

1 CONTRACT FOR PROVISION OF
2 DRUG MEDI-CAL NARCOTIC REPLACEMENT THERAPY TREATMENT SERVICES
3 BETWEEN
4 COUNTY OF ORANGE
5 AND
6 WESTERN PACIFIC MED-CORP
7 JULY 1, 2023 THROUGH JUNE 30, 2025

8
9 THIS CONTRACT entered into this 1st day of July, 2023 (effective date), is by and between the
10 COUNTY OF ORANGE, a political subdivision of State of California (COUNTY), and WESTERN
11 PACIFIC MED-CORP, a for-profit corporation, (CONTRACTOR). COUNTY and CONTRACTOR
12 may sometimes be referred to herein individually as “Party” or collectively as “Parties.” This Contract
13 shall be administered by the County of Orange Health Care Agency or an authorized designee
14 (“ADMINISTRATOR”).

15
16 **W I T N E S S E T H:**

17
18 WHEREAS, COUNTY wishes to contract with WESTERN PACIFIC MED-CORP, for the
19 provision of Drug Medi-Cal Narcotic Replacement Therapy Treatment Services described herein to
20 the residents of Orange County; and

21 WHEREAS, CONTRACTOR is agreeable to the rendering of such services on the terms and
22 conditions hereinafter set forth:

23 NOW, THEREFORE, in consideration of the mutual covenants, benefits, and promises contained
24 herein, COUNTY and CONTRACTOR do hereby agree as follows:

25 //
26 //
27 //
28 //
29 //
30 //
31 //
32 //
33 //
34 //
35 //
36 //
37 //

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
Title Page	1
Table of Contents.....	2
Referenced Contract Provisions	4
I. Acronyms	4
II. Alteration of Terms	7
III. Assignment of Debts	7
IV. Compliance	7
V. Confidentiality	11
VI. Conflict of Interest.....	12
VII. Expenditure and Revenue Report	12
VIII. Patients’ Rights.....	13
IX. Delegation, Assignment and Subcontracts	13
X. Dispute Resolution	15
XI. Employee Eligibility Verification.....	16
XII. Equipment.....	16
XIII. Facilities, Payments and Services	17
XIV. Indemnification and Insurance	18
XV. Inspections and Audits	22
XVI. Licenses and Laws.....	23
XVII. Literature, Advertisements and Social Media	24
XVIII. Amount Not to Exceed.....	25
XIX. Minimum Wage Laws.....	25
XX. Nondiscrimination	25
XXI. Notices	28
XXII. Notification of Death.....	28
XXIII. Notification of Public Events and Meetings	29
XXIV. Records Management and Maintenance.....	29
XXV. Research and Publication	31
XXVI. Severability	31
XXVII. Special Provisions	32
XXVIII. Status of Contractor	33
XXIX. Term.....	33
XXX. Termination.....	34
XXXI. Third Party Beneficiary	35
XXXII. Waiver of Default or Breach	36
XXXIII. Revenue	36

TABLE OF CONTENTS (continued)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37

<u>PARAGRAPH</u>	<u>PAGE</u>
XXXIV. Signature Page	37

<u>EXHIBIT A</u>	<u>PAGE</u>
I. Common Terms and Definitions.....	1
II. Payments.....	5
III. Records	7
IV. Reports	9
V. Services.....	10
VI. Staffing.....	25

<u>EXHIBIT B</u>	<u>PAGE</u>
I. Business Associate Contract	1

<u>EXHIBIT C</u>	<u>PAGE</u>
I. Personal Information Privacy and Security Contract.....	1

//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//

REFERENCED CONTRACT PROVISIONS

Term: July 1, 2023, through June 30, 2025
Period One means the period from July 1, 2023, through June 30, 2024
Period Two means the period from July 1, 2024 through June 30, 2025

Amount Not To Exceed:

Period One Amount Not To Exceed:	\$5,500,000
Period Two Amount Not To Exceed:	<u>\$5,500,000</u>
TOTAL AMOUNT NOT TO EXCEED:	\$11,000,000

Basis for Reimbursement: Negotiated Rate

Payment Method: Monthly in Arrears

CONTRACTOR UEI Number: UE3WM7KLWD48

CONTRACTOR TAX ID Number: 95-3432680

Notices to COUNTY and CONTRACTOR:

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

CONTRACTOR: Western Pacific Med-Corp
4544 San Fernando St., Suite 202
Glendale, CA 91204-5015
Mark Hickman
mark@westpacmed.com

I. ACRONYMS

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

- A. AB 109 Assembly Bill 109, 2011 Public Safety Realignment
- B. AIDS Acquired Immune Deficiency Syndrome

1	C. ARRA	American Recovery and Reinvestment Act of 2009
2	D. ASAM PPC	American Society of Addiction Medicine Patient Placement Criteria
3	E. ASI	Addiction Severity Index
4	F. ASRS	Alcohol and Drug Programs Reporting System
5	G. BHS	Behavioral Health Services
6	H. CalOMS	California Outcomes Measurement System
7	I. CalWORKs	California Work Opportunity and Responsibility for Kids
8	J. CAP	Corrective Action Plan
9	K. CCC	California Civil Code
10	L. CCR	California Code of Regulations
11	M. CESI	Client Evaluation of Self at Intake
12	N. CEST	Client Evaluation of Self and Treatment
13	O. CFDA	Catalog of Federal Domestic Assistance
14	P. CFR	Code of Federal Regulations
15	Q. CHPP	COUNTY HIPAA Policies and Procedures
16	R. CHS	Correctional Health Services
17	S. COI	Certificate of Insurance
18	T. CPA	Certified Public Accountant
19	U. CSW	Clinical Social Worker
20	V. DHCS	California Department of Health Care Services
21	W. D/MC	Drug/Medi-Cal
22	X. DPFS	Drug Program Fiscal Systems
23	Y. DRS	Designated Record Set
24	Z. EEOC	Equal Employment Opportunity Commission
25	AA. EHR	Electronic Health Records
26	AB. EOC	Equal Opportunity Clause
27	AC. ePHI	Electronic Protected Health Information
28	AD. EPSDT	Early and Periodic Screening, Diagnosis, and Treatment
29	AE. FFS	Fee For Service
30	AF. FSP	Full Service Partnership
31	AG. FTE	Full Time Equivalent
32	AH. GAAP	Generally Accepted Accounting Principles
33	AI. HCA	County of Orange Health Care Agency
34	AJ. HHS	Federal Health and Human Services Agency
35	AK. HIPAA	Health Insurance Portability and Accountability Act of 1996, Public
36		Law 104-191
37	AL. HITECH	Health Information Technology for Economic and Clinical Health

1		Act, Public Law 111-005
2	AM. HIV	Human Immunodeficiency Virus
3	AN. HSC	California Health and Safety Code
4	AO. IRIS	Integrated Records and Information System
5	AP. ITC	Indigent Trauma Care
6	AQ. LCSW	Licensed Clinical Social Worker
7	AR. MAT	Medication Assisted Treatment
8	AS. MFT	Marriage and Family Therapist
9	AT. MH	Mental Health
10	AU. MHP	Mental Health Plan
11	AV. MHS	Mental Health Specialist
12	AW. MHSA	Mental Health Services Act
13	AX. MSN	Medical Safety Net
14	AY. NIH	National Institutes of Health
15	AZ. NPI	National Provider Identifier
16	BA. NPES	National Plan and Provider Enumeration System
17	BB. OCR	Federal Office for Civil Rights
18	BC. OIG	Federal Office of Inspector General
19	BD. OMB	Federal Office of Management and Budget
20	BE. OPM	Federal Office of Personnel Management
21	BF. P&P	Policy and Procedure
22	BG. PA DSS	Payment Application Data Security Standard
23	BH. PATH	Projects for Assistance in Transition from Homelessness
24	BI. PC	California Penal Code
25	BJ. PCI DSS	Payment Card Industry Data Security Standards
26	BK. PCS	Post-Release Community Supervision
27	BL. PHI	Protected Health Information
28	BM. PII	Personally Identifiable Information
29	BN. PRA	California Public Records Act
30	BO. PSC	Professional Services Contract System
31	BP. SAPTBG	Substance Abuse Prevention and Treatment Block Grant
32	BQ. SIR	Self-Insured Retention
33	BR. SMA	Statewide Maximum Allowable (rate)
34	BS. SOW	Scope of Work
35	BT. SUD	Substance Use Disorder
36	BU. UMDAP	Uniform Method of Determining Ability to Pay
37	BV. UOS	Units of Service

1 BW. USC United States Code
2 BX. WIC Women, Infants and Children
3

4 **II. ALTERATION OF TERMS**

5 A. This Contract, together with Exhibit(s) A, B and C attached hereto and incorporated herein,
6 fully expresses the complete understanding of COUNTY and CONTRACTOR with respect to the
7 subject matter of this Contract.

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

12 **III. ASSIGNMENT OF DEBTS**

13
14 Unless this Contract is followed without interruption by another contract between the Parties
15 hereto for the same services and substantially the same scope, at the termination of this Contract,
16 CONTRACTOR shall assign to COUNTY any debts owing to CONTRACTOR by or on behalf of
17 persons receiving services pursuant to this Contract. CONTRACTOR shall immediately notify by mail
18 each of the respective Parties, specifying the date of assignment, the County of Orange as assignee,
19 and the address to which payments are to be sent. Payments received by CONTRACTOR from or on
20 behalf of said persons, shall be immediately given to COUNTY.

21 **IV. COMPLIANCE**

22
23 A. COMPLIANCE PROGRAM - ADMINISTRATOR has established a Compliance Program
24 for the purpose of ensuring adherence to all rules and regulations related to federal and state health
25 care programs.

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

29 2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own
30 compliance program, code of conduct and any compliance related policies and procedures.
31 CONTRACTOR's compliance program, code of conduct and any related policies and procedures shall
32 be verified by ADMINISTRATOR's Compliance Department to ensure they include all required
33 elements by ADMINISTRATOR's Compliance Officer as described in this Compliance Paragraph to
34 this Contract. These elements include:

- 35 a. Designation of a Compliance Officer and/or compliance staff.
36 b. Written standards, policies and/or procedures.
37 c. Compliance related training and/or education program and proof of completion.

- d. Communication methods for reporting concerns to the Compliance Officer.
- e. Methodology for conducting internal monitoring and auditing.
- f. Methodology for detecting and correcting offenses.
- g. Methodology/Procedure for enforcing disciplinary standards.

3. If CONTRACTOR does not provide proof of its own compliance program to ADMINISTRATOR, CONTRACTOR shall internally comply with ADMINISTRATOR's Compliance Program and Code of Conduct, CONTRACTOR shall submit to ADMINISTRATOR within thirty (30) calendar days of execution of this Contract a signed acknowledgement that CONTRACTOR will internally comply with ADMINISTRATOR's Compliance Program and Code of Conduct. CONTRACTOR shall have as many Covered Individuals it determines necessary complete ADMINISTRATOR's annual compliance training to ensure proper compliance.

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

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

B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or retained to provide services related to this Contract monthly to ensure that they are not designated as Ineligible Persons, as pursuant to this Contract. Screening shall be conducted against the General Services Administration's Excluded Parties List System or System for Award Management, the Health and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the California Medi-Cal Suspended and Ineligible Provider List, the Social Security Administration's Death Master File at date of employment, and/or any other list or system as identified by ADMINISTRATOR.

1 1. For purposes of this Compliance Paragraph, Covered Individuals includes all employees,
2 interns, volunteers, contractors, subcontractors, agents, and other persons who provide health care
3 items or services or who perform billing or coding functions on behalf of ADMINISTRATOR.
4 CONTRACTOR shall ensure that all Covered Individuals relative to this Contract are made aware of
5 ADMINISTRATOR's Compliance Program, Code of Conduct and related policies and procedures (or
6 CONTRACTOR's own compliance program, code of conduct and related policies and procedures if
7 CONTRACTOR has elected to use its own).

8 2. An Ineligible Person shall be any individual or entity who:

9 a. is currently excluded, suspended, debarred or otherwise ineligible to participate in
10 federal and state health care programs; or

11 b. has been convicted of a criminal offense related to the provision of health care items
12 or services and has not been reinstated in the federal and state health care programs after a period of
13 exclusion, suspension, debarment, or ineligibility.

14 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or
15 engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services
16 relative to this Contract.

17 4. CONTRACTOR shall screen all current Covered Individuals and subcontractors semi-
18 annually to ensure that they have not become Ineligible Persons. CONTRACTOR shall also request
19 that its subcontractors use their best efforts to verify that they are eligible to participate in all federal
20 and State of California health programs and have not been excluded or debarred from participation in
21 any federal or state health care programs, and to further represent to CONTRACTOR that they do not
22 have any Ineligible Person in their employ or under contract.

23 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any
24 debarment, exclusion or other event that makes the Covered Individual an Ineligible Person.
25 CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing
26 services directly relative to this Contract becomes debarred, excluded or otherwise becomes an
27 Ineligible Person.

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

34 7. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual or
35 entity is currently excluded, suspended or debarred, or is identified as such after being sanction
36 screened. Such individual or entity shall be immediately removed from participating in any activity
37 associated with this Contract. ADMINISTRATOR will determine appropriate repayment from, or

1 sanction(s) to CONTRACTOR for services provided by ineligible person or individual.
2 CONTRACTOR shall promptly return any overpayments within forty-five (45) business days after the
3 overpayment is verified by ADMINISTRATOR.

4 C. GENERAL COMPLIANCE TRAINING - ADMINISTRATOR shall make General
5 Compliance Training available to Covered Individuals.

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

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

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

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

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

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

21 1. CONTRACTOR shall ensure completion of Specialized Provider Training by all Covered
22 Individuals relative to this Contract. This includes compliance with federal and state healthcare
23 program regulations and procedures or instructions otherwise communicated by regulatory agencies;
24 including the Centers for Medicare and Medicaid Services or their agents.

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

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

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

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

34 E. MEDI-CAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE
35 STANDARDS

36 1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care
37 claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner

1 and are consistent with federal, state and county laws and regulations. This includes compliance with
2 federal and state health care program regulations and procedures or instructions otherwise
3 communicated by regulatory agencies including the Centers for Medicare and Medicaid Services or
4 their agents.

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

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

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

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

15 6. CONTRACTOR shall meet the HCA MHP Quality Management Program Standards and
16 participate in the quality improvement activities developed in the implementation of the Quality
17 Management Program.

18 7. CONTRACTOR shall comply with the provisions of ADMINISTRATOR's Cultural
19 Competency Plan submitted and approved by the state. ADMINISTRATOR shall update the Cultural
20 Competency Plan and submit the updates to the State for review and approval annually. (CCR, Title 9,
21 §1810.410.subds.(c)-(d).

22 F. Failure to comply with the obligations stated in this Compliance Paragraph shall constitute a
23 breach of this Contract on the part of CONTRACTOR and grounds for COUNTY to terminate this
24 Contract. Unless the circumstances require a sooner period of cure, CONTRACTOR shall have thirty
25 (30) calendar days from the date of the written notice of default to cure any defaults grounded on this
26 Compliance Paragraph prior to ADMINISTRATOR's right to terminate this Contract on the basis of
27 such default.

28 **V. CONFIDENTIALITY**

29 A. CONTRACTOR shall maintain the confidentiality of all records, including billings and any
30 audio and/or video recordings, in accordance with all applicable federal, state and county codes and
31 regulations, including 42 USC §290dd-2 (Confidentiality of Records), as they now exist or may
32 hereafter be amended or changed.

33 B. Prior to providing any services pursuant to this Contract, all members of the Board of
34 Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and
35 interns of CONTRACTOR shall agree, in writing, with CONTRACTOR to maintain the
36 confidentiality of any and all information and records which may be obtained in the course of
37

1 providing such services. This Contract shall specify that it is effective irrespective of all subsequent
2 resignations or terminations of CONTRACTOR members of the Board of Directors or its designee or
3 authorized agent, employees, consultants, subcontractors, volunteers and interns.

4 C. CONTRACTOR shall have in effect a system to protect patient records from inappropriate
5 disclosure in connection with activity funded under this Contract. This system shall include provisions
6 for employee education on the confidentiality requirements, and the fact that disciplinary action may
7 occur upon inappropriate disclosure. CONTRACTOR agrees to implement administrative, physical,
8 and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and
9 availability of all confidential information that it creates, receives, maintains or transmits.
10 CONTRACTOR shall provide ADMINISTRATOR with information concerning such safeguards.

11 D. CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known
12 to CONTRACTOR, or its subcontractors or agents in violation of the applicable state and federal
13 regulations regarding confidentiality.

14 E. CONTRACTOR shall monitor compliance with the above provisions on confidentiality and
15 security, and shall include them in all subcontracts.

16 F. CONTRACTOR shall notify ADMINISTRATOR within twenty-four (24) hours during a
17 work week, of any suspected or actual breach of its computer system.

18
19 **VI. CONFLICT OF INTEREST**

20 CONTRACTOR shall exercise reasonable care and diligence to prevent any actions or conditions
21 that could result in a conflict with COUNTY interests. In addition to CONTRACTOR, this obligation
22 shall apply to CONTRACTOR’s employees, agents, and subcontractors associated with the provision
23 of goods and services provided under this Contract. CONTRACTOR’s efforts shall include, but not be
24 limited to establishing rules and procedures preventing its employees, agents, and subcontractors from
25 providing or offering gifts, entertainment, payments, loans or other considerations which could be
26 deemed to influence or appear to influence COUNTY staff or elected officers in the performance of
27 their duties.

