTCOMES – CONTRACTOR shall perform outcome studies, on-site
 16 reviews and written reports to be made available to ADMINISTRATOR upon request.

17 L. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
 18 Services Paragraph of this Exhibit A to the Agreement.

19 M. CONTRACTOR shall provide services pursuant to the Agreement in a manner that is culturally
 20 and linguistically appropriate for the population(s) served. CONTRACTOR shall maintain
 21 documentation of such efforts which may include, but not be limited to: records of participation in
 22 COUNTY sponsored or other applicable training; recruitment and hiring P&Ps; copies of literature in
 23 multiple languages and formats, as appropriate; and descriptions of measures taken to enhance
 24 accessibility for, and sensitivity to, persons who are physically challenged.

25 N. CONTRACTOR shall provide Inpatient Psychiatric Hospital Services that are non-
 26 discriminatory and tailored to meet the individual needs of the multi-cultural clients served under the
 27 Agreement. CONTRACTOR shall demonstrate program access, linguistically appropriate and timely
 28 mental health service delivery, staff training, and organizational P&P's related to the treatment of
 29 culturally diverse populations. CONTRACTOR shall ensure that high quality accessible mental health
 30 care includes:

- 31 1. Clinical care and therapeutic interventions which are linguistically and culturally appropriate;
 32 including, at a minimum, admission, discharge, and medication consent forms available in all County
 33 threshold languages;
- 34 2. Medically appropriate interventions which acknowledge specific cultural influences;
- 35 3. Provision and utilization of qualified interpreters within twenty-four (24) hours of identified
 36 need;
- 37 4. Screening and certification of interpreters;

1 5. Client related information translated into the various languages of the diverse populations
2 served.

4 **VII. STAFFING**

5 A. CONTRACTOR shall provide clinical staffing as required by CCR, Title 9, Section 663.
6 CONTRACTOR shall provide professional, allied, and supportive paramedical personnel to provide all
7 necessary and appropriate Psychiatric Inpatient Hospital services. There is no specific administrative
8 and/or clerical staffing pattern however, CONTRACTOR must provide sufficient staff to support the
9 services provided pursuant to the Agreement.

10 B. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Staffing
11 Paragraph of this Exhibit A to the Agreement.

12 C. CONTRACTOR shall ensure that a bilingual professional or qualified interpreter is fluent in
13 English and in the primary language spoken by the client. The bilingual professional or qualified
14 interpreter must have the ability to accurately speak, read and interpret the client's primary language.
15 CONTRACTOR shall ensure that, when needed, a qualified interpreter is available who can accurately
16 provide sign language services. The bilingual professional or qualified interpreter must have the ability to
17 translate mental health terminology necessary to convey information such as symptoms or instructions to
18 the client. CONTRACTOR shall ensure that the bilingual person and/or the qualified interpreter,
19 completes appropriate courses that cover terms and concepts associated with mental illness, psychotropic
20 medications, and cultural beliefs and practices which may influence the client's mental health condition, if
21 they have not been not been trained in the provision of mental health services.

22 D. CONTRACTOR shall ensure that all staff is trained and is knowledgeable in treatment issues
23 reflecting the diversity of the Medi-Cal population. CONTRACTOR shall develop and maintain in-
24 service staff training programs which will train staff to respect and respond with sensitivity to the
25 language and cultural experiences of the clients. CONTRACTOR staff shall participate in cultural
26 competency and/or awareness training on an annual basis. Training shall be designed to help staff
27 understand cultural diversity and may include but not be limited to such topics such as: mental health
28 care that is unique to the client including awareness; sensitivity to the client's cultural and spiritual beliefs,
29 and the role of the family in diverse cultures and ethnic groups. Additionally, training components shall
30 include:

31 1. Background information for identifying and treating mental illnesses and related health
32 conditions not commonly found in the dominant client population;

33 2. Utilization of non-psychiatrically trained interpreters in taking client histories and assisting
34 with communication relating to mental health treatment; and

35 3. Strategies for utilizing the belief patterns and family support systems of clients to promote
36 adherence to the course of treatment and assuming responsibility for preventive mental health behaviors.

37 //

1 EXHIBIT B
 2 TO AGREEMENT FOR PROVISION OF
 3 MEDI-CAL MENTAL HEALTH MANAGED CARE
 4 PSYCHIATRIC INPATIENT HOSPITAL SERVICES
 5 BETWEEN
 6 COUNTY OF ORANGE
 7 AND
 8 XXXXXXXX
 9 JULY 1, 2017 THROUGH JUNE 30, 2020

11 **I. BUSINESS ASSOCIATE CONTRACT**

12 A. GENERAL PROVISIONS AND RECITALS

13 1. The parties agree that the terms used, but not otherwise defined in the Common Terms and
 14 Definitions Paragraph of Exhibit A to the Agreement or in Subparagraph B. below, shall have the same
 15 meaning given to such terms under HIPAA, the HITECH Act, and their implementing regulations at
 16 45 CFR Parts 160 and 164 (“the HIPAA regulations”) as they may exist now or be hereafter amended.

17 2. The parties agree that a business associate relationship under HIPAA, the HITECH Act, and
 18 the HIPAA regulations between the CONTRACTOR and COUNTY arises to the extent that
 19 CONTRACTOR performs, or delegates to subcontractors to perform, functions or activities on behalf of
 20 COUNTY pursuant to, and as set forth in, the Agreement that are described in the definition of “Business
 21 Associate” in 45 CFR § 160.103.

