



Summary of CalViva Health's Delegation Model

1. CalViva Health ("CalViva") has an Administrative Services Agreement (ASA) with Health Net Community Solutions, Inc. ("Health Net") to provide certain administrative services on CalViva's behalf. Health Net is CalViva's Subcontractor/Plan Administrator. CalViva also has a Capitated Provider Services Agreement (CPSA) with Health Net for the provision of health care services to CalViva members through Health Net's network of contracted providers. Although the CPSA with Health Net covers a significant portion of the Plan's network, CalViva also maintains direct contracts with three (3) federally qualified health centers ("FQHC") in Fresno, Kings and Madera counties. Health Net provides the same administrative services for CalViva Health's direct contracted providers as it does for Health Net's contracted provider network. Unless otherwise specified, for purposes of this policy the terms "CalViva" or "Plan" will also include Health Net.

Under the terms of the ASA and CPSA, Health Net has been delegated responsibility for performing a wide variety of administrative, clinical and provider network activities on CalViva's behalf, including subcontracting with network provider groups and vendors, and performing the associated pre-delegation audits, and formal oversight audits.

Delegated Health Net Departments/Positions referenced in this policy include:

- 1.1. Medi-Cal Operations
 - 1.2. Delegation Oversight
 - 1.3. Compliance Vendor & Specialty Company Management
2. In the event CalViva directly contracts with and delegates to other organizations, CalViva will ensure a pre-delegation audit is conducted, and will communicate all applicable state and federal laws and regulations and applicable contract requirements to the delegated entity. The delegated entity must sign a written agreement that describes each party's responsibilities, reporting requirements, CalViva's oversight and audit requirements, revocation of delegation, and other pertinent terms where either the Department of Health Care Services ("DHCS"), Department of Managed Care ("DMHC") or CalViva has determined the organization is not performing satisfactorily.