28 **VII. EXPENDITURE AND REVENUE REPORT**

29 A. No later than forty-five (45) calendar days following termination of each Period of this
30 Contract, CONTRACTOR shall submit to ADMINISTRATOR, for informational purposes only, an
31 Expenditure and Revenue Report for the preceding Period, or portion thereof. Such report shall be
32 prepared in accordance with the procedure that is provided by ADMINISTRATOR and GAAP.

33 B. CONTRACTOR may be required to submit periodic Expenditure and Revenue Reports
34 throughout the term of this Contract.

35 //
36 //
37 //

VIII. PATIENTS'S RIGHTS

1
2 A. CONTRACTOR shall post the current California Department of Mental Health Patients'
3 Rights poster as well as the Orange County HCA Mental Health Plan Grievance and Appeals poster in
4 locations readily available to Clients and staff and have Grievance and Appeal forms in the threshold
5 languages and envelopes readily accessible to Clients to take without having to request it on the unit.

6 B. In addition to those processes provided by ADMINISTRATOR, CONTRACTOR shall have
7 an internal grievance processes approved by ADMINISTRATOR, to which the Client shall have
8 access.

9 1. CONTRACTOR's grievance processes shall incorporate COUNTY's grievance, patients'
10 rights, and/or utilization management guidelines and procedures. The Client has the right to utilize
11 either or both grievance process simultaneously in order to resolve their dissatisfaction.

12 2. Title IX Rights Advocacy. This process may be initiated by a Client who registers a
13 statutory rights violation or a denial or abuse complaint with COUNTY Patients' Rights Office. The
14 Patients' Rights office shall investigate the complaint, and Title IX grievance procedures shall apply,
15 which involve ADMINISTRATOR'S Director of Behavioral Health Care and the State Patients'
16 Rights Office.

17 C. The parties agree that Clients have recourse to initiate an expression of dissatisfaction to
18 CONTRACTOR, appeal to COUNTY Patients' Rights Office, file a grievance, and file a Title IX
19 complaint. The Patients' Advocate shall advise and assist the Client, investigate the cause of the
20 grievance, and attempt to resolve the matter

21 D. No provision of this Contract shall be construed as replacing or conflicting with the duties of
22 COUNTY Patients' Rights Office pursuant to Welfare and Institutions Code Section 5500.

IX. DELEGATION, ASSIGNMENT, AND SUBCONTRACTS

23
24
25 A. CONTRACTOR may not delegate the obligations hereunder, either in whole or in part,
26 without prior written consent of COUNTY. CONTRACTOR shall provide written notification of
27 CONTRACTOR's intent to delegate the obligations hereunder, either in whole or part, to
28 ADMINISTRATOR not less than sixty (60) calendar days prior to the effective date of the delegation.
29 Any attempted assignment or delegation in derogation of this paragraph shall be void.

30 B. CONTRACTOR agrees that if there is a change or transfer in ownership of CONTRACTOR's
31 business prior to completion of this Contract, and COUNTY agrees to the change or transfer in
32 ownership as it relates to this Contract, the new owners shall be required under the terms of sale or
33 other instruments of transfer to assume CONTRACTOR's duties and obligations contained in this
34 Contract and complete them to the satisfaction of COUNTY. CONTRACTOR may not assign the
35 rights hereunder, either in whole or in part, without the prior written consent of COUNTY.

36 1. If CONTRACTOR is a nonprofit organization, any change from a nonprofit corporation
37 to any other corporate structure of CONTRACTOR, including a change in more than fifty percent

1 (50%) of the composition of the Board of Directors within a two (2) month period of time, shall be
2 deemed an assignment for purposes of this paragraph, unless CONTRACTOR is transitioning from a
3 community clinic/health center to a Federally Qualified Health Center and has been so designated by
4 the Federal Government. Any attempted assignment or delegation in derogation of this subparagraph
5 shall be void.

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

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

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

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

25 6. COUNTY reserves the right to immediately terminate this Contract in the event
26 COUNTY determines, in its sole discretion that the assignee is not qualified or is otherwise
27 unacceptable to COUNTY for the provision of services under this Contract.

28 C. CONTRACTOR's obligations undertaken pursuant to this Contract may be carried out by
29 means of subcontracts, provided such subcontractors are approved in advance by ADMINISTRATOR,
30 meet the requirements of this Contract as they relate to the service or activity under subcontract,
31 include any provisions that ADMINISTRATOR may require, and are authorized in writing by
32 ADMINISTRATOR prior to the beginning of service delivery.

33 1. After approval of the subcontractor, ADMINISTRATOR may revoke the approval of the
34 subcontractor upon five (5) calendar days' written notice to CONTRACTOR if the subcontractor
35 subsequently fails to meet the requirements of this Contract or any provisions that
36 ADMINISTRATOR has required. ADMINISTRATOR may disallow subcontractor expenses reported
37 by CONTRACTOR.

1 2. No subcontract shall terminate or alter the responsibilities of CONTRACTOR to
2 COUNTY pursuant to this Contract.

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

5 4. This provision shall not be applicable to service contracts usually and customarily entered
6 into by CONTRACTOR to obtain or arrange for supplies, technical support, and professional services
7 provided by consultants.

8 D. CONTRACTOR shall notify COUNTY in writing of any change in CONTRACTOR's status
9 with respect to name changes that do not require an assignment of this Contract. CONTRACTOR is
10 also obligated to notify COUNTY in writing if CONTRACTOR becomes a party to any litigation
11 against COUNTY, or a party to litigation that may reasonably affect CONTRACTOR's performance
12 under this Contract, as well as any potential conflicts of interest between CONTRACTOR and
13 COUNTY that may arise prior to or during the period of Contract performance. While
14 CONTRACTOR is required to provide this information without prompting from COUNTY any time
15 there is a change in CONTRACTOR's name, conflict of interest or litigation status, CONTRACTOR
16 must also provide an update to COUNTY of its status in these areas whenever requested by COUNTY.

17 **X. DISPUTE RESOLUTION**

18 A. The Parties shall deal in good faith and attempt to resolve potential disputes informally. If the
19 dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a
20 reasonable period of time by CONTRACTOR and ADMINISTRATOR, such matter shall be brought
21 to the attention of the County Purchasing Agent or designee by way of the following process:
22

23 1. CONTRACTOR shall submit to the County Purchasing Agent a written demand for a
24 final decision regarding the disposition of any dispute between the Parties arising under, related to, or
25 involving this Contract, unless COUNTY, on its own initiative, has already rendered such a final
26 decision.

27 2. CONTRACTOR's written demand shall be fully supported by factual information, and, if
28 such demand involves a cost adjustment to this Contract, CONTRACTOR shall include with the
29 demand a written statement signed by an authorized representative indicating that the demand is made
30 in good faith, that the supporting data are accurate and complete, and that the amount requested
31 accurately reflects the Contract adjustment for which CONTRACTOR believes COUNTY is liable.

32 B. Pending the final resolution of any dispute arising under, related to, or involving this Contract,
33 CONTRACTOR agrees to proceed diligently with the performance of services secured via this
34 Contract, including the delivery of goods and/or provision of services. CONTRACTOR's failure to
35 proceed diligently shall be considered a material breach of this Contract.

36 C. Any final decision of COUNTY shall be expressly identified as such, shall be in writing, and
37 shall be signed by a COUNTY Deputy Purchasing Agent. If COUNTY does not render a decision

1 within ninety (90) calendar days after receipt of CONTRACTOR's demand, it shall be deemed a final
2 decision adverse to CONTRACTOR's contentions.

3 D. This Contract has been negotiated and executed in the State of California and shall be
4 governed by and construed under the laws of the State of California. In the event of any legal action to
5 enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent
6 jurisdiction located in Orange County, California, and the Parties hereto agree to and do hereby submit
7 to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore,
8 the Parties specifically agree to waive any and all rights to request that an action be transferred for
9 adjudication to another county.

10 11 **XI. EMPLOYEE ELIGIBILITY VERIFICATION**

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

21 22 **XII. EQUIPMENT**

23 A. Unless otherwise specified in writing by ADMINISTRATOR, Equipment is defined as all
24 property of a Relatively Permanent nature with significant value, purchased in whole or in part by
25 ADMINISTRATOR to assist in performing the services described in this Contract. "Relatively
26 Permanent" is defined as having a useful life of one (1) year or longer. Equipment which costs \$5,000
27 or over, including freight charges, sales taxes, and other taxes, and installation costs are defined as
28 Capital Assets. Equipment which costs between \$600 and \$5,000, including freight charges, sales
29 taxes and other taxes, and installation costs, or electronic equipment that costs less than \$600 but may
30 contain PHI or PII, are defined as Controlled Equipment. Controlled Equipment includes, but is not
31 limited to phones, tablets, audio/visual equipment, computer equipment, and lab equipment. The cost
32 of Equipment purchased, in whole or in part, with funds paid pursuant to this Contract shall be
33 depreciated according to GAAP.

34 B. CONTRACTOR shall obtain ADMINISTRATOR's written approval prior to purchase of any
35 Equipment with funds paid pursuant to this Contract. Upon delivery of Equipment, CONTRACTOR
36 shall forward to ADMINISTRATOR, copies of the purchase order, receipt, and other supporting
37 documentation, which includes delivery date, unit price, tax, shipping and serial numbers.

1 CONTRACTOR shall request an applicable asset tag for said Equipment and shall include each
2 purchased asset in an Equipment inventory.

3 C. Upon ADMINISTRATOR's prior written approval, CONTRACTOR may expense to
4 COUNTY the cost of the approved Equipment purchased by CONTRACTOR. To "expense," in
5 relation to Equipment, means to charge the proportionate cost of Equipment in the fiscal year in which
6 it is purchased. Title of expensed Equipment shall be vested with COUNTY.

7 D. CONTRACTOR shall maintain an inventory of all Equipment purchased in whole or in part
8 with funds paid through this Contract, including date of purchase, purchase price, serial number,
9 model and type of Equipment. Such inventory shall be available for review by ADMINISTRATOR,
10 and shall include the original purchase date and price, useful life, and balance of depreciated
11 Equipment cost, if any.

12 E. CONTRACTOR shall cooperate with ADMINISTRATOR in conducting periodic physical
13 inventories of all Equipment. Upon demand by ADMINISTRATOR, CONTRACTOR shall return any
14 or all Equipment to COUNTY.

15 F. CONTRACTOR must report any loss or theft of Equipment in accordance with the procedure
16 approved by ADMINISTRATOR and the Notices Paragraph of this Contract. In addition,
17 CONTRACTOR must complete and submit to ADMINISTRATOR a notification form when items of
18 Equipment are moved from one location to another or returned to COUNTY as surplus.

19 G. Unless this Contract is followed without interruption by another contract between the Parties
20 for substantially the same type and scope of services, at the termination of this Contract for any cause,
21 CONTRACTOR shall return to COUNTY all Equipment purchased with funds paid through this
22 Contract.

23 H. CONTRACTOR shall maintain and administer a sound business program for ensuring the
24 proper use, maintenance, repair, protection, insurance, and preservation of COUNTY Equipment.

25 **XIII. FACILITIES, PAYMENTS AND SERVICES**

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

31 B. In the event that CONTRACTOR is unable to provide the services, staffing, facilities, or
32 supplies as required, ADMINISTRATOR may, at its sole discretion, reduce the Total Amount Not to
33 Exceed for the appropriate Period as well as the Total Amount Not to Exceed shall be in an amount
34 proportionate to the number of days in which CONTRACTOR was determined to be unable to provide
35 services, staffing, facilities or supplies.
36

37 //

XIV. INDEMNIFICATION AND INSURANCE

1
2 A. CONTRACTOR agrees to indemnify, defend with counsel approved in writing by COUNTY,
3 and hold COUNTY, its elected and appointed officials, officers, employees, agents and those special
4 districts and agencies for which COUNTY's Board of Supervisors acts as the governing Board
5 ("COUNTY INDEMNITEES") harmless from any claims, demands or liability of any kind or nature,
6 including but not limited to personal injury or property damage, arising from or related to the services,
7 products or other performance provided by CONTRACTOR pursuant to this Contract. If judgment is
8 entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the
9 concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and
10 COUNTY agree that liability will be apportioned as determined by the court. Neither Party shall
11 request a jury apportionment.

12 B. Prior to the provision of services under this Contract, CONTRACTOR agrees to
13 purchase all required insurance at CONTRACTOR's expense, including all endorsements required
14 herein, necessary to satisfy COUNTY that the insurance provisions of this Contract have been
15 complied with. CONTRACTOR agrees to keep such insurance coverage current and to provide
16 Certificates of Insurance and endorsements to COUNTY during the entire term of this Contract.

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

26 D. All self-insured retentions (SIRs) shall be clearly stated on the Certificate of Insurance. Any
27 SIRs in excess of Fifty Thousand Dollars (\$50,000) shall specifically be approved by COUNTY's
28 Risk Manager, or designee. COUNTY reserves the right to require current audited financial reports
29 from CONTRACTOR. If CONTRACTOR is self-insured, CONTRACTOR will indemnify COUNTY
30 for any and all claims resulting or arising from CONTRACTOR's services in accordance with the
31 indemnity provision stated in this Contract.

32 E. If CONTRACTOR fails to maintain insurance acceptable to COUNTY for the full term of this
33 Contract, COUNTY may terminate this Contract.

F. QUALIFIED INSURER

34
35 1. The policy or policies of insurance must be issued by an insurer with a minimum rating of
36 A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current
37 edition of the **Best's Key Rating Guide/Property-Casualty/United States or ambest.com**).

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

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

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles (4 passengers or less)	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence
Network Security & Privacy Liability	\$1,000,000 per claims-made
Professional Liability Insurance	\$1,000,000 per claims-made \$1,000,000 aggregate
Sexual Misconduct Liability	\$1,000,000 per occurrence

H. REQUIRED COVERAGE FORMS

1. The Commercial General Liability coverage shall be written on occurrence basis utilizing Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

2. The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

I. REQUIRED ENDORSEMENTS

1. The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of Insurance:

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

//

1 b. A primary non-contributory endorsement using ISO form CG 20 01 04 13, or a form
2 at least as broad evidencing that CONTRACTOR's insurance is primary and any insurance or self-
3 insurance maintained by COUNTY shall be excess and non-contributing.

4 2. The Network Security and Privacy Liability policy shall contain the following
5 endorsements which shall accompany the COI:

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

8 b. A primary and non-contributory endorsement evidencing that CONTRACTOR's
9 insurance is primary and any insurance or self-insurance maintained by COUNTY shall be excess and
10 non-contributing.

11 J. The Workers' Compensation policy shall contain a waiver of subrogation endorsement
12 waiving all rights of subrogation against the *County of Orange, its elected and appointed officials,*
13 *officers, agents, and employees* or provide blanket coverage, which will state **AS REQUIRED BY**
14 **WRITTEN CONTRACT.**

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

18 L. CONTRACTOR shall provide thirty (30) calendar days prior written notice to COUNTY of
19 any policy cancellation or non-renewal and ten (10) calendar days prior written notice where
20 cancellation is due to non-payment of premium and provide a copy of the cancellation notice to
21 COUNTY. Failure to provide written notice of cancellation may constitute a material breach of the
22 Contract, upon which COUNTY may suspend or terminate this Contract.

23 M. If CONTRACTOR's Professional Liability and Network Security & Privacy Liability are
24 "Claims -Made" policies, CONTRACTOR shall agree to the following:

25 1. The retroactive date must be shown and must be before the date of the Contract or the
26 beginning of the Contract services.

27 2. Insurance must be maintained, and evidence of insurance must be provided, for at least
28 three (3) years after expiration or earlier termination of contract services.

29 3. If coverage is canceled or non-renewed, and not replaced with another claims-made
30 policy form with a retroactive date prior to the effective date of the Contract services, CONTRACTOR
31 must purchase an extended reporting period for a minimum of three (3) years after expiration of earlier
32 termination of this Contract.

33 N. The Commercial General Liability policy shall contain a severability of interests clause also
34 known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

35 O. Insurance certificates should be forwarded to the department address listed in the Referenced
36 Contract Provisions of this Contract.

37 //

1 P. If CONTRACTOR fails to provide the insurance certificates and endorsements within seven
2 (7) calendar days of notification by COUNTY, COUNTY may immediately terminate this Contract for
3 cause.

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

8 R. COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements.
9 If CONTRACTOR does not provide acceptable Certificates of Insurance and endorsements to
10 COUNTY incorporating such changes within thirty (30) calendar days of receipt of such notice, this
11 Contract may be in breach without further notice to CONTRACTOR, and COUNTY shall be entitled
12 to all legal remedies.

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

16 T. SUBMISSION OF INSURANCE DOCUMENTS

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

18 a. Prior to the start date of this Contract.
19 b. No later than the expiration date for each policy.
20 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY
21 regarding changes to any of the insurance requirements as set forth in the Coverage Subparagraph
22 above.

23 2. The COI and endorsements shall be provided to COUNTY at the address as set forth in
24 the Referenced Contract Provisions of this Contract.

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

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

32 b. CONTRACTOR may be assessed a penalty of one hundred dollars (\$100) for each
33 late COI or endorsement for each business day, pursuant to any and all contracts between COUNTY
34 and

35 CONTRACTOR, until such time that the required COI and endorsements that meet the insurance
36 provisions stipulated in this Contract are submitted to ADMINISTRATOR.

37 //

1 c. If CONTRACTOR is assessed a late penalty, the amount shall be deducted from
2 CONTRACTOR's monthly invoice.

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

7 8 **XV. INSPECTIONS AND AUDITS**

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

20 B. CONTRACTOR shall actively participate and cooperate with any person specified in
21 Subparagraph A. above in any evaluation or monitoring of the services provided pursuant to this
22 Contract, and shall provide the above-mentioned persons adequate office space to conduct such
23 evaluation or monitoring.