22 3. The COUNTY wishes to disclose to CONTRACTOR certain information pursuant to the
 23 terms of the Agreement, some of which may constitute PHI, as defined below in Subparagraph B.10., to
 24 be used or disclosed in the course of providing services and activities pursuant to, and as set forth, in the
 25 Agreement.

26 4. The parties intend to protect the privacy and provide for the security of PHI that may be
 27 created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement in compliance
 28 with the applicable standards, implementation specifications, and requirements of HIPAA, the HITECH
 29 Act, and the HIPAA regulations as they may exist now or be hereafter amended.

30 5. The parties understand and acknowledge that HIPAA, the HITECH Act, and the HIPAA
 31 regulations do not pre-empt any state statutes, rules, or regulations that are not otherwise pre-empted by
 32 other Federal law(s) and impose more stringent requirements with respect to privacy of PHI.

33 6. The parties understand that the HIPAA Privacy and Security rules, as defined below in
 34 Subparagraphs B.9. and B.14., apply to the CONTRACTOR in the same manner as they apply to the
 35 covered entity (COUNTY). CONTRACTOR agrees therefore to be in compliance at all times with the
 36 terms of this Business Associate Contract and the applicable standards, implementation specifications,
 37 and requirements of the Privacy and the Security rules, as they may exist now or be hereafter amended,

1 with respect to PHI and ePHI created, received, maintained, transmitted, used, or disclosed pursuant to
2 the Agreement.

3 B. DEFINITIONS

4 1. "Administrative Safeguards" are administrative actions, and P&Ps, to manage the selection,
5 development, implementation, and maintenance of security measures to protect ePHI and to manage the
6 conduct of CONTRACTOR's workforce in relation to the protection of that information.

7 2. "Breach" means the acquisition, access, use, or disclosure of PHI in a manner not permitted
8 under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

9 a. Breach excludes:

10 1) Any unintentional acquisition, access, or use of PHI by a workforce member or
11 person acting under the authority of CONTRACTOR or COUNTY, if such acquisition, access, or use
12 was made in good faith and within the scope of authority and does not result in further use or disclosure
13 in a manner not permitted under the Privacy Rule.

14 2) Any inadvertent disclosure by a person who is authorized to access PHI at
15 CONTRACTOR to another person authorized to access PHI at the CONTRACTOR, or organized health
16 care arrangement in which COUNTY participates, and the information received as a result of such
17 disclosure is not further used or disclosed in a manner not permitted under the HIPAA Privacy Rule.

18 3) A disclosure of PHI where CONTRACTOR or COUNTY has a good faith belief
19 that an unauthorized person to whom the disclosure was made would not reasonably have been able to
20 retain such information.

21 b. Except as provided in Subparagraph a. of this definition, an acquisition, access, use, or
22 disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule is presumed to be a breach
23 unless CONTRACTOR demonstrates that there is a low probability that the PHI has been compromised
24 based on a risk assessment of at least the following factors:

25 1) The nature and extent of the PHI involved, including the types of identifiers and the
26 likelihood of re-identification;

27 2) The unauthorized person who used the PHI or to whom the disclosure was made;

28 3) Whether the PHI was actually acquired or viewed; and

29 4) The extent to which the risk to the PHI has been mitigated.

30 3. "Data Aggregation" shall have the meaning given to such term under the HIPAA Privacy
31 Rule in 45 CFR § 164.501.

32 4. "DRS" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR
33 § 164.501.

34 5. "Disclosure" shall have the meaning given to such term under the HIPAA regulations in
35 45 CFR § 160.103.

36 6. "Health Care Operations" shall have the meaning given to such term under the HIPAA
37 Privacy Rule in 45 CFR § 164.501.

1 7. "Individual" shall have the meaning given to such term under the HIPAA Privacy Rule in
2 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance
3 with 45 CFR § 164.502(g).

4 8. "Physical Safeguards" are physical measures, policies, and procedures to protect
5 CONTRACTOR's electronic information systems and related buildings and equipment, from natural and
6 environmental hazards, and unauthorized intrusion.

7 9. "The HIPAA Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable
8 Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.

9 10. "PHI" shall have the meaning given to such term under the HIPAA regulations in
10 45 CFR § 160.103.

11 11. "Required by Law" shall have the meaning given to such term under the HIPAA Privacy
12 Rule in 45 CFR § 164.103.

13 12. "Secretary" shall mean the Secretary of the Department of HHS or his or her designee.

14 13. "Security Incident" means attempted or successful unauthorized access, use, disclosure,
15 modification, or destruction of information or interference with system operations in an information
16 system. "Security incident" does not include trivial incidents that occur on a daily basis, such as scans,
17 "pings", or unsuccessful attempts to penetrate computer networks or servers maintained by
18 CONTRACTOR.

19 14. "The HIPAA Security Rule" shall mean the Security Standards for the Protection of ePHI at
20 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.

21 15. "SubCONTRACTOR" shall have the meaning given to such term under the HIPAA
22 regulations in 45 CFR § 160.103.

23 16. "Technical safeguards" means the technology and the P&Ps for its use that protect ePHI and
24 control access to it.

25 17. "Unsecured PHI" or "PHI that is unsecured" means PHI that is not rendered unusable,
26 unreadable, or indecipherable to unauthorized individuals through the use of a technology or
27 methodology specified by the Secretary of HHS in the guidance issued on the
28 HHS Web site.

29 18. "Use" shall have the meaning given to such term under the HIPAA regulations in
30 45 CFR § 160.103.

31 C. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE:

32 1. CONTRACTOR agrees not to use or further disclose PHI COUNTY discloses to
33 CONTRACTOR other than as permitted or required by this Business Associate Contract or as required
34 by law.

