



## **EMERGENCY PREPAREDNESS & CRISIS RESPONSE PLAN**

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# EMERGENCY PREPAREDNESS & CRISIS RESPONSE PLAN

## I. INTRODUCTION

### A. OVERVIEW

The Fresno-Kings-Madera Regional Health Authority (“RHA”), dba CalViva Health (the “Plan”) is a licensed full-service health care service plan contracted with the DHCS to offer health care services to enrollees in its Medi-Cal Managed Care Plan under the Two Plan Model in the counties of Fresno, Kings, and Madera. The Medi-Cal Managed Care Plan is the only product line offered by CalViva Health.

The RHA has a Capitated Provider Services Agreement (“CPSA”) with Health Net Community Solutions, Inc. (“HNCS” or “Health Net”) for the provision of health care services to CalViva Health members through the HNCS network of contracted providers. The RHA also has an Administrative Services Agreement (“ASA”) with HNCS to provide certain administrative services on the Plan’s behalf. Health Net is the Plan’s “Administrator”. Although the CPSA with HNCS covers a significant portion of the Plan’s network, the RHA also maintains direct contracts with three (3) federally qualified health centers (“FQHC”) in Fresno, Kings and Madera counties. HNCS provides the same administrative services for the Plan’s direct contracted providers as it does for Health Net’s contracted provider network.

As the Plan’s Administrator, Health Net maintains the systems typical of health plan operations, including those used for CalViva Health operations, including systems for enrollment, claims, utilization, appeals/grievances, member/provider call center operations, and stores CalViva Health files and case records (e.g. credentialing files, prior authorization and case management files, claim files, etc.). CalViva Health does not interact with the Plan Administrator’s systems but nevertheless relies on those systems to provide services to its members and providers.

### B. PURPOSE

The purpose of this Emergency Preparedness and Crisis Response Plan is to ensure the ongoing provision of health services in an epidemic, disaster or manmade emergency including, but not limited to, localized acts of nature, accidents, and technological and/or attack related emergencies. The Plan is reviewed annually, and any changes are conveyed to the Plan’s Governing Board (i.e., RHA Commission) and other applicable stakeholders.

In fulfilling the Plan’s commitment to providing high quality and cost-effective care to members and a safe environment to staff under any condition, this Emergency Preparedness and Crisis Response Plan supports the Plan’s business continuity by facilitating continuous service. This Emergency Preparedness and Crisis Response Plan documents processes and delineates resources that will be used by The Plan and the Plan’s Administrator to ensure

continuity of business operations, delivery of essential care to members, and mitigate potential harm caused by emergencies, such as natural or manmade disaster or public health crisis.

### C. TYPES OF EMERGENCIES

The Plan's executive management has identified and assessed potential public health crises and natural or man-made Emergencies, including but not limited to epidemics, pandemics, earthquakes, fires, floods, storms, hurricanes, tornados, power outages, gas leaks, bomb threats or presence of explosives, explosions, hazardous materials incidents, relocations or evacuations, assaults, intrusions, bioterrorism, injuries, riots, and information technology security incidents that could arise at any of the Plan's business locations, including those of its Administrator.

The Plan also reviews our service areas when an emergency occurs and how that may disrupt business operations. In addition, the Plan reviews any essential supply chain impacts that may disrupt business operations during or after the Emergency.

The Plan reviews its assessment as changes occur, but at least annually.

In this document several words are defined as:

- **“Emergency”** means unforeseen circumstances that require immediate action or assistance to alleviate or prevent harm or damage caused by public health crises, natural and man-made hazards, or disasters.
- **“Emergency Preparedness”** means a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking Corrective Action in an effort to ensure effective coordination during incident response. Contractor's Emergency Preparedness process is one element of a broader national preparedness system to prevent, respond to, and recover from public health crises, natural disasters, acts of terrorism, and other disasters.
- **“Emergency Preparedness and Response Plan”** means an emergency plan put in place by Contractor to ensure continuity of its business operations, to ensure delivery of essential care and services to Members, and to help mitigate potential harm caused by an Emergency.