24 C. CONTRACTOR shall make all of its premises, physical facilities, equipment, books, records,
25 documents, contracts, computers, or other electronic systems pertaining to Medi-Cal/Drug Medi-Cal
26 enrollees, Medi-Cal/Drug Medi-Cal-related activities, services and activities furnished under the terms
27 of this Contract or determinations of amounts payable available at any time for inspection,
28 examination or copying by the State, CMS, HHS Inspector General, the United States Comptroller
29 General, their designees, and other authorized federal and state agencies. (42 CFR §438.3(h)) This
30 audit right will exist for ten (10) years from the final date of the contract period or from the date of
31 completion of any audit, whichever is later. (42 CFR §438.230(c)(3)(iii).) The State, CMS, or the
32 HHS Inspector General may inspect, evaluate, and audit CONTRACTOR at any time if there is a
33 reasonable possibility of fraud or similar risk. (42 CFR §438.230(c)(3)(iv).)

34 D. CONTRACTOR shall retain a licensed certified public accountant, who will prepare an
35 annual Single Audit as required by 31 USC 7501 – 7507, as well as its implementing regulations under
36 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for
37 //

1 Federal Awards. CONTRACTOR shall forward the Single Audit to ADMINISTRATOR within
2 fourteen (14) calendar days of receipt.

3 E. ADMINISTRATOR shall inform providers and CONTRACTOR, at the time they enter into a
4 contract, of the following:

5 1. Beneficiary grievance, appeal, and fair hearing procedures and timeframes as specified in
6 42 C.F.R. 438.400 through 42 C.F.R. 438.424.

7 2. The beneficiary's right to file grievances and appeals and the requirements and
8 timeframes for filling.

9 3. The availability of assistance to the beneficiary with filling grievances and appeals.

10 4. The beneficiary's right to request continuation of benefits that ADMINISTRATOR seeks
11 to reduce or terminate during an appeal or state fair hearing filing, if filed within the allowable
12 timeframes, although the beneficiary may be liable for the cost of any continued benefits while the
13 appeal or state fair hearing is pending if the final decision is adverse to the beneficiary.

14 5. The conduction of random reviews to ensure beneficiaries are being notified in a timely
15 manner.

16 F. CONTRACTOR shall forward to ADMINISTRATOR a copy of any audit report within fourteen
17 (14) calendar days of receipt. Such audit shall include, but not be limited to, management, financial,
18 programmatic or any other type of audit of CONTRACTOR's operations, whether or not the cost of
19 such operation or audit is reimbursed in whole or in part through this Contract.

20 **XVI. LICENSES AND LAWS**

21 A. CONTRACTOR, its officers, agents, employees, affiliates, and subcontractors shall,
22 throughout the term of this Contract, maintain all necessary licenses, permits, approvals, certificates,
23 accreditations, waivers, and exemptions necessary for the provision of the services hereunder and
24 required by the laws, regulations and requirements of the United States, the State of California,
25 COUNTY, and all other applicable governmental agencies. CONTRACTOR shall notify
26 ADMINISTRATOR immediately and in writing of its inability to obtain or maintain, irrespective of
27 the pendency of any hearings or appeals, permits, licenses, approvals, certificates, accreditations,
28 waivers and exemptions. Said inability shall be cause for termination of this Contract.

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

32 1. HSC, §§11758.40 through 11758.47, Medi-Cal Drug Treatment Program.

33 2. HSC, §§11839 through 11839.22, Narcotic Treatment Programs.

34 3. HSC, §11876, Narcotic Treatment Programs (inspections).

35 4. 42 CFR, Public Health, Part 8 – Certification of Opioid Treatment Programs.

36 5. 21 CFR, Chapter 2, Part 1300 through 1399, Drug Enforcement Administration.

- 1 6. CCR Title 9, Division 4, Chapter 4, Subchapters 1 through 6, Narcotic Treatment
2 Programs.
- 3 7. 21 USC 300x-27(a) and 300y-11.
- 4 8. 21 USC §§355, and 505, Manufacture of Drugs.
- 5 9. 21 USC §§812, 823, and 958, Controlled Substances.
- 6 10. US Department of Justice, Drug Enforcement Administration.
- 7 11. California Bridge to Health Reform DMC-ODS Waiver, Standard Terms and Conditions,
8 August 2015
- 9 12. Title 21, CFR Part 1300, et seq., Title 42, CFR, Part 8.
- 10 13. Drug Medi-Cal Certification Standards for Substance Abuse Clinics (Document 2E).
- 11 14. Title 22, CCR, Sections 51341.1, 51490.1, and 51516.1, (Document 2C).
- 12 15. Standards for Drug Treatment Programs (October 21, 1981) (Document 2F);
- 13 16. Title 9, CCR, Division 4, Chapter 4, Subchapter 1, Sections 10000, et seq.;
- 14 17. Title 22, CCR, Division 3, Chapter 3, sections 51000 et. seq.
- 15 18. Title 9, CCR, Section 1810.435.
- 16 19. Title 9, CCR, Section 1840.105.

17 **XVII. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA**

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

24 B. Any advertisement through radio, television broadcast, or the Internet, for educational or
25 promotional purposes, made by CONTRACTOR for purposes directly or indirectly related to this
26 Contract must be approved in advance at least thirty (30) calendar days and in writing by
27 ADMINISTRATOR.

28 C. If CONTRACTOR uses social media (such as Facebook, Twitter, YouTube or other publicly
29 available social media sites) in support of the services described within this Contract, CONTRACTOR
30 shall develop social media policies and procedures and have them available to ADMINISTRATOR
31 upon reasonable notice. CONTRACTOR shall inform ADMINISTRATOR of all forms of social
32 media used to either directly or indirectly support the services described within this Contract.
33 CONTRACTOR shall comply with COUNTY Social Media Use Policy and Procedures as they pertain
34 to any social media developed in support of the services described within this Contract.
35 CONTRACTOR shall also include any required funding statement information on social media when
36 required by ADMINISTRATOR.
37

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

3 E. CONTRACTOR shall also clearly explain through these materials that there shall be no
4 unlawful use of drugs or alcohol associated with the services provided pursuant to this Contract, as
5 specified in HSC, §11999-11999.3.

6 **XVIII. AMOUNT NOT TO EXCEED**

7 A. The Total Amount Not to Exceed of COUNTY for services provided in accordance with this
8 Contract, and the separate Amount Not to Exceed for each Period under this Contract, are as specified
9 in the Referenced Contract Provisions of this Contract, except as allowed for in Subparagraph B.
10 below.

11 B. ADMINISTRATOR may amend the Amount Not to Exceed by an amount not to exceed ten
12 percent (10%) of Period One funding for this Contract.

13 **XIX. MINIMUM WAGE LAWS**

14 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and
15 State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the
16 federal or California Minimum Wage to all its Covered Individuals (as defined within the
17 “Compliance” paragraph of this Contract) that directly or indirectly provide services pursuant to this
18 Contract, in any manner whatsoever. CONTRACTOR shall require and verify that all of its Covered
19 Individuals
20 Individuals
21 providing services pursuant to this Contract be paid no less than the greater of the federal or California
22 Minimum Wage.

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

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

30 **XX. NONDISCRIMINATION**

31 **A. EMPLOYMENT**

32 1. During the term of this Contract, CONTRACTOR and its Covered Individuals (as defined
33 in the “Compliance” paragraph of this Contract) shall not unlawfully discriminate against any
34 employee or applicant for employment because of his/her race, religious creed, color, national origin,
35 ancestry, physical disability, mental disability, medical condition, genetic information, marital status,
36 sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.
37

1 Additionally, during the term of this Contract, CONTRACTOR and its Covered Individuals shall
2 require in its subcontracts that subcontractors shall not unlawfully discriminate against any employee
3 or applicant for employment because of his/her race, religious creed, color, national origin, ancestry,
4 physical disability, mental disability, medical condition, genetic information, marital status, sex,
5 gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.

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

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

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

16 5. All solicitations or advertisements for employees placed by or on behalf of
17 CONTRACTOR and/or subcontractor shall state that all qualified applicants will receive consideration
18 for employment without regard to race, religious creed, color, national origin, ancestry, physical
19 disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender
20 identity, gender expression, age, sexual orientation, or military and veteran status. Such requirements
21 shall be deemed fulfilled by use of the term EOE.

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

27 B. SERVICES, BENEFITS AND FACILITIES – CONTRACTOR and/or subcontractor shall not
28 discriminate in the provision of services, the allocation of benefits, or in the accommodation in
29 facilities on the basis of race, religious creed, color, national origin, ancestry, physical disability,
30 mental disability, medical condition, genetic information, marital status, sex, gender, gender identity,
31 gender expression, age, sexual orientation, or military and veteran status in accordance with Title IX of
32 the Education Amendments of 1972 as they relate to 20 USC §1681 - §1688; Title VI of the Civil
33 Rights Act of 1964 (42 USC §2000d); the Age Discrimination Act of 1975 (42 USC §6101); Title 9,
34 Division 4, Chapter 6, Article 1 (§10800, et seq.) of the CCR; and Title II of the Genetic Information
35 Nondiscrimination Act of 2008, 42 USC 2000ff, et seq. as applicable, and all other pertinent rules and
36 regulations promulgated pursuant thereto, and as otherwise provided by state law and regulations, as
37 all may now exist or be hereafter amended or changed. For the purpose of this Nondiscrimination

1 paragraph, discrimination includes, but is not limited to the following based on one or more of the
2 factors identified above:

- 3 1. Denying a Client or potential Client any service, benefit, or accommodation.
- 4 2. Providing any service or benefit to a Client which is different or is provided in a different
5 manner or at a different time from that provided to other Clients.
- 6 3. Restricting a Client in any way in the enjoyment of any advantage or privilege enjoyed by
7 others receiving any service and/or benefit.
- 8 4. Treating a Client differently from others in satisfying any admission requirement or
9 condition, or eligibility requirement or condition, which individuals must meet in order to be provided
10 any service and/or benefit.
- 11 5. Assignment of times or places for the provision of services.

12 C. COMPLAINT PROCESS – CONTRACTOR shall establish procedures for advising all
13 Clients through a written statement that CONTRACTOR’s and/or subcontractor’s Clients may file all
14 complaints alleging discrimination in the delivery of services with CONTRACTOR, subcontractor,
15 and ADMINISTRATOR or the U.S. Department of Health and Human Services’ OCR.

16 1. Whenever possible, problems shall be resolved at the point of service. CONTRACTOR
17 shall establish an internal problem resolution process for Clients not able to resolve such problems at
18 the point of service. Clients may initiate a grievance or complaint directly with CONTRACTOR either
19 orally or in writing.

20 a. COUNTY shall establish a formal resolution and grievance process in the event
21 grievance is not able to be resolved at point of service.

22 2. Within the time limits procedurally imposed, the complainant shall be notified in writing
23 as to the findings regarding the alleged complaint and, if not satisfied with the decision, has the right
24 to request a State Fair Hearing.

25 D. PERSONS WITH DISABILITIES – CONTRACTOR and/or subcontractor agree to comply
26 with the provisions of §504 of the Rehabilitation Act of 1973, as amended, (29 USC 794 et seq., as
27 implemented in 45 CFR 84.1 et seq.), and the Americans with Disabilities Act of 1990 as amended (42
28 USC 12101 et seq.; as implemented in 29 CFR 1630), as applicable, pertaining to the prohibition of
29 discrimination against qualified persons with disabilities in all programs or activities, and if applicable,
30 as implemented in Title 45, CFR, §84.1 et seq., as they exist now or may be hereafter amended
31 together with succeeding legislation.

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

37 //

1 F. In the event of non-compliance with this paragraph or as otherwise provided by federal and
2 state law, this Contract may be canceled, terminated or suspended in whole or in part and
3 CONTRACTOR or subcontractor may be declared ineligible for further contracts involving federal,
4 state or COUNTY funds.

6 **XXI. NOTICES**

7 A. Unless otherwise specified, all notices, claims, correspondence, reports and/or statements
8 authorized or required by this Contract shall be effective:

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

12 2. When faxed, transmission confirmed;

13 3. When sent by Email; or

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

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

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

24 D. For purposes of this Contract, any notice to be provided by COUNTY may be given by
25 ADMINISTRATOR.

27 **XXII. NOTIFICATION OF DEATH**

28 A. Upon becoming aware of the death of any person served pursuant to this Contract,
29 CONTRACTOR shall immediately notify ADMINISTRATOR.

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

33 1. TELEPHONE NOTIFICATION – CONTRACTOR shall notify ADMINISTRATOR by
34 telephone immediately upon becoming aware of the death due to non-terminal illness of any person
35 served pursuant to this Contract; notice need only be given during normal business hours.

36 2. WRITTEN NOTIFICATION

37 //

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

4 b. TERMINAL ILLNESS – CONTRACTOR shall notify ADMINISTRATOR by
5 written report hand delivered, faxed, sent via encrypted email, within forty-eight (48) hours of
6 becoming aware of the death due to terminal illness of any person served pursuant to this Contract.

7 c. When notification via encrypted email is not possible or practical CONTRACTOR
8 may hand deliver or fax to a known number said notification.

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

13
14 **XXIII. NOTIFICATION OF PUBLIC EVENTS AND MEETINGS**

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

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

22
23 **XXIV. RECORDS MANAGEMENT AND MAINTENANCE**

24 A. CONTRACTOR, its officers, agents, employees and subcontractors shall, throughout the term
25 of this Contract, prepare, maintain and manage records appropriate to the services provided and in
26 accordance with this Contract and all applicable requirements.

27 1. CONTRACTOR shall maintain records that are adequate to substantiate the services for
28 which claims are submitted for reimbursement under this Contract and the charges thereto. Such
29 records shall include, but not be limited to, individual patient charts and utilization review records.

30 2. CONTRACTOR shall keep and maintain records of each service rendered to each MSN
31 Patient, the identity of the MSN Patient to whom the service was rendered, the date the service was
32 rendered, and such additional information as ADMINISTRATOR or DHCS may require.

33 3. CONTRACTOR shall maintain books, records, documents, accounting procedures and
34 practices, and other evidence sufficient to reflect properly all direct and indirect cost of whatever
35 nature claimed to have been incurred in the performance of this Contract and in accordance with
36 Medicare principles of reimbursement and GAAP.

37 //

1 4. CONTRACTOR shall ensure the maintenance of medical records required by §70747
2 through and including §70751 of the CCR, as they exist now or may hereafter be amended, the
3 medical necessity of the service, and the quality of care provided. Records shall be maintained in
4 accordance with §51476 of Title 22 of the CCR, as it exists now or may hereafter be amended.

5 B. CONTRACTOR shall implement and maintain administrative, technical and physical
6 safeguards to ensure the privacy of PHI and prevent the intentional or unintentional use or disclosure
7 of PHI in violation of the HIPAA, federal and state regulations. CONTRACTOR shall mitigate to the
8 extent practicable, the known harmful effect of any use or disclosure of PHI made in violation of
9 federal or state regulations and/or COUNTY policies.

10 C. CONTRACTOR's participant, Client, and/or patient records shall be maintained in a secure
11 manner. CONTRACTOR shall maintain participant, Client, and/or patient records and must establish
12 and implement written record management procedures.

13 D. CONTRACTOR shall retain all financial records for a minimum of ten (10) years from the
14 termination of the Contract, unless a longer period is required due to legal proceedings such as
15 litigations and/or settlement of claims.

16 E. CONTRACTOR shall retain all Client and/or patient medical records for ten (10) years
17 following discharge of the participant, Client and/or patient.

18 F. CONTRACTOR shall make records pertaining to the costs of services, participant fees,
19 charges, billings, and revenues available at one (1) location within the limits of the County of Orange.
20 If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR may
21 provide written approval to CONTRACTOR to maintain records in a single location, identified by
22 CONTRACTOR.

23 G. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising
24 out of, this Contract, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR
25 all information that is requested by the PRA request.

26 H. CONTRACTOR shall ensure all HIPAA DRS requirements are met. HIPAA requires that
27 Clients, participants and/or patients be provided the right to access or receive a copy of their DRS
28 and/or request addendum to their records. Title 45 CFR §164.501, defines DRS as a group of records
29 maintained by or for a covered entity that is:

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

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

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

35 I. CONTRACTOR may retain Client, and/or patient documentation electronically in accordance
36 with the terms of this Contract and common business practices. If documentation is retained
37 electronically, CONTRACTOR shall, in the event of an audit or site visit:

1 1. Have documents readily available within twenty-four (24) hour notice of a scheduled
2 audit or site visit.

3 2. Provide auditor or other authorized individuals access to documents via a computer
4 terminal.

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

7 J. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and
8 security of PII and/or PHI. CONTRACTOR shall, upon discovery of a Breach of privacy and/or
9 security of PII and/or PHI by CONTRACTOR, notify federal and/or state authorities as required by
10 law or regulation, and copy ADMINISTRATOR on such notifications.

11 K. CONTRACTOR may be required to pay any costs associated with a Breach of privacy
12 and/or security of PII and/or PHI, including but not limited to the costs of notification.
13 CONTRACTOR shall pay any and all such costs arising out of a Breach of privacy and/or security of
14 PII and/or PHI. CONTRACTOR shall obtain an NPI for each site identified as a location for providing
15 contractual services. Provider's site NPIs must be submitted to the ADMINISTRATOR prior to
16 rendering services to Clients. Contractors providing direct or indirect services for State reporting must
17 also submit rendering (individual) provider NPIs to ADMINISTRATOR for each staff member
18 providing Medi-Cal billable services. CONTRACTOR reimbursement will not be processed unless
19 NPIs are on file with ADMINISTRATOR in advance of providing services to Clients. It is the
20 responsibility of each contract provider site and individual staff member that bills Medi-Cal to obtain
21 an NPI from the NPPES. Each contract site, as well as every staff member that provides billable
22 services, is responsible for notifying the NPPES within thirty (30) calendar days of any updates to
23 personal information, which may include, but is not limited to, worksite address, name changes,
24 taxonomy code changes, etc.