35 2. CONTRACTOR agrees to use appropriate safeguards, as provided for in this Business
36 Associate Contract and the Agreement, to prevent use or disclosure of PHI COUNTY discloses to

37 //

1 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
2 other than as provided for by this Business Associate Contract.

3 3. CONTRACTOR agrees to comply with the HIPAA Security Rule at Subpart C of 45 CFR
4 Part 164 with respect to ePHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates,
5 receives, maintains, or transmits on behalf of COUNTY.

6 4. CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is
7 known to CONTRACTOR of a Use or Disclosure of PHI by CONTRACTOR in violation of the
8 requirements of this Business Associate Contract.

9 5. CONTRACTOR agrees to report to COUNTY immediately any Use or Disclosure of PHI
10 not provided for by this Business Associate Contract of which CONTRACTOR becomes aware.
11 CONTRACTOR must report Breaches of Unsecured PHI in accordance with Subparagraph E. below and
12 as required by 45 CFR § 164.410.

13 6. CONTRACTOR agrees to ensure that any Subcontractors that create, receive, maintain, or
14 transmit PHI on behalf of CONTRACTOR agree to the same restrictions and conditions that apply
15 through this Business Associate Contract to CONTRACTOR with respect to such information.

16 7. CONTRACTOR agrees to provide access, within fifteen (15) calendar days of receipt of a
17 written request by COUNTY, to PHI in a DRS, to COUNTY or, as directed by COUNTY, to an
18 Individual in order to meet the requirements under 45 CFR § 164.524. If CONTRACTOR maintains an
19 EHR with PHI, and an individual requests a copy of such information in an electronic format,
20 CONTRACTOR shall provide such information in an electronic format.

21 8. CONTRACTOR agrees to make any amendment(s) to PHI in a DRS that COUNTY directs
22 or agrees to pursuant to 45 CFR § 164.526 at the request of COUNTY or an Individual, within thirty
23 (30) calendar days of receipt of said request by COUNTY. CONTRACTOR agrees to notify COUNTY
24 in writing no later than ten (10) calendar days after said amendment is completed.

25 9. CONTRACTOR agrees to make internal practices, books, and records, including P&Ps,
26 relating to the use and disclosure of PHI received from, or created or received by CONTRACTOR on
27 behalf of, COUNTY available to COUNTY and the Secretary in a time and manner as determined by
28 COUNTY or as designated by the Secretary for purposes of the Secretary determining COUNTY's
29 compliance with the HIPAA Privacy Rule.

30 10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to
31 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,
32 and to make information related to such Disclosures available as would be required for COUNTY to
33 respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with
34 45 CFR § 164.528.

35 11. CONTRACTOR agrees to provide COUNTY or an Individual, as directed by COUNTY, in
36 a time and manner to be determined by COUNTY, that information collected in accordance with the
37 //

1 Agreement, in order to permit COUNTY to respond to a request by an Individual for an accounting of
2 Disclosures of PHI in accordance with 45 CFR § 164.528.

3 12. CONTRACTOR agrees that to the extent CONTRACTOR carries out COUNTY's
4 obligation under the HIPAA Privacy and/or Security rules CONTRACTOR will comply with the
5 requirements of 45 CFR Part 164 that apply to COUNTY in the performance of such obligation.

6 13. If CONTRACTOR receives Social Security data from COUNTY provided to COUNTY by
7 a state agency, upon request by COUNTY, CONTRACTOR shall provide COUNTY with a list of all
8 employees, subcontractors, and agents who have access to the Social Security data, including employees,
9 agents, subcontractors, and agents of its subcontractors.

10 14. CONTRACTOR will notify COUNTY if CONTRACTOR is named as a defendant in a
11 criminal proceeding for a violation of HIPAA. COUNTY may terminate the Agreement, if
12 CONTRACTOR is found guilty of a criminal violation in connection with HIPAA. COUNTY may
13 terminate the Agreement, if a finding or stipulation that CONTRACTOR has violated any standard or
14 requirement of the privacy or security provisions of HIPAA, or other security or privacy laws are made in
15 any administrative or civil proceeding in which CONTRACTOR is a party or has been joined. COUNTY
16 will consider the nature and seriousness of the violation in deciding whether or not to terminate the
17 Agreement.

18 15. CONTRACTOR shall make itself and any subcontractors, employees or agents assisting
19 CONTRACTOR in the performance of its obligations under the Agreement, available to COUNTY at no
20 cost to COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative
21 proceedings being commenced against COUNTY, its directors, officers or employees based upon claimed
22 violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves
23 inactions or actions by CONTRACTOR, except where CONTRACTOR or its subcontract, employee, or
24 agent is a named adverse party.

25 16. The Parties acknowledge that federal and state laws relating to electronic data security and
26 privacy are rapidly evolving and that amendment of this Business Associate Contract may be required to
27 provide for procedures to ensure compliance with such developments. The Parties specifically agree to
28 take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH
29 Act, the HIPAA regulations and other applicable laws relating to the security or privacy of PHI. Upon
30 COUNTY's request, CONTRACTOR agrees to promptly enter into negotiations with COUNTY
31 concerning an amendment to this Business Associate Contract embodying written assurances consistent
32 with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other
33 applicable laws. COUNTY may terminate the Agreement upon thirty (30) days written notice in the
34 event:

35 a. CONTRACTOR does not promptly enter into negotiations to amend this Business
36 Associate Contract when requested by COUNTY pursuant to this Subparagraph C.; or

37 //

1 b. CONTRACTOR does not enter into an amendment providing assurances regarding the
2 safeguarding of PHI that COUNTY deems are necessary to satisfy the standards and requirements of
3 HIPAA, the HITECH Act, and the HIPAA regulations.