As a result of a crisis or disaster, the following are examples of ways the Plan's workspaces can be affected:

- **Full building closure** – temporary shutdown or reduced operation of a building for a minimum of one day or longer. This would include an incident that would seriously

affect the ability to conduct “business as usual,” in the building. An example would be nearby smoke that infiltrated the building.

- **Building inaccessible to employees** – incident that would not seriously affect the ability to conduct “business as usual,” in the building, but the employees are not able to access the building. Example would include: employees can’t get to the office due to a road closure.
- **Long term building closure** – a situation that seriously impairs the Plan’s ability to conduct “business as usual” in an office building. The coordinated effort of an office-wide closure is required to effectively control the situation. Examples may include: a pandemic, severe property damage, etc.
- **Emergency evacuation while employees are working** – situations that will require an evacuation of the workplace. The extent of evacuation may vary for different types of situations. Examples include a nearby explosion, civil disturbances, and workplace violence while employees are working in the building.

#### **D. CONSTITUENTS**

Constituents represent the various groups that may be impacted in an emergency. In the Functional Area Responses section below, the various areas provide their processes to address potential impacts to each of these constituents.

- **Members**  
The Emergency Preparedness and Crisis Response identifies plans and processes to ensure that members are informed of support resources that will assist them in responding to a natural disaster or emergency in their area. This includes mechanisms for ensuring information is available proactively to prepare members, including those in long-term care facilities, skilled nursing facilities or other institutional settings, in the event of a disaster as well as reliable channels of communication and what to expect during a disaster.
- **Providers**  
The Emergency Preparedness and Crisis Response is designed to address provider questions and concerns regarding member access to services and work to resolve barriers to care prior to, during, and immediately following a disaster or emergency event. Additionally, there will be coordination with facilities and vendors in real time to prevent a delay in needed services per the regulator’s guidelines.
- **Employees**  
The Emergency Preparedness and Crisis Response outlines plans and procedures to adequately prepare employees to educate and inform members and providers with the latest emergency or disaster information and respective recovery details as well as the

Plan's directives. This includes the support of employees who are personally affected by emergency situations and addressing challenges related to the redistribution of workload and office availability.

- **Regulators**

The Emergency Preparedness and Crisis Response outlines a plan and process to provide required documentation to the Plan's various regulators, and also to proactively provide regular communication with the regulators during a disaster or crisis, to ensure the regulator is aware of the Plan's progress.

- **Community**

If there are emergencies that could impact the surrounding community, the community becomes an important audience. Community outreach may include coordination with public safety officials to develop protocols and procedures for advising the public of any hazards. Community outreach may also include providing food, drinking water and other supplies as needed.

- **Elected Government Officials**

The Emergency Preparedness and Crisis Response will include regular communication with the elected government officials during a disaster or crisis to ensure the elected government officials are aware of the Plan's progress. Elected government officials may request assistance from the Plan in the form of in person support at evacuation sites and/or donations to assist impacted members/community.

- **Vendors**

The Plan will coordinate and communicate with vendors to implement their emergency process in the event of an emergency that affects the vendor's operations.

- **RHA Commission**

As the governing board of the Plan, the RHA Commission has ultimate authority over the Plan's management of its operations. The Emergency Preparedness and Crisis Response will include informing the RHA Commission of any disaster and/or emergency that impacts the Plan's operations, and the Plan's actions taken to appropriately respond to the crisis.

## **II. Disaster & Emergency Preparedness Protocol**

The preparation phase occurs before a disaster or emergency event takes place. This process includes the Plan's evaluation of how a potential disaster or emergency impacts the Plan's overall ability to maintain business continuity and ensure members access to care. Impacts to productivity, communities, a provider's or vendor's ability to deliver care, as well as standard processes for accessing available resources and timely information are also evaluated. This method of preparation is designed to ensure that the Plan possesses a

thorough understanding of any potential impact to any constituents and the Plan’s role in mitigating risk.