25 26 **XXV. RESEARCH AND PUBLICATION**

27 CONTRACTOR shall not utilize information and/or data received from COUNTY, or arising out
28 of, or developed, as a result of this Contract for any purpose other than performance of services under
29 this Contract.

30 31 **XXVI. SEVERABILITY**

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

37 //

XXVII. SPECIAL PROVISIONS

1
2 A. CONTRACTOR shall not use the funds provided by means of this Contract for the following
3 purposes:

4 1. Making cash payments to intended recipients of services through this Contract.

5 2. Lobbying any governmental agency or official. CONTRACTOR shall file all
6 certifications and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g.,
7 limitation on use of appropriated funds to influence certain federal contracting and financial
8 transactions).

9 3. Fundraising.

10 4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
11 CONTRACTOR's staff, volunteers, interns, consultants, subcontractors, and members of the Board of
12 Directors or governing body.

13 5. Reimbursement of CONTRACTOR's members of the Board of Directors or governing
14 body for expenses or services.

15 6. Making personal loans to CONTRACTOR's staff, volunteers, interns, consultants,
16 subcontractors, and members of the Board of Directors or governing body, or its designee or
17 authorized agent, or making salary advances or giving bonuses to CONTRACTOR's staff.

18 7. Paying an individual salary or compensation for services at a rate in excess of the current
19 Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary
20 Schedule may be found at www.opm.gov.

21 8. Severance pay for separating employees.

22 9. Paying rent and/or lease costs for a facility prior to the facility meeting all required
23 building codes and obtaining all necessary building permits for any associated construction.

24 10. Purchasing or improving land, including constructing or permanently improving any
25 building or facility, except for tenant improvements.

26 11. Satisfying any expenditure of non-federal funds as a condition for the receipt of federal
27 funds (matching).

28 12. Contracting or subcontracting with any entity other than an individual or nonprofit entity.

29 13. Producing any information that promotes responsible use, if the use is unlawful, of drugs
30 or alcohol.

31 14. Promoting the legalization of any drug or other substance included in Schedule 1 of the
32 Controlled Substance Act (21 USC 812).

33 15. Distributing or aiding in the distribution of sterile needles or syringes for the hypodermic
34 injection of any illegal drug.

35 16. Assisting, promoting, or deterring union organizing.

36 17. Providing inpatient hospital services or purchasing major medical equipment.

37 //

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

- 4 1. Funding travel or training (excluding mileage or parking).
- 5 2. Making phone calls outside of the local area unless documented to be directly for the
6 purpose of Client care.
- 7 3. Payment for grant writing, consultants, certified public accounting, or legal services.
- 8 4. Purchase of artwork or other items that are for decorative purposes and do not directly
9 contribute to the quality of services to be provided pursuant to this Contract.
- 10 5. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
11 CONTRACTOR’s Clients.

12 C. Neither Party shall be responsible for delays or failures in performance resulting from acts
13 beyond the control of the affected Party. Such acts shall include, but not be limited to, acts of God,
14 fire, flood, earthquake, other natural disaster, nuclear accident, strike, lockout, riot, freight, embargo,
15 public related utility, or governmental statutes or regulations imposed after the fact.

16
17 **XXVIII. STATUS OF CONTRACTOR**

18 CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be
19 wholly responsible for the manner in which it performs the services required of it by the terms of this
20 Contract. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and
21 consultants employed by CONTRACTOR. This Contract shall not be construed as creating the
22 relationship of employer and employee, or principal and agent, between COUNTY and
23 CONTRACTOR or any of CONTRACTOR’s employees, agents, consultants, volunteers, interns, or
24 subcontractors. CONTRACTOR assumes exclusively the responsibility for the acts of its employees,
25 agents, consultants, volunteers, interns, or subcontractors as they relate to the services to be provided
26 during the course and scope of their employment. CONTRACTOR, its agents, employees, consultants,
27 volunteers, interns, or subcontractors, shall not be entitled to any rights or privileges of COUNTY’s
28 employees and shall not be considered in any manner to be COUNTY’s employees.

29
30 **XXIX. TERM**

31 A. The term of this Contract shall commence as specified in the Referenced Contract Provisions
32 of this Contract or the execution date, whichever is later. This Contract shall terminate as specified in
33 the Referenced Contract Provisions of this Contract unless otherwise sooner terminated as provided in
34 this Contract. CONTRACTOR shall perform such duties as would normally extend beyond this term,
35 including but not limited to, obligations with respect to confidentiality, indemnification, audits,
36 reporting, and accounting.

37 //

1 B. Any administrative duty or obligation to be performed pursuant to this Contract on a weekend
2 or holiday may be performed on the next regular business day.

3
4 **XXX. TERMINATION**

5 A. Either party may terminate this Contract, without cause, upon thirty (30) calendar day written
6 notice given the other party. CONTRACTOR shall be responsible for meeting all programmatic and
7 administrative contracted objectives and requirements as indicated in this Contract. CONTRACTOR
8 shall be subject to the issuance of a CAP for the failure to perform to the level of contracted objectives,
9 continuing to not meet goals and expectations, and/or for non-compliance. If CAPs are not completed
10 within timeframe as determined by ADMINISTRATOR notice, payments may be reduced or withheld
11 until CAP is resolved and/or this Contract could be terminated.

12 B. COUNTY may terminate this Contract immediately, upon written notice, on the occurrence of
13 any of the following events:

- 14 1. The loss by CONTRACTOR of legal capacity.
- 15 2. Cessation of services.
- 16 3. The delegation or assignment of CONTRACTOR's services, operation or administration
17 to another entity without the prior written consent of COUNTY.
- 18 4. The neglect by any physician or licensed person employed by CONTRACTOR of any
19 duty required pursuant to this Contract.
- 20 5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of
21 this Contract.
- 22 6. The continued incapacity of any physician or licensed person to perform duties required
23 pursuant to this Contract.
- 24 7. Unethical conduct or malpractice by any physician or licensed person providing services
25 pursuant to this Contract; provided, however, COUNTY may waive this option if CONTRACTOR
26 removes such physician or licensed person from serving persons treated or assisted pursuant to this
27 Contract.

28 **C. CONTINGENT FUNDING**

- 29 1. Any obligation of COUNTY under this Contract is contingent upon the following:
 - 30 a. The continued availability of federal, state and county funds for reimbursement of
31 COUNTY's expenditures, and
 - 32 b. Inclusion of sufficient funding for the services hereunder in the applicable budget(s)
33 approved by the Board of Supervisors.
- 34 2. In the event such funding is subsequently reduced or terminated, COUNTY may suspend,
35 terminate or renegotiate this Contract upon thirty (30) calendar days' written notice given
36 CONTRACTOR. If COUNTY elects to renegotiate this Contract due to reduced or terminated
37 funding, CONTRACTOR shall not be obligated to accept the renegotiated terms.

1 D. In the event this Contract is suspended or terminated prior to the completion of the term as
2 specified in the Referenced Contract Provisions of this Contract, ADMINISTRATOR may, at its
3 sole discretion, reduce the Amount Not To Exceed of this Contract to be consistent with the reduced
4 term of this Contract.

5 E. In the event this Contract is terminated, CONTRACTOR shall do the following:

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

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

10 3. Until the date of termination, continue to provide the same level of service required by
11 this Contract.

12 4. If Clients are to be transferred to another facility for services, furnish
13 ADMINISTRATOR, upon request, all Client information and records deemed necessary by
14 ADMINISTRATOR to effect an orderly transfer.

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

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

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

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

27 9. Provide written notice of termination of services to each Client being served under this
28 Contract, within fifteen (15) calendar days of receipt of termination notice. A copy of the notice of
29 termination of services must also be provided to ADMINISTRATOR within the fifteen (15) calendars
30 day period.

31 F. The rights and remedies of COUNTY provided in this Termination Paragraph shall not be
32 exclusive, and are in addition to any other rights and remedies provided by law or under this Contract.

33 **XXXI. THIRD PARTY BENEFICIARY**

34 Neither party hereto intends that this Contract shall create rights hereunder in third parties
35 including, but not limited to, any subcontractors or any Clients provided services pursuant to this
36 Contract.
37

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37

XXXII. WAIVER OF DEFAULT OR BREACH

Waiver by COUNTY of any default by CONTRACTOR shall not be considered a waiver of any subsequent default. Waiver by COUNTY of any breach by CONTRACTOR of any provision of this Contract shall not be considered a waiver of any subsequent breach. Waiver by COUNTY of any default or any breach by CONTRACTOR shall not be considered a modification of the terms of this Contract.

XXXIII. REVENUE

A. CLIENT FEES – CONTRACTOR shall not charge a fee to DMC beneficiaries to whom services are provided pursuant to this Contract, their estates and/or responsible relatives, unless a Share of Cost is determined per Medi-Cal eligibility.

B. THIRD-PARTY REVENUE – CONTRACTOR shall make every reasonable effort to obtain all available third-party reimbursement for which persons served pursuant to this Contract may be eligible. Charges to insurance carriers shall be on the basis of CONTRACTOR’s usual and customary charges. An Assignment of Benefits must be present in a Client’s file when applicable.

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

//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//
//

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

3 **WESTERN PACIFIC MED-CORP**

4
5 DocuSigned by:
6 BY: Mark Hickman DATED: 2/23/2023
7 768A3D7AE19B419...

8 TITLE: CEO
9

10
11
12
13
14 COUNTY OF ORANGE

15
16
17 BY: _____ DATED: _____
18 HEALTH CARE AGENCY

19
20
21
22
23 APPROVED AS TO FORM
24 OFFICE OF THE COUNTY COUNSEL
25 ORANGE COUNTY, CALIFORNIA

26
27 DocuSigned by:
28 BY: Brittany Mclean DATED: 2/23/2023
29 9713A4081D4343D...
30 DEPUTY

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

1 EXHIBIT A
2 TO CONTRACT FOR PROVISION OF
3 DRUG MEDI-CAL NARCOTIC REPLACEMENT THERAPY TREATMENT SERVICES
4 WITH
5 WESTERN PACIFIC MED-CORP
6 JULY 1, 2023 THROUGH JUNE 30, 2025
7

8 **I. COMMON TERMS AND DEFINITIONS**

9 A. The parties agree to the following terms and definitions, and to those terms and definitions
10 which, for convenience, are set forth elsewhere in this Contract.

11 1. AB109 Services means services for DMC covered Clients deemed eligible by California
12 Department of Corrections and Rehabilitation and/or OCPD. Clients in AB 109 Services are those who
13 have received sentencing for a felony or misdemeanor that is non-violent, non-sexual, and non-serious.

14 2. American Society of Addiction Medicine (ASAM) Criteria means a comprehensive set of
15 guidelines for placement, continued stay and transfer/discharge of Clients with addiction and co-
16 occurring conditions.

17 3. California Outcomes Measurement System (CalOMS) means a statewide Client-based data
18 collection and outcomes measurement system as required by the State to effectively manage and
19 improve the provision of alcohol and other drug services at the state, COUNTY, and provider levels.

20 4. Care Coordination means services which include, but are not limited to, referral and
21 Linkage to ancillary services not provided by CONTRACTOR such as contacting outside agencies and
22 making referrals for services, including academic education, vocational training, medical and dental
23 treatment, pre-and-post counseling and testing for infectious diseases, legal assistance, job search
24 assistance, financial assistance, childcare, and self-help programs such as 12-step programs.
25 Additionally, care coordination includes helping Clients build support in the community and helping
26 Clients deal with impairments in life skills due to their substance use problems. Care coordination
27 service include periodic reassessment of the Client's need for continued care coordination services and
28 assistance to successfully transition to lower or higher levels of care, as determined by review of the
29 treatment plans.

30 5. Client means a male or female aged 12 and over residing in the County of Orange who has
31 a primary problem of opiate use disorder and/or other qualifying substance use disorder allowable by the
32 DMC-ODS formulary that also qualifies for admission as per Title 9 and contractual eligibility
33 requirements.

34 6. Collateral Services means sessions with the significant persons in the Client's life, focusing
35 on their treatment needs to support the achievement of the Client's treatment goals. Significant persons
36 are individuals that have a personal, not official or professional, relationship with the Client. The Client
37 may or may not be present during the session.

1 7. Completion –

2 a. Satisfactory Completion means Clients who have attended sessions as prescribed and
3 are discharged from treatment after making significant positive progress on their treatment plan goals.

4 b. Unsatisfactory Completion means Clients who have not attended sessions and are
5 discharged without making progress on their treatment plan goals.

6 8. Co-Occurring means a person who has at least one substance use disorder and one mental
7 health disorder that can be diagnosed independently of each other.

8 9. Counselor means a staff member who is registered or certified by one of the State approved
9 Counseling Certification programs or who is a registered intern or licensed by the Board of Behavioral
10 Sciences. A Counselor must remain in good standing with the certification or licensing process.

11 10. Crisis Intervention means providing emergency assessment and counseling with the Client
12 in a crisis situation. This shall include an actual relapse or an unforeseen event or circumstance which
13 presents an imminent threat of relapse to stabilize the emergency situation. Crisis sessions shall be
14 limited to the stabilization of the Client's emergency situation.

15 11. Detoxification Therapy means narcotic therapy used in decreasing medically determined
16 dosage levels for a period of not more than twenty-one (21) calendar days, to reduce or eliminate opiate
17 dependence.

18 12. Diagnosis means the definition of the nature of the Client's substance use disorder. When
19 formulating the diagnosis of Client, CONTRACTOR shall use the diagnosis codes as specified in the
20 most current edition of the DSM published by the American Psychiatric Association. DSM diagnosis
21 shall be recorded on all IRIS documents, as appropriate. It shall also be recorded on the Medical
22 Necessity form and Treatment Plans.

23 13. Discharge/Referral and Linkage means providing the needed resources upon discharge from
24 the program through Discharge Planning services via an Exit Plan for those completing their
25 individualized course of maintenance services so that Client has the knowledge and resources to seek
26 treatment again as needed or outside supportive services. As part of the Discharge/Referral and Linkage
27 process, CONTRACTOR must perform a discharge summary for Clients within thirty (30) calendar
28 days of discharge.

29 14. Dose means the administration of a specific amount of methadone and/or other MAT
30 prescribed by a physician for the Client's care along with medical care and individual and/or group
31 counseling.

32 15. Drug and Alcohol Treatment Access Report (DATAR) means the Department of Health
33 Care Services (DHCS) system to collect data on Substance Use Disorder treatment capacity and waiting
34 lists.

35 16. Drug/Alcohol Screening means providing drug/alcohol screening/testing once a month or as
36 delineated by HCA.

37 //

1 17. Early Periodic Screening, Diagnostic and Treatment (EPSDT) means the federally
2 mandated Medicaid benefit that entitles full-scope Medi-Cal-covered beneficiaries less than twenty-one
3 (21) years of age to receive any Medicaid service necessary to correct or help to improve a defect,
4 mental illness, or other condition, such as a substance-related disorder, that is discovered during a health
5 screening.

6 18. Group Counseling means group-based services with a minimum of two (2) Clients and a
7 maximum of twelve (12) Clients with at least one DMC beneficiary per group billed in ten (10) minute
8 increments. Group counseling sessions are provided in a developmentally appropriate environment (i.e.,
9 age, culture, etc.) and utilize evidence-based practices (EBP).

10 19. Individual Counseling means counseling provided to an individual as needed and identified
11 on the treatment plan as appropriate for Clients. Individual Counseling shall be performed at a minimum
12 of one (1) fifty (50) minute session per month. Utilization of EBPs in these sessions is required by the
13 County DMC-ODS standards.

14 20. Intake means the initial meeting between a Client and CONTRACTOR staff in which
15 specific information about the Client is gathered and standard admission forms completed pursuant to
16 this Contract. This includes utilization of an ASAM-based Assessment, or any other tools as designated
17 by COUNTY HCA, to provide a standardized, comprehensive risk and needs assessment to each Client.
18 Assessment tools will be co-occurring capable, and meet best practice standards.

19 21. Integrated Records Information System (IRIS) means a collection of applications and
20 databases that serve the needs of programs within HCA and includes functionality such as registration
21 and scheduling, laboratory information system, billing and reporting capabilities, compliance with
22 regulatory requirements, electronic medical records, and other relevant applications.

23 22. Level of Care Assessment means a comprehensive set of guidelines for placement,
24 continued stay, and transfer/discharge of Clients with addiction and co-occurring conditions developed
25 by HCA based on ASAM criteria. Level of care determination must be documented by a LPHA within
26 their scope of practices.

27 23. Licensed Practitioner of the Healing Art (LPHA) means any Physicians, Nurse
28 Practitioners, Physician Assistants, Registered Nurses, Registered Pharmacists, Licensed Clinical
29 Psychologists, Licensed Clinical Social Worker, Licensed Professional Clinical Counselor, Licensed
30 Marriage and Family Therapists, or license-eligible practitioners working under the supervision of
31 licensed clinicians, working within their scope of practice.

32 24. Linkage means connecting Clients to ancillary services such as outpatient and/or residential
33 treatment and supportive services which may include self-help groups, social services, rehabilitation
34 services, vocational services, job training services, or other appropriate services.

35 25. Medication Assisted Treatment (MAT) means the assessment, prescription, administration,
36 and monitoring of FDA-approved medications for SUD. MAT services are conducted by staff lawfully
37 authorized to provide such services within their scope of practice or licensure.

