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Title 22@ Social Security

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Division 3@ Health Care Services

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Subdivision 1@ California Medical Assistance Program

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Chapter 8@ CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

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Article 5@ CARE MANAGEMENT PROVIDER AGENCY STANDARDS

|-&gt;

Section 58076@ Policy Manual

## 58076 Policy Manual

### (a)

Prior to the Care Management Provider Agency being approved by the State, and with an Annual update thereafter, the Care Management Provider Agency must file the following with the Department of Health Services and with each Issuer with whom they contract: (1) an organizational chart; and (2) a policy manual that includes the following: (A) job descriptions; (B) Care Manager training requirements; (C) Care Manager availability and turn-around time for conducting assessments and developing Plans of Care; (D) personal policies; (E) the appeals procedure; (F) the client bill of rights and responsibilities as described in Section 58072; (G) the agency's quality assurance program (including the Annual program evaluation, the Quarterly service record review and verification that the Annual documentation of clinical competence has been completed); (H) data collection procedures (including confidentiality safeguards); (I) records retention procedures; and (J) documentation of efforts to provide culturally sensitive services.

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**(A)**

job descriptions;

**(B)**

Care Manager training requirements;

**(C)**

Care Manager availability and turn-around time for conducting assessments and developing Plans of Care;

**(D)**

personal policies;

**(E)**

the appeals procedure;

**(F)**

the client bill of rights and responsibilities as described in Section 58072;

**(G)**

the agency's quality assurance program (including the Annual program evaluation, the Quarterly service record review and verification that the Annual documentation of clinical competence has been completed);

**(H)**

data collection procedures (including confidentiality safeguards);

**(I)**

records retention procedures; and

**(j)**

documentation of efforts to provide culturally sensitive services.