4 17. CONTRACTOR shall work with COUNTY upon notification by CONTRACTOR to
5 COUNTY of a Breach to properly determine if any Breach exclusions exist as defined in Subparagraph
6 B.2.a. above.

7 D. SECURITY RULE

8 1. CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish
9 and maintain appropriate Administrative, Physical and Technical Safeguards in accordance with
10 45 CFR § 164.308, § 164.310, and § 164.312, with respect to ePHI COUNTY discloses to
11 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY.
12 CONTRACTOR shall develop and maintain a written information privacy and security program that
13 includes Administrative, Physical, and Technical Safeguards appropriate to the size and complexity of
14 CONTRACTOR's operations and the nature and scope of its activities.

15 2. CONTRACTOR shall implement reasonable and appropriate P&Ps to comply with the
16 standards, implementation specifications and other requirements of 45 CFR Part 164, Subpart C, in
17 compliance with 45 CFR § 164.316. CONTRACTOR will provide COUNTY with its current and
18 updated policies upon request.

19 3. CONTRACTOR shall ensure the continuous security of all computerized data systems
20 containing ePHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives,
21 maintains, or transmits on behalf of COUNTY. CONTRACTOR shall protect paper documents
22 containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,
23 or transmits on behalf of COUNTY. These steps shall include, at a minimum:

24 a. Complying with all of the data system security precautions listed under Subparagraph
25 E., below;

26 b. Achieving and maintaining compliance with the HIPAA Security Rule, as necessary in
27 conducting operations on behalf of COUNTY;

28 c. Providing a level and scope of security that is at least comparable to the level and scope
29 of security established by the OMB in OMB Circular No. A-130, Appendix III - Security of Federal
30 Automated Information Systems, which sets forth guidelines for automated information systems in
31 Federal agencies;

32 4. CONTRACTOR shall ensure that any subcontractors that create, receive, maintain, or
33 transmit ePHI on behalf of CONTRACTOR agree through a contract with CONTRACTOR to the same
34 restrictions and requirements contained in this Subparagraph D. of this Business Associate Contract.

35 5. CONTRACTOR shall report to COUNTY immediately any Security Incident of which it
36 becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI in accordance with
37 Subparagraph E. below and as required by 45 CFR § 164.410.

1 6. CONTRACTOR shall designate a Security Officer to oversee its data security program who
2 shall be responsible for carrying out the requirements of this paragraph and for communicating on
3 security matters with COUNTY.

4 E. DATA SECURITY REQUIREMENTS

5 1. Personal Controls

6 a. Employee Training. All workforce members who assist in the performance of functions
7 or activities on behalf of COUNTY in connection with Agreement, or access or disclose PHI COUNTY
8 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
9 COUNTY, must complete information privacy and security training, at least annually, at
10 CONTRACTOR's expense. Each workforce member who receives information privacy and security
11 training must sign a certification, indicating the member's name and the date on which the training was
12 completed. These certifications must be retained for a period of six (6) years following the termination of
13 Agreement.

14 b. Employee Discipline. Appropriate sanctions must be applied against workforce
15 members who fail to comply with any provisions of CONTRACTOR's privacy P&Ps, including
16 termination of employment where appropriate.

17 c. Confidentiality Statement. All persons that will be working with PHI COUNTY
18 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
19 COUNTY must sign a confidentiality statement that includes, at a minimum, General Use, Security and
20 Privacy Safeguards, Unacceptable Use, and Enforcement Policies. The statement must be signed by the
21 workforce member prior to access to such PHI. The statement must be renewed annually. The
22 CONTRACTOR shall retain each person's written confidentiality statement for COUNTY inspection for
23 a period of six (6) years following the termination of the Agreement.

24 d. Background Check. Before a member of the workforce may access PHI COUNTY
25 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
26 COUNTY, a background screening of that worker must be conducted. The screening should be
27 commensurate with the risk and magnitude of harm the employee could cause, with more thorough
28 screening being done for those employees who are authorized to bypass significant technical and
29 operational security controls. CONTRACTOR shall retain each workforce member's background check
30 documentation for a period of three (3) years.

31 2. Technical Security Controls

32 a. Workstation/Laptop encryption. All workstations and laptops that store PHI COUNTY
33 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
34 COUNTY either directly or temporarily must be encrypted using a FIPS 140-2 certified algorithm which
35 is 128bit or higher, such as AES. The encryption solution must be full disk unless approved by the
36 COUNTY.

37 //

1 b. Server Security. Servers containing unencrypted PHI COUNTY discloses to
2 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
3 must have sufficient administrative, physical, and technical controls in place to protect that data, based
4 upon a risk assessment/system security review.

5 c. Minimum Necessary. Only the minimum necessary amount of PHI COUNTY discloses
6 to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
7 required to perform necessary business functions may be copied, downloaded, or exported.

8 d. Removable media devices. All electronic files that contain PHI COUNTY discloses to
9 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
10 must be encrypted when stored on any removable media or portable device (i.e. USB thumb drives,
11 floppies, CD/DVD, Blackberry, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm
12 which is 128bit or higher, such as AES. Such PHI shall not be considered "removed from the premises"
13 if it is only being transported from one of CONTRACTOR's locations to another of CONTRACTOR's
14 locations.

15 e. Antivirus software. All workstations, laptops and other systems that process and/or
16 store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or
17 transmits on behalf of COUNTY must have installed and actively use comprehensive anti-virus software
18 solution with automatic updates scheduled at least daily.