1 26. Maintenance Therapy means the treatment modality whereby narcotic replacement therapy
2 is used in sustained, stable, medically determined dosage levels for a period in excess of twenty-one (21)
3 calendar days, to reduce or eliminate chronic opioid use disorder, while the patient is provided a
4 comprehensive range of treatment services.

5 27. Medical Director means the physician licensed to practice medicine in California who is
6 responsible for medical services provided by CONTRACTOR. The Medical Director shall be enrolled
7 with DHCS under applicable state regulations. The Medical Director duties encompass signing of
8 documentation, placing Clients in treatment, initiating, altering and terminating therapy medications and
9 dosage amounts, supervising the administration and dispensing of medications, and planning and
10 supervising provision of treatment, including regular review and notes in the Clients' records.

11 28. Medical Necessity means the decision by CONTRACTOR's Medical Director that a Client
12 meets admission criteria and continuing care justification pursuant to CCR, Title 22 and Title 9, Section
13 10270. Medically Necessary services are provided in accordance with an individualized treatment plan
14 determined by a licensed physician or licensed prescriber and approved and authorized according to
15 State requirements.

16 29. Medication Psychotherapy means a type of counseling service consisting of a face-to-face
17 discussion conducted by the Medical Director of the NTP on a one-on-one basis with the Client on
18 issues identified in the treatment plan.

19 30. Medication Services means the physician prescribed medications related to a Client's SUD
20 treatment services covered under the DMC-ODS formulary including methadone, buprenorphine,
21 naloxone, buprenorphine-naloxone, naltrexone, and disulfiram. CONTRACTOR staff will regularly
22 communicate with physicians unless the Client refuses to consent to sign a 42 CFR Part 2 compliant
23 Authorization to Disclose form.

24 31. Notice of Adverse Benefit Determination (NOABD) means a formal communication to the
25 Medi-Cal beneficiary of any action regarding their Drug Medi-Cal services and their right to appeal,
26 consistent with 42 CFR 438.404 and 438.10.

27 32. Perinatal means the condition of being pregnant or up to sixty (60) calendar days
28 postpartum. In addition to the services established for outpatient Clients, the provider must offer
29 Perinatal Clients additional parenting education, referrals, transportation, childcare, and other services,
30 as specified by the DHCS Perinatal Practice Guidelines. If Client no longer meets this Perinatal
31 definition, the Client would be eligible for non-Perinatal services as long as they meet medical necessity
32 for the designated level of care.

33 33. Physician Extender means a registered nurse practitioner and physicians' assistants only.

34 34. Program Protocol means the written program description, goals, objectives, and policies
35 established by CONTRACTOR for the methadone therapy program provided pursuant to the Contract.

36 35. Screening means the process by which the program obtains information about the individual
37 seeking admission for methadone therapy services.

1 36. Self Help Meeting means a non-professional, peer participatory meeting formed by people
2 with a common problem or situation offering mutual support to each other towards a goal of healing or
3 recovery.

4 37. Substance Use Disorder (SUD) means a condition in which the use of one or more
5 substances leads to a clinically significant impairment or distress as specified in the most current edition
6 of the DSM published by the American Psychiatric Association.

7 38. Telehealth means office or outpatient visits between provider and Client via interactive
8 audio and video telecommunication systems. Telehealth between providers means communication
9 between two providers for purpose of consultation, performed via interactive audio and video
10 telecommunication systems.

11 39. Token means the security device which allows an individual user to access the HCA
12 computer-based IRIS.

13 40. Unit of Service means a calendar month of treatment services at a Narcotic Treatment
14 Program provided pursuant to Title 22 and Title 9. Dosing and counseling services may be provided on
15 the same day to a single Client.

16 B. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
17 Common Terms and Definitions Paragraph of this Exhibit A to the Contract.

18 **II. PAYMENTS**

19
20 A. BASIS FOR REIMBURSEMENT – As compensation to CONTRACTOR for services provided
21 pursuant to the Contract, COUNTY shall pay CONTRACTOR monthly in arrears at the State Mandated
22 NTP DMC ODS rates of reimbursement, as listed below, or as amended by State mandate:

<u>Service</u>	<u>Unit of Service</u>	<u>Fee Determination</u>	<u>Regular DMC Rate per unit</u>	<u>Perinatal DMC Rate per unit</u>
NTP – Methadone	Daily	State Mandated	\$16.20	\$17.45
NTP – Buprenorphine-Mono	Daily	State Mandated	\$31.32	\$42.38
NTP – Buprenorphine-Naloxone: Tablets	Daily	State Mandated	\$31.80	\$42.85
NTP – Buprenorphine-Naloxone: Film	Daily	State Mandated	\$28.31	\$39.37
NTP – Buprenorphine Injectable	Monthly	State Mandated	\$1,970.17	\$1970.17

<u>Service</u>	<u>Unit of Service</u>	<u>Fee Determination</u>	<u>Regular DMC Rate per unit</u>	<u>Perinatal DMC Rate per unit</u>
NTP – Naltrexone Injectable	Monthly	State Mandated	\$2,151.97	\$2,151.97
NTP – Disulfiram	Daily	State Mandated	\$11.30	\$11.47
NTP – Naloxone	Dispensed according to need	State Mandated	\$144.96	\$144.96
Physician Consultation	15-minute increments	County Determined	\$89.30	\$89.30
NTP – Individual Counseling	One 10- minute increment	State Mandated	\$19.07	\$27.21
NTP – Group Counseling	One 10- minute increment	State Mandated	\$4.49	\$9.09

B. MAT will be reimbursed for onsite administration and dispensing at NTP programs; additionally, physicians and licensed prescribers in DMC programs will be reimbursed for the ordering, prescribing, administering, and monitoring of MAT as per DMC-ODS Waiver STC's. However, the total of monthly payments to CONTRACTOR shall not exceed COUNTY's Amount Not to Exceed set forth in the Referenced Contract Provisions of the Contract; and provided further that CONTRACTOR's invoicing and billing are allowable pursuant to applicable COUNTY, federal and state regulations. ADMINISTRATOR may, at its discretion, pay supplemental invoices for any month for which the negotiated amount for actual units of service provided during Period One and/or Period Two, as specified in the Referenced Contract Provisions of this Contract, has not been fully paid. Non-compliance will require the completion of a CAP by CONTRACTOR. If CAPs are not completed within timeframes approved by ADMINISTRATOR, payments may be reduced accordingly.

C. COUNTY shall pay CONTRACTOR monthly, in arrears, however, the total of such payments during any Period shall not exceed COUNTY's corresponding Period Amount Not to Exceed. CONTRACTOR's invoices shall be on a form approved or provided by ADMINISTRATOR and shall provide such information as is required by ADMINISTRATOR. Invoices are due by the tenth (10th) calendar day of each month, and payments to CONTRACTOR should be released by COUNTY no later than thirty (30) calendar days after receipt of the correctly completed invoice form.

//

1 D. Monthly payments are interim payments only, and subject to Final Settlement of this Contract.
2 Invoices received after the due date may not be paid in accordance with Subparagraph II.B of this
3 Exhibit A to this Contract.

4 E. All invoicing and billing to COUNTY shall be supported at CONTRACTOR's facility, by
5 source documentation, including, but not limited to, Client charts, electronic health records, treatment
6 plans, records of services, etc. that clearly denote the appropriate and allowable provision of specified
7 units of service to eligible Clients to which CONTRACTOR is entitled to compensation as a result of
8 and in the performance of duties for COUNTY.

9 F. ADMINISTRATOR may withhold or delay any payment if CONTRACTOR fails to comply
10 with any provision of this Contract or is not in compliance with federal, state or COUNTY regulations
11 governing the provision of contracted services.

12 G. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration
13 and/or termination of this Contract, except as may otherwise be provided for under this Contract.

14 H. In conjunction with Subparagraph II.A and B. above, CONTRACTOR shall not enter Units of
15 Service into COUNTY IRIS system for services not rendered. If such information has been entered,
16 CONTRACTOR shall make corrections within ten (10) calendar days from notification by
17 ADMINISTRATOR. Additionally, to assist in the protection of data integrity, CONTRACTOR shall
18 create a procedure to ensure separation of duties between the individual performing direct services
19 (LPHA, clinicians, counselors, etc.), and the clerical staff who enter information into the IRIS system.
20 Clerical staff shall enter data into IRIS using the chart information provided by the direct service staff.

21 I. CONTRACTOR shall ensure compliance with all DMC billing and documentation
22 requirements when entering Units of Service into COUNTY IRIS system. ADMINISTRATOR shall
23 withhold payment for non-compliant Units of Service, and may reduce, withhold or delay any payment
24 associated with non-compliant billing practices.

25 J. CONTRACTOR may be required to have an audit conducted in accordance with federal OMB
26 Circular A-133. CONTRACTOR is responsible for complying with any federal audit requirements
27 within the reporting period specified by OMB Circular A-133.

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

30 31 **III. RECORDS**

32 A. CLIENT RECORDS – CONTRACTOR shall maintain adequate records in accordance with the
33 DHCS as they may be amended or superseded at a later time during the course of this Contract, the
34 COUNTY Guidelines, California Code of Regulations (CCR), Title 22, Title 9, and
35 ADMINISTRATOR's requirements on each individual Client in sufficient detail to permit an evaluation
36 of services, which shall include documentation of all activities, services, sessions, and assessment,
37 including but not limited to:

1 1. Documentation that the prescribed treatment for substance use disorders is appropriate for
2 the Client. This shall include the Medical Director or LPHA’s initial medical necessity determination for
3 the DMC-ODS benefit, including evidence of prior treatment history and/or current use of opiates
4 and/or alcohol;

5 2. SUD Diagnosis;

6 3. Date of Birth;

7 4. Intake and admission data, including a physical examination;

8 5. Treatment Plans;

9 6. Reassessments of Client functioning;

10 7. Progress notes, including those for required monthly counseling sessions;

11 8. Medication orders and regular reviews signed by the physician;

12 9. Continuing Service Justifications;

13 10. Laboratory test orders and results, including Tuberculosis clearance and other lab results as
14 required by Title 9 and HCA Contract;

15 11. Evidence of care coordination to support Clients in meeting their essential needs;

16 12. Screening for Human Trafficking – each Client’s chart shall contain the results of screening
17 for victims of human trafficking (TVPA 2000);

18 13. California Outcomes Measurement System (CalOMS);

19 14. Outcome measures and screening tools as determined by ADMINISTRATOR;

20 15. Drug screening results, as well as CONTRACTOR’s response to a test or analysis for illicit
21 drug use which discloses: the absence of methadone and/or other prescribed medications and their
22 primary metabolites, the presence of any illicit drugs, or abuse of other substances, including alcohol;

23 a. Discharge plan;

24 b. Discharge summary;

25 c. Quality Review Check Sheet; and

26 d. Any other Client information which the program finds useful in treating the Client or as
27 ADMINISTRATOR deems necessary;

28 16. CONTRACTOR shall retain all Client medical records for ten (10) years following
29 discharge of the Client, with the exception of non-emancipated minors for whom records must be kept
30 for at least one (1) year after such minors have reached the age of eighteen (18) years, or for ten (10)
31 years after the last date of service, whichever is longer.

32 B. FINANCIAL RECORDS – CONTRACTOR shall prepare and maintain accurate and complete
33 financial records of its costs and operating expenses. Such records shall reflect the actual costs of the
34 type of service for which payment is claimed in accordance with generally accepted accounting
35 principles.

36 //

37 //

1 free CalOMS discharge record within twenty-one (21) calendar days after the last face-to-face service.
2 CONTRACTOR shall utilize the CalOMS Error Detail Report (CEDR) to ensure that any CalOMS
3 entry errors are corrected within two (2) business days of the entry. CONTRACTOR shall utilize other
4 available CalOMS monitoring reports to ensure correct and timely submission and will report findings
5 of these reports at monthly meetings with ADMINISTRATOR. CONTRACTOR shall ensure that a
6 minimum of ninety-six percent (96%) of their CalOMS are completed on time monthly. Any individual
7 provider of services must have an NPI number and be listed in IRIS as the provider of the service
8 conducted prior to performing any clinical services.

9 D. MONTHLY DATAR – CONTRACTOR shall provide reports under the DATAR and/or any
10 other State Department of Alcohol and Drug Programs Reporting System no later than the fifth (5th)
11 business day of the month following the report month.

12 E. ACCESS LOG – CONTRACTOR shall track and enter information on requests for services
13 into a designated form provided by ADMINISTRATOR.

14 F. ADDITIONAL REPORTS – CONTRACTOR shall make additional reports, as required by
15 ADMINISTRATOR, concerning CONTRACTOR’s activities as they affect the services hereunder.
16 ADMINISTRATOR will be specific as to the nature of information requested and the timeframe the
17 information is needed.

18 G. CONTRACTOR agrees to enter psychometrics into COUNTY’s EHR system as requested by
19 ADMINISTRATOR. Said psychometrics are for COUNTY’s analytical uses only, and shall not be
20 relied upon by CONTRACTOR to make clinical decisions. CONTRACTOR agrees to hold COUNTY
21 harmless, and indemnify pursuant to Paragraph XIV. of the Contract, from any claims that arise from
22 non-COUNTY use of said psychometrics.

23 H. CONTRACTOR shall submit reports as required by ADMINISTRATOR and/or the State.

24 I. CONTRACTOR shall ensure that data submitted is accurate and complete by verifying the
25 accuracy and timeliness of reported data, screening the data for completeness, logic, and consistency,
26 submitting data in standardized formats as determined appropriate by ADMINISTRATOR.

27 J. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
28 Reports Paragraph of this Exhibit A to the Contract.

29 30 **V. SERVICES**

31 A. ADMINISTRATOR reserves the right to amend the scope of services as written in this Exhibit
32 A in order to meet State mandated California Advancing and Innovating Medi-Cal (CalAIM)
33 requirements once published.

34 B. CONTRACTOR shall order, prescribe, administer, and monitor methadone and all other DMC-
35 ODS reimbursable medications for the treatment of substance use disorders. CONTRACTOR shall
36 make available all reimbursable forms of the following medications: methadone, buprenorphine,
37 buprenorphine-naloxone, naloxone, naltrexone, and disulfiram.

1 C. FACILITY – CONTRACTOR shall provide contracted services in accordance with the
 2 standards established by COUNTY and State DHCS as they may be amended or superseded at a later
 3 time during the course of this Contract within the specifications stated below, unless otherwise
 4 authorized by ADMINISTRATOR. CONTRACTOR shall provide services within a DMC certified, and
 5 state-licensed NRT program, in accordance with the standards established by COUNTY and under Title
 6 9, Division 4, Chapter 4 of the CCR by the State of California, DHCS. The environment shall be healthy
 7 and safe and the facility shall be clean and in good repair. Services shall be provided at the following
 8 locations, or at any other Certified DMC facility approved in advance, in writing, by
 9 ADMINISTRATOR:

10 218 E. Commonwealth Ave.	10751 Dale Ave.	26921 Crown Valley, Suite 200
11 Fullerton, CA 92832	Stanton, CA 90680-2604	Mission Viejo, CA 92691

12
 13 1. CONTRACTOR’s facility shall operate 365 days per year with scheduled closures only as
 14 permitted by state and federal regulations and guidelines. Hours of operation may be adjusted with prior
 15 approval from ADMINISTRATOR.

16 2. CONTRACTOR’s holiday schedule shall be consistent with COUNTY’s holiday schedule,
 17 unless otherwise authorized, in writing, by ADMINISTRATOR.

18 CONTRACTOR’s treatment program shall be accessible to people with disabilities in accordance with
 19 Title 45, Code of Federal Regulations (herein referred to as CFR), Part 84 and the American with
 20 Disabilities Act.

21 3. CONTRACTOR shall provide at a minimum, on site or by referral, prenatal and postpartum
 22 medical care, pediatric care, vocational/educational services to pregnant or parenting Clients.

23 4. CONTRACTOR shall be DMC Certified to provide DMC NTP services to DMC
 24 beneficiaries prior to initiating this Contract. CONTRACTOR is expected to provide DMC treatment
 25 services and bill per NTP billing guidelines. Therefore, CONTRACTOR must be:

- 26 a. DMC certified and with a billing system established before services commence.
- 27 b. Diligent and maintain active DMC certification throughout all Period(s) of this
 28 Contract.
- 29 c. In close proximity to public transportation for easy access for Clients and their
 30 parents/caregivers or other family/support persons who are participating in the Client’s treatment.
- 31 d. A safe, drug-free, and welcoming environment and staff.
- 32 e. Able to provide private rooms for individual counseling, separate administrative area
 33 for operations, billing and file storage.
- 34 f. Located in Orange County.
- 35 g. Certain to include DMC administrative costs of ten percent (10%) of the annual DMC
 36 budget allocation for purposes of quality assurance to be provided by COUNTY.

37 //

1 D. PERSONS TO BE SERVED – CONTRACTOR shall serve adolescents and adults twelve (12)
2 years of age or older. In order to receive services through the DMC-ODS, the Client must be enrolled in
3 Medi-Cal, reside in Orange County, and meet medical necessity criteria, as outlined below. As
4 COUNTY resources allow and as approved by ADMINISTRATOR, CONTRACTOR may serve Clients
5 that are in the process of applying for Medi-Cal or those Clients that are in the process of having Medi-
6 Cal reinstated as long as Clients reside in Orange County and meet medical necessity criteria, as
7 outlined below.

8 E. MEDI-CAL ELIGIBILITY - MEDICAL NECESSITY

9 1. CONTRACTOR must verify the Medicaid eligibility determination of potential Clients.
10 The verification shall be reviewed and approved by ADMINISTRATOR prior to payment for services,
11 unless the individual is eligible to receive services from tribal health programs operating under the
12 Indian Self Determination and Education Assistance Act (ISDEAA – Pub.L 93-638, as amended). If the
13 individual is eligible to receive services from tribal health programs operating under the ISDEAA, then
14 the determination shall be conducted as set forth in the Tribal Delivery System – Attachment BB to the
15 STCs. CONTRACTOR may accept uninsured persons with proof of Medi-Cal application.