The Plan will maintain Emergency contact information, telephone numbers, and other contact information (including contact name, title or position, physical location address, mailing address, telephone and/or cell phone, text, e-mail, and social media) for staff, and key Plan Administrator Management staff.

**A. Emergency Response Leadership Team**

The Emergency Response Leadership Team (ERLT) is notified at the first sign of a potential disaster or emergency event. The ERLT then assesses the disaster or emergency event and determines whether to activate this work plan.

The Plan’s Executive staff will constitute the Emergency Response Leadership Team (ERLT):

- Jeffrey Nkansah, Chief Executive Officer
- Mary Lourdes Leone, Chief Compliance Officer
- Patrick Marabella, M.D., Chief Medical Officer
- Daniel Maychen, Chief Financial Officer

The ERLT will maintain contact with key Plan Administrator counterparts in order to communicate and evaluate current or potential disaster impacts, and actions to mitigate to the following:

- Plan Administrator’s management information systems (MIS)
- Provider availability
- Members access to care
- Plan’s management information systems (MIS)
- Plan’ staff’s access to the workplace and/or connectivity to Plan’s MIS

**Oversight of the Emergency Preparedness & Crisis Response**

The following Plan executives will have oversight of the following functional areas:

<b>Jeffrey Nkansah</b>	Facilities, Community & Government Relations, Human Resources, Information Technology, Marketing and Communications, & Security
<b>Mary Lourdes Leone</b>	Call Center / Member Services, Compliance, Marketing and Communications, Provider Network, Privacy & Security
<b>Patrick Marabella, M.D.</b>	Population Health, Utilization Management, Pharmacy, Appeals & Grievances, Provider Network
<b>Daniel Maychen</b>	Facilities, Claims, Information Technology, Enrollment,

## **B. Policies and Procedures**

CalViva Health has established a set of policies and procedures. The Policies and Procedures are available to employees and other valuable stakeholders in either a paper or electronic format. The policies and procedures along with this plan are the core of CalViva Health's Emergency Preparedness and Crisis Response Plan.

In cases where policies and procedures have not been directly established by CalViva Health, CalViva Health has reviewed and approved the use of a Plan and/or policies and procedures by a delegate responsible for activities under the emergency preparedness and crises response plan.

## **C. Monitoring Functional Area Responses**

CalViva Health is committed to responding quickly and appropriately during an emergency and/or crises.

In the event of an emergency and/or crisis, the ERLT will collaborate as needed and as appropriate so the following actions are completed and made available for reporting:

- Actions taken to identify the nature, scope and magnitude of the event's impact
- Actions taken to mitigate and or resolve the event's impacts
- Actions needed to be maintained during the Recovery phase, if needed
- Actions taken to fulfill required regulatory filings to the DMHC (i.e., within 48 hours of the Declaration of an emergency.
- Actions taken to fulfill required regulatory filings to the DHCS (i.e., within 24 hours of a federal, state, or county declared state of Emergency located within the Plan's Service Area, the Plan will notify DHCS if the Plan has experienced or expects to experience any disruption to its operations.)
- Actions taken to update the Plan's Emergency Preparedness and Crises Plan including, but not limited to any training which is conducted, reviewed, and/or updated.

## **III. FUNCTIONAL AREA RESPONSES**

### **A. Appeals and Grievances**

Health Net administers the day-to-day operation of the Appeals and Grievance System on CalViva Health's behalf. Upon the official notification that there is an emergency or disaster impacting the function, the Health Net Appeals and Grievances Department shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.