19 f. Patch Management. All workstations, laptops and other systems that process and/or
20 store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or
21 transmits on behalf of COUNTY must have critical security patches applied, with system reboot if
22 necessary. There must be a documented patch management process which determines installation
23 timeframe based on risk assessment and vendor recommendations. At a maximum, all applicable patches
24 must be installed within thirty (30) days of vendor release. Applications and systems that cannot be
25 patched due to operational reasons must have compensatory controls implemented to minimize risk,
26 where possible.

27 g. User IDs and Password Controls. All users must be issued a unique user name for
28 accessing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,
29 or transmits on behalf of COUNTY. Username must be promptly disabled, deleted, or the password
30 changed upon the transfer or termination of an employee with knowledge of the password, at maximum
31 within twenty-four (24) hours. Passwords are not to be shared. Passwords must be at least eight
32 characters and must be a non-dictionary word. Passwords must not be stored in readable format on the
33 computer. Passwords must be changed every ninety (90) days, preferably every sixty (60) days.
34 Passwords must be changed if revealed or compromised. Passwords must be composed of characters
35 from at least three (3) of the following four (4) groups from the standard keyboard:

36 1) Upper case letters (A-Z)

37 2) Lower case letters (a-z)

1 3) Arabic numerals (0-9)

2 4) Non-alphanumeric characters (punctuation symbols)

3 h. Data Destruction. When no longer needed, all PHI COUNTY discloses to
4 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
5 must be wiped using the Gutmann or US DoD 5220.22-M (7 Pass) standard, or by degaussing. Media
6 may also be physically destroyed in accordance with NIST Special Publication 800-88. Other methods
7 require prior written permission by COUNTY.

8 i. System Timeout. The system providing access to PHI COUNTY discloses to
9 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
10 must provide an automatic timeout, requiring re-authentication of the user session after no more than
11 twenty (20) minutes of inactivity.

12 j. Warning Banners. All systems providing access to PHI COUNTY discloses to
13 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
14 must display a warning banner stating that data is confidential, systems are logged, and system use is for
15 business purposes only by authorized users. User must be directed to log off the system if they do not
16 agree with these requirements.

17 k. System Logging. The system must maintain an automated audit trail which can identify
18 the user or system process which initiates a request for PHI COUNTY discloses to CONTRACTOR or
19 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, or which alters such
20 PHI. The audit trail must be date and time stamped, must log both successful and failed accesses, must
21 be read only, and must be restricted to authorized users. If such PHI is stored in a database, database
22 logging functionality must be enabled. Audit trail data must be archived for at least three (3) years after
23 occurrence.

24 l. Access Controls. The system providing access to PHI COUNTY discloses to
25 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
26 must use role based access controls for all user authentications, enforcing the principle of least privilege.

27 m. Transmission encryption. All data transmissions of PHI COUNTY discloses to
28 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
29 outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is
30 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files
31 containing PHI can be encrypted. This requirement pertains to any type of PHI in motion such as website
32 access, file transfer, and E-Mail.

33 n. Intrusion Detection. All systems involved in accessing, holding, transporting, and
34 protecting PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,
35 or transmits on behalf of COUNTY that are accessible via the Internet must be protected by a
36 comprehensive intrusion detection and prevention solution.

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1 3. Audit Controls

2 a. System Security Review. CONTRACTOR must ensure audit control mechanisms that
3 record and examine system activity are in place. All systems processing and/or storing PHI COUNTY
4 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
5 COUNTY must have at least an annual system risk assessment/security review which provides assurance
6 that administrative, physical, and technical controls are functioning effectively and providing adequate
7 levels of protection. Reviews should include vulnerability scanning tools.

8 b. Log Reviews. All systems processing and/or storing PHI COUNTY discloses to
9 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
10 must have a routine procedure in place to review system logs for unauthorized access.

11 c. Change Control. All systems processing and/or storing PHI COUNTY discloses to
12 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
13 must have a documented change control procedure that ensures separation of duties and protects the
14 confidentiality, integrity and availability of data.

15 4. Business Continuity/Disaster Recovery Control

16 a. Emergency Mode Operation Plan. CONTRACTOR must establish a documented plan
17 to enable continuation of critical business processes and protection of the security of PHI COUNTY
18 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
19 COUNTY kept in an electronic format in the event of an emergency. Emergency means any
20 circumstance or situation that causes normal computer operations to become unavailable for use in
21 performing the work required under this Agreement for more than twenty-four (24) hours.

22 b. Data Backup Plan. CONTRACTOR must have established documented procedures to
23 backup such PHI to maintain retrievable exact copies of the PHI. The plan must include a regular
24 schedule for making backups, storing backup offsite, an inventory of backup media, and an estimate of
25 the amount of time needed to restore DHCS PHI or PI should it be lost. At a minimum, the schedule
26 must be a weekly full backup and monthly offsite storage of DHCS data. BCP for CONTRACTOR and
27 COUNTY (e.g. the application owner) must merge with the DRP.

28 5. Paper Document Controls

29 a. Supervision of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR
30 creates, receives, maintains, or transmits on behalf of COUNTY in paper form shall not be left
31 unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means
32 that information is not being observed by an employee authorized to access the information. Such PHI in
33 paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in
34 baggage on commercial airplanes.

35 b. Escorting Visitors. Visitors to areas where PHI COUNTY discloses to
36 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY is
37 contained shall be escorted and such PHI shall be kept out of sight while visitors are in the area.

1 c. Confidential Destruction. PHI COUNTY discloses to CONTRACTOR or
 2 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must be disposed of
 3 through confidential means, such as cross cut shredding and pulverizing.

