595 Center Ave., Ste. 100 | Martinez, CA 94553 | Phone: (925) 313-6000 | Fax: (925) 313-6580
cchealth.org

To: Joint Conference Committee (JCC) Members

From: Irene Lo, MD FACS; Chief Executive Officer (Interim)
Chanda Gonzales, Compliance Officer
Date: June 6, 2025

Subject: Code of Conduct

Background

The Compliance Department submits the revised Code of Conduct for review and approval by the JCC. The Code of Conduct is part of the overall Compliance Program and is required, by state and federal regulations, to be reviewed and approved by the health plan's governing body.

Summary and Purpose

The submitted Code of Conduct provides guidance to staff and contractors for carrying out their daily work activities in a way that is consistent with the Contra Costa Health Services (CCHS) and CCHP Compliance Programs. The Code of Conduct provides standards that address areas identified as a high priority for Compliance oversight. These standards are intended to communicate policies that are comprehensive and easily understood.

The Code of Conduct states CCHP's expectations regarding ethical treatment of plan members, interactions with business partners, and workplace conduct. The Code addresses the duty to report any compliance issues and the multiple ways to do so.

The Code of Conduct also encourages the implementation of effective communication that ensures confidentiality between the Compliance Officer, members of the CCHP Compliance Committee, CCHP Personnel and CCHS Senior Staff and Administration.