16 2. The initial medical necessity determination for an individual to receive a DMC-ODS
17 benefit must be performed face-to-face by the Medical Director or appropriate designee within their
18 scope of practice and as allowed by state and federal regulations.

19 3. All Medi-Cal beneficiaries under the age of twenty-one (21) are eligible to receive
20 Medicaid services pursuant to the Early Periodic Screening, Diagnostic and Treatment (EPSDT)
21 mandate. Under the EPSDT mandate, beneficiaries under the age of twenty-one (21) are eligible to
22 receive all appropriate and medically necessary services needed to correct and ameliorate health
23 conditions that are coverable under section 1905(a) Medicaid authority, even if they do not meet criteria
24 for a substance use disorder (SUD) diagnosis. This includes treatment for risky substance use and early
25 engagement services. Nothing in the DMC-ODS overrides any EPSDT requirements. CONTRACTOR
26 is responsible for the provision of services pursuant to the EPSDT mandate. Beneficiaries under age
27 twenty-one (21) are eligible for DMC-ODS services without a diagnosis from the DSM for Substance-
28 Related and Addictive Disorders.

29 4. CONTRACTOR shall ensure Clients are reassessed for continued medical necessity and
30 appropriate level of care placement.

31 F. ADMISSIONS

32 1. CONTRACTOR shall accept any person who is physically and mentally able to comply
33 with the program's rules and regulations and is Medi-Cal eligible. Persons with co-occurring disorders
34 and/or chronic conditions who require prescribed medication shall not be precluded from acceptance or
35 admission solely based on their licit use of prescribed medication(s).

36 2. Beneficiaries may contact CONTRACTOR directly to request services. Beneficiaries may
37 also be referred to CONTRACTOR by the 24/7 Beneficiary Access Line, network providers, and other

1 access points determined by ADMINISTRATOR. CONTRACTOR shall enter data regarding requests
2 for service into an access log established by ADMINISTRATOR.

3 3. CONTRACTOR shall have policies and procedures in place to screen for emergency
4 medical conditions and immediately refer beneficiaries to emergency medical care.

5 4. CONTRACTOR shall have a policy that requires Clients who show signs of any
6 communicable disease, or through medical disclosure during the intake process admitting to a health-
7 related problem that would put others at risk, to be cleared medically before services are provided by the
8 program.

9 5. CONTRACTOR shall initiate services within reasonable promptness and shall have a
10 documented system for monitoring and evaluating the quality, appropriateness, and accessibility of care,
11 including a system for addressing problems that develop regarding admission wait times.

12 6. ADMISSION POLICY – CONTRACTOR shall establish and make available to the public
13 a written Admission Policy. CONTRACTOR’s Admission Policy shall reflect all applicable federal,
14 state and county regulations.

15 G. INFORMING MATERIALS – CONTRACTOR is responsible to distribute informing materials
16 and provider lists that meet the content requirements of 42 CFR 438.100 to Clients when they first
17 access SUD services through the DMC-ODS and on request. Informing materials will be provided by
18 ADMINISTRATOR.

19 H. INTERIM SERVICES – Any DMC Client participating in NTP treatment not admitted within
20 three (3) calendar days due to lack of capacity shall be provided interim services. Interim services shall
21 consist of: Voluntary testing, referral for medical evaluation, if appropriate; and HIV education, HIV
22 risk assessment and disclosure counseling and voluntary confidential HIV antibody testing. For pregnant
23 women, interim services shall also include counseling on the effects of alcohol and drugs on the
24 developing fetus and referral to prenatal medical care services. Interim services may be provided
25 directly or by referral to ADMINISTRATOR or another appropriate provider and given to prospective
26 Clients within 48 hours. Provision of interim services for DMC covered Client with alcohol and/or other
27 drug problems, who could otherwise be admitted into substance use disorder outpatient treatment, shall
28 be documented in IRIS, and reported monthly by the fifth (5th) business day or as determined by
29 ADMINISTRATOR.

30 I. In the event of non-compliance with timely access to care requirements, ADMINISTRATOR
31 shall provide CONTRACTOR assistance to adhere to the requirements. ADMINISTRATOR shall also
32 issue a written report documenting the non-compliance and require CONTRACTOR to submit a CAP
33 within thirty (30) calendar days of the report. ADMINISTRATOR is responsible for approving the CAP
34 and verifying that corrections have been made to resolve timely access.

35 J. NTP SERVICES shall include: screening, assessment, physical examination, care coordination,
36 individual counseling, group counseling, collateral services, medication services, medical
37 psychotherapy, patient education, SUD crisis intervention services, and discharge services, as required

1 by federal, state, and COUNTY rules and regulations. NTP services are provided when determined to be
2 medically necessary by a physician or Physician Extender. All services and documentation shall meet
3 DMC standards. Components of NTP Services are:

4 1. ASSESSMENT – Within three (3) calendar days of admission, CONTRACTOR shall
5 assess the Client utilizing an ASAM-based Assessment tool approved by ADMINISTRATOR to
6 provide a standardized, comprehensive risk and needs assessment. Assessment of each Client shall
7 include, at a minimum, their history and current functioning status in the following categories: substance
8 use and prior treatment history, medical, family, psychiatric/psychological, social/recreational, financial,
9 educational, employment, criminal, legal status. Additionally, CONTRACTOR is encouraged to assess
10 each Client for stress management, literacy, developmental and cognitive levels, emotional skills, self-
11 help/independent living skills, risk of suicide, current/history of physical and/or sexual abuse, and
12 perpetration of physical and/or sexual abuse. Individuals assessed to need SUD services outside of NTP
13 services will be referred to providers within the network who can provide the needed service. If the
14 assessment indicates there is no medical necessity for any SUD treatment levels, an NOABD will be
15 provided to the Client after the assessment or mailed to the Client no later than three (3) business days
16 after the decision to deny SUD services has been made. The content of Client records shall follow Title
17 9, Section 10165 and all other requirements specified by this Contract.

18 2. PHYSICAL EXAMINATION - Before admitting a Client to treatment, the Medical
19 Director shall determine Medical Necessity by either conducting a medical evaluation or documenting
20 the review in agreement with a medical evaluation conducted by the physician's designee.

21 3. COUNSELING - Upon completion of the initial treatment plan, CONTRACTOR shall
22 arrange for Client to receive a minimum of fifty (50) minutes to a maximum of two hundred (200)
23 minutes of counseling services per calendar month for Maintenance, except when waived and
24 documented by CONTRACTOR's Medical Director. Counseling services shall be in accordance with
25 the following requirements:

- 26 a. Program staff member conducting the session must be a Counselor or LPHA;
27 b. The session must be conducted in a private setting in accordance with all applicable
28 federal, state, and COUNTY regulations regarding confidentiality; and
29 c. The format of the counseling session shall be in an Individual session, Group session,
30 or medical psychotherapy, with all services including a face-to-face discussion with the Client on issues
31 identified in the Client's treatment plan.

32 4. CARE COORDINATION – Consists of activities to provide coordination of SUD care,
33 mental health care, and medical care, and to support the Client with Linkages to services and supports
34 designed to restore the Client to their best possible functional level. Care coordination includes one or
35 more of the following components:

- 36 a. Coordinating with medical and mental health care providers to monitor and support
37 comorbid health conditions.

1 b. Discharge planning, including coordinating with SUD treatment providers to support
2 transitions between levels of care and to recovery resources, referrals to mental health providers, and
3 referrals to primary or specialty medical providers.

4 c. Coordinating with ancillary services, including individualized connection, referral, and
5 linkages to community-based services and supports including but not limited to educational, social,
6 prevocational, vocational, housing, nutritional, criminal justice, transportation, childcare, child
7 development, family/marriage education, cultural sources, and mutual aid support groups.

8 5. COLLATERAL SERVICES – Sessions with therapists or counselors and significant
9 persons in the life of the Client, focused on the treatment needs of the Client in terms of supporting the
10 achievement of their treatment goals. Significant persons are individuals that have a personal, not
11 official or professional, relationship with the Client.

12 6. NARCOTIC REPLACEMENT THERAPY – Medication prescription, administration, and
13 monitoring services provided in a stable, medically determined manner to reduce or eliminate chronic
14 opioid use disorder, while the Client is provided a comprehensive range of treatment services.

15 7. MEDICATION ASSISTED TREATMENT – CONTRACTOR shall either directly offer or
16 have an effective referral mechanism to MAT for Clients with SUD diagnoses that are treatable with
17 Food and Drug Administration (FDA)-approved medications or biological products. CONTRACTOR's
18 referral mechanism shall include a warm handoff by CONTRACTOR to the MAT provider to ensure the
19 Client has been accepted into the MAT provider's program. The warm handoff must be done in real-
20 time with the Client. Medically necessary MAT services directly offered by CONTRACTOR must be
21 provided in accordance with an individualized treatment plan determined by a licensed physician or
22 LPHA working within their scope of practice.

23 a. CONTRACTOR must ensure ability to continue MAT after discharge through Linkage
24 to appropriate prescriber. MAT shall include the assessment, treatment planning, ordering, prescribing,
25 administering, and monitoring of all medications for SUDs.

26 b. CONTRACTOR must provide administration of buprenorphine, buprenorphine-
27 naloxone, naltrexone, acamprosate, disulfiram, and naloxone as clinically appropriate for this population
28 and approved by the FDA. Other approved medications in the treatment of SUDs may also be prescribed
29 and administered, as medically necessary and clinically appropriate.

30 c. CONTRACTOR must provide care coordination with treatment and ancillary service
31 providers and facilitate transitions between levels of care. Clients may simultaneously participate in
32 MAT services and other ASAM LOCs.

33 8. MAINTENANCE TREATMENT PLANNING - CONTRACTOR shall, within twenty-
34 eight (28) calendar days of initiation of Narcotic Replacement Therapy for a Maintenance Client, have a
35 registered, certified, and/or licensed Counselor/LPHA develop an individualized treatment plan with
36 each Client per Title 9, Section 10305 which shall be based on the multi-dimensional assessment and
37 health assessment.

1 a. Maintenance treatment plans shall include:

2 i) Goals, based on identified needs, to be achieved by the Client with estimated target
3 dates for attainment in accordance with the following. Short-term goals are estimated to require eighty-
4 nine (89) calendar days or less for Client to achieve. Long-term goals are estimated to require a
5 specified time exceeding ninety (90) calendar days for Client to achieve.

6 ii) Specific behavioral tasks the Client must accomplish to complete each short-term
7 and long-term goal;

8 iii) A description of the type and frequency of counseling services to be provided to
9 the Client;

10 iv) An effective date based on the day the Counselor signed the initial treatment plan;

11 v) The SUD diagnosis shall appear on the treatment plan;

12 b. The Supervising Counselor shall review the initial maintenance services plan, along
13 with the needs assessment, and all updated maintenance services plans within fourteen (14) calendar
14 days from the effective dates and shall countersign these documents to signify concurrence with the
15 findings; and

16 c. Medical Director or Designee will review the needs assessment, and sign the initial and
17 all updated treatment plans within fourteen (14) calendar days of Counselor's signature.

18 d. CONTRACTOR's registered, certified, and/or licensed Counselor/LPHA shall evaluate
19 and update the Client's treatment plan whenever necessary, or at a minimum once every three (3)
20 months from the date of admission. The updated treatment plan shall include:

21 i) A summary of the Client's progress or lack of progress toward each goal identified
22 in the initial treatment plan;

23 ii) New goals and behavioral tasks for any newly identified needs, and related changes
24 in the type and frequency of counseling services.

25 9. DETOXIFICATION TREATMENT PLANNING – CONTRACTOR shall develop an
26 individualized treatment plan for each detoxification Client which shall include:

27 a. Provisions to assist the Client to understand illicit drug addictions and how to deal with
28 them.

29 b. Provisions for furnishing services to the Client as needed when the period of
30 detoxification treatment is completed.

31 c. The treatment services required and a description of the role they play in achieving the
32 stated goals.

33 d. The type and frequency of scheduled counseling services.

34 10. SUBSTANCE USE SCREENING

35 a. CONTRACTOR shall have a written policy and procedure statement regarding alcohol
36 and drug screening that includes unannounced drug and/or alcohol testing upon admission to the
37 program and at a minimum of once a month and more often in situations where there is suspicion of use.

1 The urine specimen collection shall be observed by sex-congruent staff. This policy shall be approved
2 by ADMINISTRATOR. A Client shall not be denied admittance to treatment for a positive alcohol
3 and/or drug screen at admission if they meet all other criteria for admission. For those situations where
4 drug screening is deemed appropriate and necessary, CONTRACTOR shall:

5 i. Establish procedures that protect against the falsification and/or contamination of
6 any body specimen sample collected for drug screening;

7 ii. Document results of the drug screening in the Client's record; and

8 iii. Maintain a copy of on-site testing results in the Client's record indicating the
9 outcome and include the signature and date of the Client and staff conducting the testing.

10 b. Drug and/or alcohol test results can be used to assist in diagnosis, confirm clinical
11 impressions, help modify the treatment plan, and determine the extent of the Client's reduction in
12 substance use. However, clinical decisions should not be based solely on these results.

13 c. If any Maintenance Client's drug screen results indicate a negative pattern of testing
14 positive for non-opioid illegal substances, or methadone diversion, CONTRACTOR shall thoroughly
15 document the corrective action taken to refocus the Client. All counseling session discussions and
16 referrals/Linkages shall be documented.

17 d. In the event CONTRACTOR wishes to utilize the COUNTY-contracted laboratory for
18 drug screening purposes, CONTRACTOR shall collect and label samples from Clients.

19 e. Drug and/or Alcohol testing is not a DMC reimbursable service and is not to be
20 conducted during an Individual or Group session.

21 11. SUD CRISIS INTERVENTION SERVICES – CONTRACTOR shall provide sessions
22 between a therapist or counselor and a Client in crisis. Crisis means an actual relapse or an unforeseen
23 event or circumstance, which presents an imminent threat of relapse. Crisis intervention services shall
24 focus on alleviating the crisis problem and be limited to the stabilization of the Client's immediate
25 situation. These types of services are not scheduled and do not appear on the treatment plan and may be
26 provided on the same day as a scheduled group or individual service as initiated by the Client.

27 12. DISCHARGE SERVICES - The process to prepare the Client for referral into another level
28 of care, post treatment return or reentry into the community, and/or the Linkage of the Client to essential
29 community treatment, housing and human services. CONTRACTOR shall begin discharge planning
30 immediately upon enrollment. CONTRACTOR shall develop written procedures regarding Client
31 discharge.

32 a. Discharge Plan – CONTRACTOR shall develop a formal discharge plan within thirty
33 (30) calendar days prior to Client's planned discharge from the program. A discharge plan is to be
34 completed for each Client, except a Client with whom the provider loses contact. The discharge plan
35 shall be completed and signed by CONTRACTOR staff and the Client. A copy of the discharge plan
36 shall be provided to the Client and retained in the Client's record. The discharge plan shall include, but
37 not be limited to, all of the following:

1 i) A description of each of the Client's relapse triggers;
2 ii) A plan to assist the Client to avoid relapse when confronted with each trigger;
3 iii) A support plan, including linkage and referral of the Client to appropriate services,
4 such as outpatient treatment, other support services such as self-help groups, social services, vocational
5 rehabilitation, job training and other services, as needed.

6 b. Discharge Summary – The discharge summary is to be completed by the LPHA or
7 counselor within thirty (30) calendar days of the date of the last face-to-face treatment contact with the
8 Client. The discharge summary shall include all of the following:

9 i) The duration of the Client's treatment as determined by the dates of admission to
10 and discharge from treatment;

11 ii) The reason for discharge;

12 iii) A narrative of the treatment episode, including services provided and the Client's
13 progress during treatment; and

14 iv) The Client's prognosis

15 13. EVIDENCE-BASED PRACTICES - CONTRACTOR will implement at least two of the
16 following EBPs. The required EBPs include:

17 a. Motivational Interviewing: A Client-centered, empathetic, but directive counseling
18 strategy designed to explore and reduce a person's ambivalence toward treatment. This approach
19 frequently includes other problem-solving or solution-focused strategies that build on Clients' past
20 successes.

21 b. Cognitive-Behavioral Therapy: Based on the theory that most emotional and behavioral
22 reactions are learned and that new ways of reacting and behaving can be learned.

23 c. Relapse Prevention: A behavioral self-control program that teaches individuals with
24 substance addiction how to anticipate and cope with the potential for relapse. Relapse prevention can be
25 used as a stand-alone substance use treatment program or as an aftercare program to sustain gains
26 achieved during initial substance use treatment.

27 d. Trauma-Informed Treatment: Services must take into account an understanding of
28 trauma, and place priority on trauma survivors' safety, choice and control.

29 e. Psycho-Education: Psycho-educational groups are designed to educate Clients about
30 substance abuse, and related behaviors and consequences. Psycho-educational groups provide
31 information designed to have a direct application to Clients' lives; to instill self-awareness, suggest
32 options for growth and change, identify community resources that can assist Clients in recovery,
33 develop an understanding of the process of recovery, and prompt people using substances to take action
34 on their own behalf.