4 d. Removal of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR
 5 creates, receives, maintains, or transmits on behalf of COUNTY must not be removed from the premises
 6 of the CONTRACTOR except with express written permission of COUNTY.

7 e. Faxing. Faxes containing PHI COUNTY discloses to CONTRACTOR or
 8 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall not be left
 9 unattended and fax machines shall be in secure areas. Faxes shall contain a confidentiality statement
 10 notifying persons receiving faxes in error to destroy them. Fax numbers shall be verified with the
 11 intended recipient before sending the fax.

12 f. Mailing. Mailings containing PHI COUNTY discloses to CONTRACTOR or
 13 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall be sealed and
 14 secured from damage or inappropriate viewing of PHI to the extent possible. Mailings which include five
 15 hundred (500) or more individually identifiable records containing PHI COUNTY discloses to
 16 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY in
 17 a single package shall be sent using a tracked mailing method which includes verification of delivery and
 18 receipt, unless the prior written permission of COUNTY to use another method is obtained.

19 F. BREACH DISCOVERY AND NOTIFICATION

20 1. Following the discovery of a Breach of Unsecured PHI, CONTRACTOR shall notify
 21 COUNTY of such Breach, however both parties agree to a delay in the notification if so advised by a law
 22 enforcement official pursuant to 45 CFR § 164.412.

23 a. A Breach shall be treated as discovered by CONTRACTOR as of the first day on which
 24 such Breach is known to CONTRACTOR or, by exercising reasonable diligence, would have been
 25 known to CONTRACTOR.

26 b. CONTRACTOR shall be deemed to have knowledge of a Breach, if the Breach is
 27 known, or by exercising reasonable diligence would have known, to any person who is an employee,
 28 officer, or other agent of CONTRACTOR, as determined by federal common law of agency.

29 2. CONTRACTOR shall provide the notification of the Breach immediately to the COUNTY
 30 Privacy Officer. CONTRACTOR's notification may be oral, but shall be followed by written notification
 31 within twenty-four (24) hours of the oral notification.

32 3. CONTRACTOR's notification shall include, to the extent possible:

33 a. The identification of each Individual whose Unsecured PHI has been, or is reasonably
 34 believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;

35 b. Any other information that COUNTY is required to include in the notification to
 36 Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or
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1 promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period
2 set forth in 45 CFR § 164.410 (b) has elapsed, including:

3 1) A brief description of what happened, including the date of the Breach and the date
4 of the discovery of the Breach, if known;

5 2) A description of the types of Unsecured PHI that were involved in the Breach (such
6 as whether full name, social security number, date of birth, home address, account number, diagnosis,
7 disability code, or other types of information were involved);

8 3) Any steps Individuals should take to protect themselves from potential harm
9 resulting from the Breach;

10 4) A brief description of what CONTRACTOR is doing to investigate the Breach, to
11 mitigate harm to Individuals, and to protect against any future Breaches; and

12 5) Contact procedures for Individuals to ask questions or learn additional information,
13 which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

14 4. COUNTY may require CONTRACTOR to provide notice to the Individual as required in
15 45 CFR § 164.404, if it is reasonable to do so under the circumstances, at the sole discretion of the
16 COUNTY.

17 5. In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation
18 of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that
19 CONTRACTOR made all notifications to COUNTY consistent with this Subparagraph F. and as
20 required by the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or
21 disclosure of PHI did not constitute a Breach.

22 6. CONTRACTOR shall maintain documentation of all required notifications of a Breach or its
23 risk assessment under 45 CFR § 164.402 to demonstrate that a Breach did not occur.

24 7. CONTRACTOR shall provide to COUNTY all specific and pertinent information about the
25 Breach, including the information listed in Section E.3.b. (1)-(5) above, if not yet provided, to permit
26 COUNTY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as
27 practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR's initial report of
28 the Breach to COUNTY pursuant to Subparagraph F.2. above.

29 8. CONTRACTOR shall continue to provide all additional pertinent information about the
30 Breach to COUNTY as it may become available, in reporting increments of five (5) business days after
31 the last report to COUNTY. CONTRACTOR shall also respond in good faith to any reasonable requests
32 for further information, or follow-up information after report to COUNTY, when such request is made
33 by COUNTY.

34 9. If the Breach is the fault of CONTRACTOR, CONTRACTOR shall bear all expense or
35 other costs associated with the Breach and shall reimburse COUNTY for all expenses COUNTY incurs
36 in addressing the Breach and consequences thereof, including costs of investigation, notification,
37 remediation, documentation or other costs associated with addressing the Breach.

1 G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

2 1. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR
3 as necessary to perform functions, activities, or services for, or on behalf of, COUNTY as specified in the
4 Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by
5 COUNTY except for the specific Uses and Disclosures set forth below.

6 a. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary, for
7 the proper management and administration of CONTRACTOR.

8 b. CONTRACTOR may disclose PHI COUNTY discloses to CONTRACTOR for the
9 proper management and administration of CONTRACTOR or to carry out the legal responsibilities of
10 CONTRACTOR, if:

11 1) The Disclosure is required by law; or

12 2) CONTRACTOR obtains reasonable assurances from the person to whom the PHI is
13 disclosed that it will be held confidentially and used or further disclosed only as required by law or for the
14 purposes for which it was disclosed to the person and the person immediately notifies CONTRACTOR of
15 any instance of which it is aware in which the confidentiality of the information has been breached.

16 c. CONTRACTOR may use or further disclose PHI COUNTY discloses to
17 CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of
18 CONTRACTOR.

19 2. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary, to
20 carry out legal responsibilities of CONTRACTOR.

