



Summary of Regulatory Audits

- CCHP welcomes audits as a positive, constructive process.
- Audits are viewed as an opportunity for continuous improvement
 - Audit results are a tool for growth; they highlight areas for improvement and drive ongoing enhancements
 - They help CCHP ensure that its processes are aligned with best practices and regulatory requirements.
 - The audit process supports CCHP in providing high-quality, comprehensive health care to members.
- No audit is without findings—such results are common across health plans and help identify actionable areas for process improvement.
 - The findings are used to strengthen internal practices and enhance the member experience.
 - Audit findings are not seen as setbacks but as part of a broader strategy for success—they ensure that CCHP can evolve and remain compliant with regulations while adapting to member needs.
- The audit process aligns with CCHP’s commitment to transparency, quality, and continuous innovation in health care delivery.



Regulatory Audits

REGULATORY BODY	AUDIT FREQUENCY	AREAS OF AUDIT	LAST AUDIT	# OF FINDINGS	STATUS OF CORRECTIVE ACTION PLAN
Department of Health Care Services (DHCS)	Annual	<ul style="list-style-type: none"> Six categories of performance: Utilization Management (UM), Case Management and Coordination of Care, Access and Availability of Care, Member's Rights, Quality Management, Administrative and Organizational Capacity Evaluation of Plan's compliance with its DHCS Contract Evaluation of Plan's adherence to previous audit findings and Corrective Action Plan 	August 2024	19 No repeat findings	In Progress; On Track
Department of Managed Health Care (DMHC)	Every 3 years	<ul style="list-style-type: none"> Assessed Plan operations in the following areas: <ul style="list-style-type: none"> Quality Assurance Grievances and Appeals Access and Availability of Services Utilization Management Continuity of Care Emergency Services and Care Prescription Drug Coverage Behavioral Health – SB855 	November 2022	16	4 corrected; Remaining In Progress; On Track

CCHP Audit Approach

Year-Round:

- Regularly review and monitor audit findings from other health plans to ensure CCHP policies and procedures address these issues.
- Continuously monitor corrective action plans to ensure compliance and resolution of findings.
- Provide regular audit training and preparation for CCHP staff.

Pre-Audit:

- Proactively identify potential concerns during audit preparation.
- Implement immediate process improvements to address concerns.

During the Audit:

- Identify areas of concern raised by auditors.
- Make real-time process improvements to address issues as they arise.

Audit Exit Conference & Afterward:

- Review initial auditor concerns.
- Develop corrective action plans and internal audit procedures for quick and thorough resolution.

Upon Receiving the Audit Report & Afterward:

- Review findings to ensure all recommendations are incorporated into corrective action plans.
- Continuously monitor internal auditing processes.
- Review timelines and confirm milestones are met to ensure timely and effective resolution of findings.