35 14. CLINICAL DOCUMENTATION shall occur for each session attended by the Client and
36 include treatment plan progress on each note for at least one problem area. Staff documenting for any
37 //

1 Client's group or individual service shall understand progress notes are individualized narrative
2 summaries and shall include the following:

3 a. The type and topic of the session and how the topic relates to substance use disorders in
4 the content of the progress note;

5 b. A narrative describing the service, including how the service addressed the Client's
6 behavioral health need (e.g., symptom, condition, diagnosis, and/or risk factors);

7 c. Information on attendance, including the date, start and end times of each group or
8 individual and duration of the service, including travel and documentation time;

9 d. Location of the Client at the time of receiving the service;

10 e. Type or legibly print the name, date and signature of the counselor or therapist who
11 conducted the session and document services within three (3) business days of providing a service
12 except for crisis services notes which shall be completed within twenty-four (24) hours;

13 f. ICD 10 code;

14 g. Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding
15 System (HCPCS) code and the number of Clients in attendance;

16 h. Next steps including, but not limited to, planned action steps by the provider or by the
17 Client, collaboration with the Client, collaboration with other provider(s) and any update to the
18 treatment plan, as appropriate.

19 15. HEALTH, MEDICAL, PSYCHIATRIC, AND EMERGENCY SERVICES

20 a. CONTRACTOR shall provide directly or by referral: HIV education, voluntary,
21 confidential HIV antibody testing and risk assessment and disclosure counseling.

22 b. CONTRACTOR shall have and post written procedures for obtaining medical or
23 psychiatric evaluation and emergency services.

24 c. CONTRACTOR shall have readily available the name, address, and telephone number
25 for the fire department, a crisis center, local law enforcement, and a paramedical unit or ambulance
26 service.

27 d. CONTRACTOR shall obtain the medical records and record the Client's medical
28 information in their file including all applicable authorizations to disclose information, primary care
29 physician (PCP) name and location, medical history, medications, and significant conditions.
30 CONTRACTOR shall notify the medical home provider immediately upon intake and shall request
31 medical records within one (1) week. After review of medical records received, the Medical Director of
32 CONTRACTOR shall consult with the PCP at the medical home to ensure proper coordination of care
33 within thirty (30) calendar days. If medication is prescribed, SUD clinical staff will notify the medical
34 home provider within one (1) week of prescribing. If no medical home is identified, CONTRACTOR
35 will discuss the benefits of coordinated/integrated care and identifying a medical home shall be a goal
36 on the treatment plan. All progress towards and attempts to link the Client to a medical home will be
37 documented in the file.

1 K. ORIENTATION – CONTRACTOR shall advise Client of the nature and purpose of treatment
2 and shall document the Client’s acknowledgement of orientation in the Client’s file. The program
3 orientation shall be documented in the Client’s file, and shall include, but not be limited to:

- 4 1. The addicting nature of medications used in replacement narcotic therapy;
- 5 2. The hazards and risks involved in replacement narcotic therapy;
- 6 3. The Client’s responsibility to the program;
- 7 4. The program's responsibility to the Client;
- 8 5. The Client's participation in the program is wholly voluntary and the Client may terminate
9 his/her participation in the program at any time without penalty;
- 10 6. The Client will be tested for evidence of use of opiates and other illicit drugs;
- 11 7. The Client's medically determined dosage level may be adjusted without the Client's
12 knowledge, and at some later point the Client's dose may contain no medications used in replacement
13 narcotic therapy;
- 14 8. Take-home medication which may be dispensed to the Client is only for the Client's
15 personal use;
- 16 9. Misuse of medications will result in specified penalties within the program and may also
17 result in criminal prosecution;
- 18 10. The Client has a right to a humane procedure of withdrawal from medications used in
19 replacement narcotic therapy and a procedure for gradual withdrawal is available;
- 20 11. Possible adverse effects of abrupt withdrawal from medications used in replacement
21 narcotic therapy;
- 22 12. Protection under the confidentiality requirements.

23 L. ADDITIONAL REQUIREMENTS FOR PREGNANT CLIENTS - Within fourteen (14)
24 calendar days from the date the primary counselor becomes aware the Client may be pregnant, as
25 documented in the Client’s file, the medical director shall review, sign, and date a confirmation of
26 pregnancy, document acceptance of medical responsibility of the Client’s prenatal care, or verify and
27 document the Client is under the care of a physician licensed by the State of California and trained in
28 obstetrics and/or gynecology.

29 1. Within fourteen (14) calendar days from the date the medical director confirmed the
30 pregnancy, the primary counselor shall update the Client’s treatment plan in accordance with Title 9,
31 Section 10305. The nature of prenatal support reflected in subsequent updated treatment plans shall
32 include at least the following services:

- 33 a. periodic face-to-face consultation at least monthly with the medical director or
34 Physician Extender designated by the medical director;
- 35 b. drug/alcohol screens at least once each calendar week in accordance with collection
36 procedures in Title 9, Section 10310.

37 //

1 c. prenatal instruction conducted by the medical director or licensed health personnel
2 designated by the medical director, including topics as listed in Title 9, Section 10360.

3 2. Any refusals to access on-site prenatal care or referrals for such, shall be documented in the
4 Client's file and have the Client acknowledge in writing said refusals for these treatment services.

5 3. Within fourteen (14) calendar days after the date of birth and/or termination of the
6 pregnancy, the medical director shall document in the Client's file the following:

7 a. the hospital's or attending physician's summary of the delivery and treatment outcome
8 for the Client and child; or

9 b. Evidence that a request for information was made, but no response was received.

10 4. Within fourteen (14) calendar days of the date of birth and/or termination of the pregnancy,
11 the primary counselor shall update the Client's treatment plan. The nature of pediatric care and child
12 immunization shall be reflected in subsequent updated treatment plans until the child is at least three (3)
13 years of age, should the Client remain enrolled.

14 M. ADDITIONAL REQUIREMENTS FOR ADOLESCENT CLIENTS

15 1. Detoxification treatment for Clients who are under 18 years old requires written consent of
16 their parent(s) or guardian prior to the administration of the first medication dose.

17 2. In order for Clients who are under 18 years old to receive maintenance treatment, there
18 must be a documented history of two unsuccessful attempts at short-term detoxification or drug-free
19 treatment within a twelve (12) month period. The methods to confirm this history and the types of
20 documentation to be maintained in the Client's record shall be stated in the protocol. Additionally, for
21 Clients under the age of 18 years old, written consent of their parent(s) or guardian prior to the
22 admission into maintenance treatment is required.

23 3. CONTRACTOR shall adhere to the Adolescent Substance Use Disorder Best Practices
24 Guide when treating adolescents 12 through 17 years old.

25 N. CONTINUATION OF TREATMENT – CONTRACTOR shall provide updated justification for
26 treatment for Clients who have been on methadone maintenance for a period of one (1) year, and
27 provide this justification annually thereafter as per Title 9, Section 10410. Justification shall be provided
28 by the Medical Director or program physician and noted in Client's file. Without said justification the
29 medical director or program physician shall discontinue Client's maintenance services.

30 O. PERFORMANCE OBJECTIVES AND OUTCOMES – CONTRACTOR shall meet the
31 following performance Objectives and Outcomes:

32 1. Achieve a goal of twenty percent (20%) or fewer of all unduplicated Clients who test
33 positive for illicit drugs after an enrollment of ninety (90) calendar days.

34 2. Achieve a goal of retaining at least seventy percent (70%) of Clients who are enrolled each
35 month. Retention rates will be based on the number of Clients who either remain in treatment or
36 successfully complete treatment within the month.

37 //

1 3. Achieve a goal of at least seventy percent (70%) of unduplicated Clients who after an
2 enrollment of ninety (90) calendar days self-report being able to lead a productive lifestyle. A
3 productive lifestyle includes employment, being enrolled in school, becoming a caretaker, or community
4 volunteer.

5 4. Adhere to the National Standards for Culturally and Linguistically Appropriate Services in
6 Health and Health Care and respond to each standard as directed by HCA.

7 P. MEETINGS – CONTRACTOR’s Executive Director and Chief Financial Officer or designees
8 shall participate in monthly meetings facilitated by ADMINISTRATOR related to the provision of
9 services pursuant to this Contract. Active participation in regular SUD Quality Improvement (QI)
10 Coordinator’s meetings organized by the Authority and Quality Improvement Services (AQIS) Quality
11 Management program is required for at least one dedicated program QI coordinator/professional.

12 Q. CULTURAL COMPETENCY – CONTRACTOR shall provide culturally competent services.
13 CONTRACTOR shall make its best effort to provide services pursuant to this Contract in a manner that
14 is culturally and linguistically appropriate for the population(s) served. CONTRACTOR must ensure
15 that their policies, procedures, and practices are consistent with the principles outlined and are
16 embedded in the organizational structure, as well as being upheld in day-to-day operations.
17 CONTRACTOR shall maintain documentation of such efforts which may include, but not be limited to:
18 records of participation in COUNTY-sponsored or other applicable training; recruitment and hiring
19 policies and procedures; copies of literature in multiple languages and formats, as appropriate; and
20 descriptions of measures taken to enhance accessibility for, and sensitivity to, individuals who are
21 physically challenged. CONTRACTOR shall refer to Culturally and Linguistically Appropriate Services
22 (CLAS) adapted by DHCS to develop culturally informed services.

23 R. CONTRACTOR shall include bilingual/bicultural services to meet the needs of threshold
24 languages as determined by COUNTY. Language translation services must be available for Clients and
25 their involved family members, as needed. Whenever possible, bilingual/bicultural staff should be
26 retained. Any clinical vacancies occurring at a time when bilingual and bicultural composition of the
27 clinical staffing does not meet the above requirement must be filled with bilingual and bicultural staff
28 unless ADMINISTRATOR consents, in advance and in writing, to the filling of those positions with
29 non-bilingual staff. Salary savings resulting from such vacant positions may not be used to cover costs
30 other than salaries and employees benefits unless otherwise authorized, in advance and in writing, by
31 ADMINISTRATOR.

32 S. POSTINGS – CONTRACTOR shall post the following in a prominent place within each
33 contracted facility:

- 34 1. State Licensure and Certification
- 35 2. Business License
- 36 3. Conditional Use Permit (if applicable)
- 37 4. Fire clearance

- 1 5. Client rights
- 2 6. Grievance procedures and form
- 3 7. Availability of translation services at no cost
- 4 8. Employee Code of Conduct
- 5 9. Evacuation floor plan
- 6 10. Equal Employment Opportunity notices
- 7 11. Name, address, telephone number for fire department, crisis program, local law
- 8 enforcement, and ambulance service.

9 12. List of resources within Orange County which shall include medical, dental, mental health,
 10 public health, social services and where to apply for determination of eligibility for Federal, State, or
 11 County entitlement programs.

12 13. Information on self-help meetings. AA, NA, and non-12 step meetings shall be included.

13 T. Program shall utilize protocols developed and supported by the Medical Director. These
 14 protocols shall provide procedures should a Client's condition deteriorate and appear to need medical
 15 intervention.

16 U. NO PROSELYTIZING POLICY – CONTRACTOR shall not conduct any proselytizing
 17 activities, regardless of funding sources, with respect to any person who has been referred to
 18 CONTRACTOR by COUNTY under the terms of this Contract. Further, CONTRACTOR agrees that
 19 the funds provided hereunder shall not be used to promote, directly or indirectly, any religion, religious
 20 creed or cult, denomination or sectarian institution, or religious belief.

21 V. AUTHORITY – CONTRACTOR shall recognize the authority of Orange County Probation
 22 Department (OCPD) as officers of the court and shall extend cooperation to OCPD within the
 23 constraints of CONTRACTOR's program.

24 W. NON-SMOKING POLICY – CONTRACTOR shall establish a written non-smoking policy,
 25 which shall be reviewed and approved by ADMINISTRATOR. At a minimum, the non-smoking policy
 26 shall specify the facilities are "smoke free" and Clients are prohibited from smoking at all times. The
 27 policy shall also specify that vaping is prohibited at all times.

28 X. OPIOID OVERDOSE EMERGENCY TREATMENT – CONTRACTOR shall have available
 29 at minimum two (2) unexpired Naloxone doses for the treatment of known or suspected opioid
 30 overdose. At least one (1) staff per shift shall be trained in administering the Naloxone. Naloxone is not
 31 a substitute for emergency medical care. CONTRACTOR shall always seek emergency medical
 32 assistance in the event of a suspected, potentially life-threatening opioid emergency.

33 Y. TOKENS – ADMINISTRATOR will provide CONTRACTOR the necessary number of Tokens
 34 for appropriate individual staff to access IRIS at no cost to CONTRACTOR.

35 1. CONTRACTOR recognizes Tokens are assigned to a specific individual staff member with
 36 a unique password. Tokens and passwords shall not be shared with anyone.

37 //

1 2. CONTRACTOR shall maintain an inventory of the Tokens, by serial number, and the staff
2 member to whom each is assigned.

3 3. CONTRACTOR shall indicate in the monthly staffing report, the serial number of the
4 Token for each staff member assigned a Token.

5 4. CONTRACTOR shall return to ADMINISTRATOR all Tokens under the following
6 conditions:

- 7 a. Token of each staff member who no longer supports this Contract.
- 8 b. Token of each staff member who no longer requires access to IRIS.
- 9 c. Token of each staff member who leaves employment of CONTRACTOR.
- 10 d. Tokens malfunctioning.
- 11 e. Termination of this Contract.

12 5. ADMINISTRATOR will issue tokens for CONTRACTOR's staff members who require
13 access to IRIS upon initial training or as a replacement for malfunctioning Tokens.

14 6. CONTRACTOR shall reimburse COUNTY for tokens lost, stolen, or damaged through acts
15 of negligence.

16 7. CONTRACTOR shall input all IRIS data following COUNTY procedure and practice. All
17 statistical data used to monitor CONTRACTOR shall be compiled using only COUNTY IRIS reports, if
18 available, and if applicable.

19 Z. CONTRACTOR shall ensure that all staff are trained and have a clear understanding of
20 CONTRACTOR's administrative and program P&Ps. CONTRACTOR shall provide signature
21 confirmation of its P&P training for each staff member and place in their personnel files.

22 AA. CONTRACTOR shall ensure that all staff responsible for input into IRIS are to complete
23 IRIS New User Training.

24 AB. CONTRACTOR shall conduct Supervisory Review of Client records at minimum upon
25 admission, at thirty (30) calendar day intervals, and upon discharge in accordance with procedures
26 developed by ADMINISTRATOR. CONTRACTOR shall ensure that all chart documentation complies
27 with all federal, state, and local guidelines and standards.

28 AC. CONTRACTOR shall provide effective administrative management of the budget, staffing,
29 recording, and reporting portion of this Contract with COUNTY. If administrative responsibilities are
30 delegated to subcontractors, CONTRACTOR must ensure that any subcontractor(s) possess the
31 qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but
32 are not limited, to the following:

- 33 1. Designate the responsible position(s) in your organization for managing the funds allocated
34 to the program;
- 35 2. Maximize the use of the allocated funds;
- 36 3. Ensure timely and accurate reporting of monthly expenditures;
- 37 4. Maintain appropriate staffing levels;

- 1 5. Request budget and/or staffing modifications to this Contract;
- 2 6. Effectively communicate and monitor the program for its success;
- 3 7. Track and report expenditures electronically;
- 4 8. Maintain electronic and telephone communication between CONTRACTOR and
- 5 ADMINISTRATOR; and,
- 6 9. Act quickly to identify and solve problems.

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

11 AE. CONTRACTOR shall notify ADMINISTRATOR, in writing, within seventy-two (72) hours, of
12 any significant program changes.

13 AF. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
14 Services Paragraph of this Exhibit A to the Contract.

15 **VI. STAFFING**

16 A. CONTRACTOR shall ensure that all clinical staffing, including those providing direct Client
17 services, meet the requirements of Title 22, Title 9 of the CCR, and CALAIM DMC-ODS Program
18 updates as they exist now or may hereafter be amended or changed and all standards of the Department
19 of Health Care Services.

20 B. CONTRACTOR shall ensure that administrative staffing is sufficient to support the
21 performance of services pursuant to the Contract.

22 C. Professional staff shall be licensed, registered, certified, or recognized under California scope of
23 practice statutes. Professional staff shall provide services within their individual scope of practice and
24 receive supervision required under their scope of practice laws.

25 D. Professional staff shall undergo the HCA credentialing process by the AQIS Managed Care
26 Support Team (MCST) prior to rendering any Medi-Cal covered services.

27 1. CONTRACTOR shall comply with the requirements of the State's established, uniform
28 credentialing and re-credentialing policy that addresses behavioral and substance use disorders, outlined
29 in DHCS Information Notice 18-019.

30 2. CONTRACTOR shall follow COUNTY's process for credentialing and re-credentialing of
31 network providers and shall ensure that all registered, licensed, or certified staff who deliver Medi-Cal
32 covered services are properly credentialed by COUNTY before delivering any Medi-Cal covered
33 services.

34 E. Non-professional staff shall receive appropriate onsite orientation and training prior to
35 performing assigned duties. Non-professional staff shall be supervised by professional and/or
36 administrative staff.
37

1 F. Professional and Non-professional staff are required to have appropriate experience and any
2 necessary training at the time of hiring.

3 G. Registered and certified SUD counselors shall adhere to all requirements in the CCR, Title 9,
4 Division 4, Chapter 8.

5 H. Substance Use Disorder Staffing levels and qualifications shall meet the requirements of the
6 State Department of Health Care Services (DHCS) Counselor Certification Standards for California for
7 Outpatient Services and CCR, Title 9, Chapter 8. All staff providing treatment services shall be licensed
8 and/or certified in accordance with state requirements, and professional guidelines, as applicable. At
9 least thirty percent (30%) of staff providing counseling (group, individual, case management, and
10 intake) services in all AOD programs shall be licensed or certified pursuant to the requirements of Title
11 9, Division 4, Chapter 8. All other counseling staff shall be registered pursuant to Section 13035(f).