21 3. CONTRACTOR may use and disclose PHI COUNTY discloses to CONTRACTOR
22 consistent with the minimum necessary P&Ps of COUNTY.

23 4. CONTRACTOR may use or disclose PHI COUNTY discloses to CONTRACTOR as
24 required by law.

25 H. PROHIBITED USES AND DISCLOSURES

26 1. CONTRACTOR shall not disclose PHI COUNTY discloses to CONTRACTOR or
27 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY about an individual to
28 a health plan for payment or health care operations purposes if the PHI pertains solely to a health care
29 item or service for which the health care provider involved has been paid out of pocket in full and the
30 individual requests such restriction, in accordance with 42 USC § 17935(a) and 45 CFR § 164.522(a).

31 2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI
32 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on
33 behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by
34 42 USC § 17935(d)(2).

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1 I. OBLIGATIONS OF COUNTY

2 1. COUNTY shall notify CONTRACTOR of any limitation(s) in COUNTY's notice of privacy
3 practices in accordance with 45 CFR § 164.520, to the extent that such limitation may affect
4 CONTRACTOR's Use or Disclosure of PHI.

5 2. COUNTY shall notify CONTRACTOR of any changes in, or revocation of, the permission
6 by an Individual to use or disclose his or her PHI, to the extent that such changes may affect
7 CONTRACTOR's Use or Disclosure of PHI.

8 3. COUNTY shall notify CONTRACTOR of any restriction to the Use or Disclosure of PHI
9 that COUNTY has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction
10 may affect CONTRACTOR's Use or Disclosure of PHI.

11 4. COUNTY shall not request CONTRACTOR to use or disclose PHI in any manner that
12 would not be permissible under the HIPAA Privacy Rule if done by COUNTY.

13 J. BUSINESS ASSOCIATE TERMINATION

14 1. Upon COUNTY's knowledge of a material Breach or violation by CONTRACTOR of the
15 requirements of this Business Associate Contract, COUNTY shall:

16 a. Provide an opportunity for CONTRACTOR to cure the material Breach or end the
17 violation within thirty (30) business days; or

18 b. Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to cure
19 the material Breach or end the violation within thirty (30) days, provided termination of the Agreement is
20 feasible.

21 2. Upon termination of the Agreement, CONTRACTOR shall either destroy or return to
22 COUNTY all PHI CONTRACTOR received from COUNTY or CONTRACTOR created, maintained, or
23 received on behalf of COUNTY in conformity with the HIPAA Privacy Rule.

24 a. This provision shall apply to all PHI that is in the possession of Subcontractors or agents
25 of CONTRACTOR.

26 b. CONTRACTOR shall retain no copies of the PHI.

27 c. In the event that CONTRACTOR determines that returning or destroying the PHI is not
28 feasible, CONTRACTOR shall provide to COUNTY notification of the conditions that make return or
29 destruction infeasible. Upon determination by COUNTY that return or destruction of PHI is infeasible,
30 CONTRACTOR shall extend the protections of this Business Associate Contract to such PHI and limit
31 further Uses and Disclosures of such PHI to those purposes that make the return or destruction
32 infeasible, for as long as CONTRACTOR maintains such PHI.

33 3. The obligations of this Business Associate Contract shall survive the termination of the
34 Agreement.

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1 EXHIBIT C
 2 TO AGREEMENT FOR PROVISION OF
 3 MEDI-CAL MENTAL HEALTH MANAGED CARE
 4 PSYCHIATRIC INPATIENT HOSPITAL SERVICES
 5 BETWEEN
 6 COUNTY OF ORANGE
 7 AND
 8 XXXXXXXX
 9 JULY 1, 2017 THROUGH JUNE 30, 2020

10
 11 **I. PERSONAL INFORMATION PRIVACY AND SECURITY CONTRACT**

12 Any reference to statutory, regulatory, or contractual language herein shall be to such language as in
 13 effect or as amended.

14 A. DEFINITIONS

15 1. "Breach" shall have the meaning given to such term under the IEA and CMPPA. It shall
 16 include a "PII loss" as that term is defined in the CMPPA.

17 2. "Breach of the security of the system" shall have the meaning given to such term under the
 18 CIPA, CCC § 1798.29(d).

19 3. "CMPPA Agreement" means the CMPPA Agreement between the SSA and CHHS.

20 4. "DHCS PI" shall mean PI, as defined below, accessed in a database maintained by the
 21 COUNTY or DHCS, received by CONTRACTOR from the COUNTY or DHCS or acquired or created
 22 by CONTRACTOR in connection with performing the functions, activities and services specified in the
 23 Agreement on behalf of the COUNTY.

24 5. "IEA" shall mean the IEA currently in effect between the SSA and DHCS.

25 6. "Notice-triggering PI" shall mean the PI identified in CCC § 1798.29(e) whose unauthorized
 26 access may trigger notification requirements under CCC § 1709.29. For purposes of this provision,
 27 identity shall include, but not be limited to, name, identifying number, symbol, or other identifying
 28 particular assigned to the individual, such as a finger or voice print, a photograph or a biometric
 29 identifier. Notice-triggering PI includes PI in electronic, paper or any other medium.

30 7. "PII" shall have the meaning given to such term in the IEA and CMPPA.

31 8. "PI" shall have the meaning given to such term in CCC § 1798.3(a).

32 9. "Required by law" means a mandate contained in law that compels an entity to make a use or
 33 disclosure of PI or PII that is enforceable in a court of law. This includes, but is not limited to, court
 34 orders and court-ordered warrants, subpoenas or summons issued by a court, grand jury, a governmental
 35 or tribal inspector general, or an administrative body authorized to require the production of information,
 36 and a civil or an authorized investigative demand. It also includes Medicare conditions of participation
 37 with respect to health care providers participating in the program, and statutes or regulations that require

1 the production of information, including statutes or regulations that require such information if payment
2 is sought under a government program providing public benefits.

3 10. "Security Incident" means the attempted or successful unauthorized access, use, disclosure,
4 modification, or destruction of PI, or confidential data utilized in complying with this Agreement; or
5 interference with system operations in an information system that processes, maintains or stores PI.

6 B. TERMS OF AGREEMENT

7 1. Permitted Uses and Disclosures of DHCS PI and PII by CONTRACTOR. Except as
8 otherwise indicated in this Exhibit, CONTRACTOR may use or disclose DHCS PI only to perform
9 functions, activities, or services for or on behalf of the COUNTY pursuant to the terms of the Agreement
10 provided that such use or disclosure would not violate the CIPA if done by the COUNTY.

11 2. Responsibilities of CONTRACTOR

12 CONTRACTOR agrees:

13 a. Nondisclosure. Not to use or disclose DHCS PI or PII other than as permitted or
14 required by this Personal Information Privacy and Security Contract or as required by applicable state
15 and federal law.

16 b. Safeguards. To implement appropriate and reasonable administrative, technical, and
17 physical safeguards to protect the security, confidentiality and integrity of DHCS PI and PII, to protect
18 against anticipated threats or hazards to the security or integrity of DHCS PI and PII, and to prevent use
19 or disclosure of DHCS PI or PII other than as provided for by this Personal Information Privacy and
20 Security Contract. CONTRACTOR shall develop and maintain a written information privacy and
21 security program that include administrative, technical and physical safeguards appropriate to the size and
22 complexity of CONTRACTOR's operations and the nature and scope of its activities, which incorporate
23 the requirements of Subparagraph c., below. CONTRACTOR will provide COUNTY with its current
24 policies upon request.

25 c. Security. CONTRACTOR shall ensure the continuous security of all computerized data
26 systems containing DHCS PI and PII. CONTRACTOR shall protect paper documents containing DHCS
27 PI and PII. These steps shall include, at a minimum:

28 1) Complying with all of the data system security precautions listed in Subparagraph E.
29 of the Business Associate Contract, Exhibit B to the Agreement; and

30 2) Providing a level and scope of security that is at least comparable to the level and
31 scope of security established by the OMB in OMB Circular No. A-130, Appendix III-Security of Federal
32 Automated Information Systems, which sets forth guidelines for automated information systems in
33 Federal agencies.

34 3) If the data obtained by CONTRACTOR from COUNTY includes PII,
35 CONTRACTOR shall also comply with the substantive privacy and security requirements in the CMPPA
36 Agreement between the SSA and the CHHS and in the Agreement between the SSA and DHCS, known
37 as the IEA. The specific sections of the IEA with substantive privacy and security requirements to be

1 complied with are sections E, F, and G, and in Attachment 4 to the IEA, Electronic Information
2 Exchange Security Requirements, Guidelines and Procedures for Federal, State and Local Agencies
3 Exchanging Electronic Information with the SSA. CONTRACTOR also agrees to ensure that any of
4 CONTRACTOR's agents or subcontractors, to whom CONTRACTOR provides DHCS PII agree to the
5 same requirements for privacy and security safeguards for confidential data that apply to
6 CONTRACTOR with respect to such information.

7 d. Mitigation of Harmful Effects. To mitigate, to the extent practicable, any harmful effect
8 that is known to CONTRACTOR of a use or disclosure of DHCS PI or PII by CONTRACTOR or its
9 subcontractors in violation of this Personal Information Privacy and Security Contract.

10 e. CONTRACTOR's Agents and Subcontractors. To impose the same restrictions and
11 conditions set forth in this Personal Information and Security Contract on any subcontractors or other
12 agents with whom CONTRACTOR subcontracts any activities under the Agreement that involve the
13 disclosure of DHCS PI or PII to such subcontractors or other agents.

14 f. Availability of Information. To make DHCS PI and PII available to the DHCS and/or
15 COUNTY for purposes of oversight, inspection, amendment, and response to requests for records,
16 injunctions, judgments, and orders for production of DHCS PI and PII. If CONTRACTOR receives
17 DHCS PII, upon request by COUNTY and/or DHCS, CONTRACTOR shall provide COUNTY and/or
18 DHCS with a list of all employees, CONTRACTORs and agents who have access to DHCS PII,
19 including employees, CONTRACTORs and agents of its subcontractors and agents.

20 g. Cooperation with COUNTY. With respect to DHCS PI, to cooperate with and assist
21 the COUNTY to the extent necessary to ensure the DHCS's compliance with the applicable terms of the
22 CIPA including, but not limited to, accounting of disclosures of DHCS PI, correction of errors in DHCS
23 PI, production of DHCS PI, disclosure of a security Breach involving DHCS PI and notice of such
24 Breach to the affected individual(s).

25 h. Breaches and Security Incidents. During the term of the Agreement, CONTRACTOR
26 agrees to implement reasonable systems for the discovery of any Breach of unsecured DHCS PI and PII
27 or security incident. CONTRACTOR agrees to give notification of any Breach of unsecured DHCS PI
28 and PII or security incident in accordance with Subparagraph F. of the Business Associate Contract,
29 Exhibit B to the Agreement.

30 i. Designation of Individual Responsible for Security. CONTRACTOR shall designate an
31 individual, (e.g., Security Officer), to oversee its data security program who shall be responsible for
32 carrying out the requirements of this Personal Information Privacy and Security Contract and for
33 communicating on security matters with the COUNTY.

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