12 I. CONTRACTOR must have a Medical Director who, prior to the delivery of services under this
13 Contract has enrolled with DHCS under applicable state regulations, has been screened in accordance
14 with 42 CFR 455.450(a) as a "limited" categorical risk within a year prior to serving as a Medical
15 Director under this Contract.

16 1. The Medical Director's responsibilities shall, at a minimum, include all of the following:

17 a. Ensure that medical care provided by physicians, registered nurse practitioners, and
18 physician assistants meets the applicable standard of care;

19 b. Ensure that physicians do not delegate their duties to non-physician personnel;

20 c. Develop and implement medical policies and standards for the provider;

21 d. Ensure that physicians, registered nurse practitioners, and physician assistants follow
22 the provider's medical policies and standards;

23 e. Ensure that the medical decisions made by physicians are not influenced by fiscal
24 considerations;

25 f. Ensure that provider's physicians and LPHAs are adequately trained to perform
26 diagnosis of substance use disorders for Clients and determine the medical necessity of treatment for
27 Clients;

28 g. Ensure that provider's physicians are adequately trained to perform other physician
29 duties, as outlined in this section.

30 2. The substance use disorder Medical Director may delegate his/her responsibilities to a
31 physician or Physician Extender consistent with the provider's medical policies and standards and state,
32 federal, and COUNTY rulings. The substance use disorder Medical Director shall remain responsible
33 for ensuring all delegated duties are properly performed.

34 3. Written roles and responsibilities and a code of conduct for the Medical Director shall be
35 clearly documented, signed and dated by a provider representative and the physician.

36 //

37 //

1 J. CONTRACTOR must maintain at least one designated Quality Assurance coordinator to track
2 data outcomes and report on ability to meet performance objectives and ensure file compliance with this
3 Contract and the DMC-ODS Implementation Plan.

4 K. CONTRACTOR's certification to participate in the DMC program shall automatically
5 terminate in the event CONTRACTOR or its owners, officers or directors are convicted of Medi-Cal
6 fraud, abuse or malfeasance. For purposes of this section, a conviction shall include a plea of guilty or
7 nolo contendere.

8 L. VOLUNTEERS/INTERNS – CONTRACTOR may augment the above paid staff with
9 volunteers or part-time student interns. Unless waived by ADMINISTRATOR, prior to providing
10 services pursuant to this Contract, interns shall be Master's Candidates in Counseling or Social Work or
11 have a Bachelor's Degree in a related field or be participating in any state recognized counselor
12 certification program. Additionally, volunteers or student interns must be AOD registered or certified.
13 CONTRACTOR shall provide supervision of work by interns consistent with school or licensing Board
14 requirements. CONTRACTOR shall provide supervision to volunteers as specified in the respective job
15 descriptions or work contracts. Volunteer or student intern services may not comprise more than twenty
16 percent (20%) of the services provided, unless approved in advance by ADMINISTRATOR. If utilizing
17 the services of volunteers or student interns, CONTRACTOR shall implement procedures which address
18 the following: recruitment; screening; selection; training and orientation; duties and assignments; scope
19 of practice; supervision; evaluation; and Client confidentiality.

20 M. CONTRACTOR shall develop a policy governing supervision of staff that will be approved by
21 ADMINISTRATOR. That policy will address the training needs and requirements of all staff.

22 N. CONTRACTOR shall provide ongoing supervision throughout all shifts to all staff, albeit paid
23 or unpaid, direct line staff or supervisors/directors, to enhance service quality and program
24 effectiveness. Supervision methods should include debriefings and consultation as needed, individual
25 supervision or one-on-one support, and team meetings. Supervision should be provided by a supervisor
26 who has extensive knowledge regarding substance use disorders.

27 O. STAFF CONDUCT – CONTRACTOR shall establish a written policies and procedures for
28 employees, volunteers, interns, and members of the Board of Directors which shall include, but not be
29 limited to, standards related to the use of drugs and/or alcohol; staff-Client relationships; prohibition of
30 sexual conduct with Clients; prohibition of forging or falsifying documents or drug tests; and real or
31 perceived conflict of interest. Situations that may be perceived as a conflict of interest shall be brought
32 to ADMINISTRATOR's attention prior to the occurrence. Prior to providing any services pursuant to
33 the Contract all employees, volunteers, and interns shall agree in writing to maintain the standards set
34 forth in the said policies and procedures. A copy of said policies and procedures shall be provided to
35 each Client upon admission and shall be posted in writing in a prominent place in the treatment facility.

36 P. STAFF/VOLUNTEER/INTERN SCREENING - CONTRACTOR shall provide pre-
37 employment "live scan" screening of any staff person providing any service pursuant to the Contract.

1 All new staff, volunteers, and interns shall pass a one-time “live scan” fingerprinting background check
2 prior to employment. ADMINISTRATOR may change this approval mechanism at their discretion.

3 1. All staff, prior to hiring, shall meet the following requirements:

4 a. No person shall have been convicted of a sex offense for which the person is required
5 to register as a sex offender under California Penal Code section 290;

6 b. No person shall have been convicted of an arson offense – Violation of Penal Code
7 sections 451, 451.1, 451.5, 452, 452.1, 453, 454, or 455;

8 c. No person shall have been convicted of any violent felony as defined in Penal Code
9 section 667.5, which involve doing bodily harm to another person, for which the staff member was
10 convicted within five years prior to employment;

11 d. No person shall be on parole or probation;

12 e. No person shall have prior employment history of improper conduct, including but not
13 limited to, forging or falsifying documents or drug tests, sexual assault or sexual harassment, or
14 inappropriate behavior with staff at another treatment facility.

15 f. No person shall participate in the criminal activities of a criminal street gang and/or
16 prison gang.

17 Q. STAFF TRAINING - CONTRACTOR shall develop a written plan for staff training. All Staff
18 training shall be documented and maintained as part of the training plan and shall adhere to
19 requirements set forth by HCA Authority and Quality Improvement Services Policies and Procedures.

20 1. All personnel shall be trained or shall have experience which provides knowledge of the
21 skills required in the following areas, as appropriate to the job assigned, and as evidenced by safe and
22 effective job performance:

23 a. General knowledge of alcohol and/or drug abuse and alcoholism and the principles of
24 recovery;

25 b. Analysis of illicit drug use, the meaning of the analysis results, and procedures to be
26 followed by CONTRACTOR to alleviate continued use;

27 c. Housekeeping and sanitation principles;

28 d. Principles of communicable disease prevention and control;

29 e. Recognition of early signs of illness and the need for professional assistance;

30 f. Availability of community services and resources;

31 g. Recognition of individuals under the influence of alcohol and/or drugs.

32 2. CONTRACTOR shall ensure that within thirty (30) calendar days of hire and on an annual
33 basis, all program staff including administrator, volunteers, and interns shall complete:

34 a. Annual County Compliance Training;

35 b. A minimum of one (1) hour of training in cultural competence.

36 3. In addition to the above, CONTRACTOR shall ensure that staff complete training as
37 follows:

1 a. Professional staff (Licensed Professionals of the Healing Arts), including Medical
2 Directors, shall receive a minimum of five (5) hours of continuing education related to substance use
3 disorders annually.

4 b. All providers, including volunteers and interns, providing DMC-ODS services are
5 required to be trained and complete at least once prior to providing services, the following two (2)
6 training modules:

7 i. American Society of Addiction Medicine (ASAM) Multidimensional Assessment
8 (sometimes referred to as ASAM-A or ASAM I).

9 ii. Assessment to Service Planning and Level of Care (sometimes referred to as ASAM-
10 B or ASAM II).

11 iii. This requirement applies to all physicians and Medical Directors regardless of their
12 role in the program and may only be waived for physicians/Medical Directors who are Board Certified
13 with an Addiction sub-specialty.

14 c. All providers and administrators must receive training on DMC-ODS requirements at
15 least annually. These requirements will be contained in the COUNTY-developed Annual Provider
16 Training.

17 d. All clinical staff, on-site Quality Management staff, and all supervisors must complete
18 DMC-ODS/SUD documentation training within ninety (90) calendar days of hire; however, compliant
19 documentation is required from the onset of services;

20 e. All staff providing clinical services must complete annual training in the two minimum
21 EBPs utilized at the program. Motivational Interviewing must be taken at least once and will count as
22 one EBP for the year. CONTRACTOR may choose other EBP courses after;

23 f. All staff providing on-site services must complete training on Naloxone
24 Administration;

25 g. Additional trainings as required by ADMINISTRATOR.

26 R. PERSONNEL FILES – CONTRACTOR shall maintain personnel files and ensure continued
27 compliance with required credentials and trainings for each staff person, including management and
28 other administrative positions, subcontractors, and volunteers/interns, both direct and indirect to this
29 Contract, which shall include, but not be limited to:

- 30 1. Application for employment and/or resume;
- 31 2. Signed employment confirmation statement/duty statement;
- 32 3. Job description;
- 33 4. Salary schedule and salary adjustment information;
- 34 5. Performance evaluations;
- 35 6. Health records/status as required by the provider, AOD Certification or Title 9;
- 36 7. Other personnel actions (e.g., commendations, discipline, status change, employment
37 incidents and/or injuries);

- 1 8. Training documentation relevant to substance use disorders and treatment;
- 2 9. Current registration, certification, intern status, or licensure;
- 3 10. Proof of continuing education required by licensing or certifying agency and program;
- 4 11. CONTRACTOR’s Code of Conduct; and
- 5 12. For registered, certified, and licensed staff, a copy of the certifying/licensing body’s code of
- 6 conduct;
- 7 13. All personnel files shall be complete and made readily accessible to ADMINISTRATOR
- 8 for purposes of audits and investigations or any other reason deemed necessary by ADMINISTRATOR.

9 S. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
 10 Staffing Paragraph of this Exhibit A to the Contract.

11 //
 12 //
 13 //
 14 //
 15 //
 16 //
 17 //
 18 //
 19 //
 20 //
 21 //
 22 //
 23 //
 24 //
 25 //
 26 //
 27 //
 28 //
 29 //
 30 //
 31 //
 32 //
 33 //
 34 //
 35 //
 36 //
 37 //

1 EXHIBIT B
 2 TO CONTRACT FOR PROVISION OF
 3 DRUG MEDI-CAL NARCOTIC REPLACEMENT THERAPY TREATMENT SERVICES
 4 BETWEEN
 5 COUNTY OF ORANGE
 6 AND
 7 WESTERN PACIFIC MED-CORP
 8 JULY 1, 2023 THROUGH JUNE 30, 2025
 9

10 **I. BUSINESS ASSOCIATE CONTRACT**

11 **A. GENERAL PROVISIONS AND RECITALS**

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

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

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

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

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

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

1 Privacy and the Security rules, as they may exist now or be hereafter amended, with respect to PHI and
2 electronic PHI created, received, maintained, transmitted, used, or disclosed pursuant to this Contract.

3 B. DEFINITIONS

4 1. "Administrative Safeguards" are administrative actions, and policies and procedures, to
5 manage the selection, development, implementation, and maintenance of security measures to protect
6 electronic PHI and to manage the conduct of CONTRACTOR's workforce in relation to the protection
7 of that information.

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

10 a. Breach excludes:

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

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

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

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

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

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

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

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

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

33 4. "DRS" shall have the meaning given to such term under the HIPAA Privacy Rule in
34 45 CFR § 164.501.

35 5. "Disclosure" shall have the meaning given to such term under the HIPAA regulations in
36 45 CFR § 160.103.

37 //

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

3 7. "Individual" shall have the meaning given to such term under the HIPAA Privacy Rule in
4 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance
5 with 45 CFR § 164.502(g).

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

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

11 10. "PHI" shall have the meaning given to such term under the HIPAA regulations in
12 45 CFR § 160.103.

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

15 12. "Secretary" shall mean the Secretary of the Department of Health and Human Services or
16 his or her designee.

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

22 14. "The HIPAA Security Rule" shall mean the Security Standards for the Protection of
23 electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.

24 15. "Subcontractor" shall have the meaning given to such term under the HIPAA regulations in
25 45 CFR § 160.103.

26 16. "Technical safeguards" means the technology and the policy and procedures for its use that
27 protect electronic PHI and control access to it.

28 17. "Unsecured PHI" or "PHI that is unsecured" means PHI that is not rendered unusable,
29 unreadable, or indecipherable to unauthorized individuals through the use of a technology or
30 methodology specified by the Secretary of Health and Human Services in the guidance issued on the
31 HHS Web site.

32 18. "Use" shall have the meaning given to such term under the HIPAA regulations in
33 45 CFR § 160.103.

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

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

1 2. CONTRACTOR agrees to use appropriate safeguards, as provided for in this Business
2 Associate Contract and this Contract, to prevent use or disclosure of PHI COUNTY discloses to
3 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
4 other than as provided for by this Business Associate Contract.

5 3. CONTRACTOR agrees to comply with the HIPAA Security Rule at Subpart C of
6 45 CFR Part 164 with respect to ePHI COUNTY discloses to CONTRACTOR or CONTRACTOR
7 creates, receives, maintains, or transmits on behalf of COUNTY.

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

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

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

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

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

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

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

37 //

1 11. CONTRACTOR agrees to provide COUNTY or an Individual, as directed by COUNTY, in
2 a time and manner to be determined by COUNTY, that information collected in accordance with the
3 Contract, in order to permit COUNTY to respond to a request by an Individual for an accounting of
4 Disclosures of PHI in accordance with 45 CFR § 164.528.

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

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

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

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

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

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

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 electronic PHI 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 policies and procedures to
16 comply with the standards, implementation specifications and other requirements of
17 45 CFR Part 164, Subpart C, in compliance with 45 CFR § 164.316. CONTRACTOR will provide
18 COUNTY with its current and updated policies upon request.

19 3. CONTRACTOR shall ensure the continuous security of all computerized data systems
20 containing electronic PHI 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,
23 maintains, 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
25 Subparagraph 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 subcontractor 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 Contract, 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
13 of Contract.

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
23 for a period of six (6) years following the termination of this Contract.

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. The CONTRACTOR shall retain each workforce member's background
30 check 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
24 patches must be installed within thirty (30) calendar or business days of vendor release. Applications
25 and systems that cannot be patched due to operational reasons must have compensatory controls
26 implemented to minimize risk, 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) calendar or business days, preferably every
34 sixty (60) calendar or business days. Passwords must be changed if revealed or compromised.
35 Passwords must be composed of characters from at least three (3) of the following four (4) groups from
36 the standard keyboard:

37 //

- 1) Upper case letters (A-Z)
- 2) Lower case letters (a-z)
- 3) Arabic numerals (0-9)
- 4) Non-alphanumeric characters (punctuation symbols)

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

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

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

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

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

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

35 n. Intrusion Detection. All systems involved in accessing, holding, transporting, and
36 protecting PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,
37 //

1 or transmits on behalf of COUNTY that are accessible via the Internet must be protected by a
2 comprehensive intrusion detection and prevention solution.

3 3. Audit Controls

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

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

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

17 4. Business Continuity/Disaster Recovery Control

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

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

30 5. Paper Document Controls

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

37 //

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

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

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

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

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

22 F. BREACH DISCOVERY AND NOTIFICATION

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

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

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

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

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

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

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

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

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

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

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

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

16 4. COUNTY may require CONTRACTOR to provide notice to the Individual as required in
17 45 CFR § 164.404, if it is reasonable to do so under the circumstances, at the sole discretion of the
18 COUNTY.

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

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

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

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

36 9. If the Breach is the fault of CONTRACTOR, CONTRACTOR shall bear all expense or
37 other costs associated with the Breach and shall reimburse COUNTY for all expenses COUNTY incurs

1 in addressing the Breach and consequences thereof, including costs of investigation, notification,
2 remediation, documentation or other costs associated with addressing the Breach.

3 G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

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

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

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

13 1) The Disclosure is required by law; or

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

19 c. CONTRACTOR may use or further disclose PHI COUNTY discloses to
20 CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of
21 CONTRACTOR.

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

24 3. CONTRACTOR may use and disclose PHI COUNTY discloses to CONTRACTOR
25 consistent with the minimum necessary policies and procedures of COUNTY.

26 4. CONTRACTOR may use or disclose PHI COUNTY discloses to CONTRACTOR as
27 required by law.

28 H. PROHIBITED USES AND DISCLOSURES

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

34 2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI
35 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on
36 behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by
37 42 USC § 17935(d)(2).

I. OBLIGATIONS OF COUNTY

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

4
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.

J. BUSINESS ASSOCIATE TERMINATION

13
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 this Contract, if CONTRACTOR is unwilling or unable to cure
19 the material Breach or end the violation within thirty (30) days, provided termination of this Contract is
20 feasible.

21 2. Upon termination of this Contract, CONTRACTOR shall either destroy or return to
22 COUNTY all PHI CONTRACTOR received from COUNTY or CONTRACTOR created, maintained,
23 or 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 Subcontractor 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 this
34 Contract.

35 //

36 //

37 //

1 EXHIBIT C
 2 TO AGREEMENT FOR PROVISION OF
 3 DRUG MEDI-CAL NARCOTIC REPLACEMENT THERAPY TREATMENT SERVICES
 4 BETWEEN
 5 COUNTY OF ORANGE
 6 AND
 7 WESTERN PACIFIC MED-CORP
 8 JULY 1, 2023 THROUGH JUNE 30, 2025
 9

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

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

13 A. DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

7 B. TERMS OF CONTRACT

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

12 2. Responsibilities of CONTRACTOR

13 CONTRACTOR agrees:

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

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

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

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

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

35 3) If the data obtained by CONTRACTOR from COUNTY includes PII,
36 CONTRACTOR shall also comply with the substantive privacy and security requirements in the
37 CMPPA Agreement between SSA and CHHS and in the Agreement between SSA and DHCS, known

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

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

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

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

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

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

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

35 //
 36 //
 37 //