The Plan ensures that members impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by taking action, including but not limited to the following:

1. Extended filing deadline for Grievances and requests for Appeals in accordance with Exhibit A, Attachment III, Section 4.6 Member Grievance and Appeal System.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **B. Call Center (Member and Provider Services)**

Health Net administers the day-to-day operation of the Call Center on CalViva Health's behalf. Upon the official notification that there is an emergency or disaster impacting this function, the Health Net Call Center Department shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by taking action, including but not limited to the following:

1. Informing members that certain requirements may be relaxed to better serve them during a crisis.
2. Adding emergency messaging or pointing to a shared resource if appropriate to triage calls.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **C. Claims**

Health Net administers the day-to-day operation of claims processing activities on CalViva Health's behalf. Upon the official notification that there is an emergency or

disaster impacting this function, the Health Net Claims Department shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by taking action, including but not limited to the following:

1. Adjusting work schedules to meet the need of the member or provider and direction from regulatory departments.
2. Working with Information Technology departments to perform Claims adjudication system enhancements which may be required to support/implement state requirements.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

#### **D. Community and Government Relations**

CalViva Health understands the role of the public affairs and government relations team is to communicate the Plan's activities during the disaster to local elected officials, key stakeholders, and community-based organizations.

CalViva Health's Chief Executive Officer, along with the support of CalViva Health's Director of Community Relations & Marketing will work collaboratively together as appropriate to ask people and organizations, which may include Health Net, on modalities to amplify information on where Plan members can get continued care such as pharmacy benefits or help coping with the disaster.

In some cases, the Plan may provide financial support and or Plan resources to providers and/or Community Based Organizations in the region.

CalViva Health also requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work on an appropriate response to the emergency and/or disaster.

## **E. Compliance**

CalViva Health Compliance is responsible for receiving and disseminating any regulatory requirements specific to any Emergency Declaration in place. Compliance provides guidance to support implementation / change management processes to sustain compliance with all regulatory requirements. Compliance will review the Business Continuity and Emergency and Member Preparedness Response Plan on an annual basis.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to essential functions and Covered Services by taking action, including but not limited to the following:

1. Ensuring Compliance has the ability and resources to maintain interactions with regulatory agencies to respond to any requests or questions that are related to how the Plan is accommodating its membership impacted by the State of Emergency or disaster.
2. Reporting the status of its operations once a day to regulatory agencies or as directed by regulatory agencies.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting any essential administrative or operational functions within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **F. Enrollment**

CalViva Health is responsible for receiving enrollment eligibility files from the State and transferring it securely to Health Net. Health Net administers the day-to-day operation of timely and accurate execution of enrollment processing to avoid member and provider disruption on CalViva Health's behalf. Upon the official notification that there is an emergency or disaster impacting this function either within CalViva Health or Health Net, the respective teams shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to the function and Covered Services by taking action, including but not limited to the following:

1. Allowing data systems to be available through remote connectivity capabilities to allow the continued transfer of files during an emergency and/or crises.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **G. Facilities**

CalViva Health has one facility located at 7625 N. Palm Ave., Fresno CA 93711. The CalViva Health Chief Executive Officer will work collaboratively with the CalViva Health Chief Financial Officer and the Office Director regarding any emergency crises which impact this facility.

Health Net has a Facilities team which will respond to an emergency or crisis. The facilities team will report the number of Plan offices that are closed on a daily basis to the appropriate parties. Upon the official notification that there is an emergency or disaster impacting any administrative or operational functions either within CalViva Health or Health Net, the respective teams shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to essential functions and Covered Services by taking action, including but not limited to the following:

1. Allowing systems and resources to be available through remote connectivity capabilities

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting any administrative or operational functions within Health Net facilities where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **H. Human Resources**

The CalViva Health Chief Executive Officer will work collaboratively with the CalViva Health Chief Financial Officer and the Human Resources Director regarding any emergency crises which impact the CalViva Health office. Health Net has a Human Resources team which will respond to an emergency or crisis. Upon the official notification that there is an emergency or disaster impacting this function either within CalViva Health or Health Net, the respective teams shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to essential functions and Covered Services by taking action, including but not limited to the following:

1. Ensuring the Plan's staff are clear on policies and procedures and any interpretation based on nuances of emergency/disaster needs.

CalViva Health requires Health Net notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **I. Information Technology**

CalViva Health works with an Information Technology ("IT") Vendor which provides hardware and software systems necessary for virtualization of Microsoft Windows Server Operating System, compatible Application software and storing of data. Servers are backed up daily and can be restored from the previous backup. Environmental protection systems (i.e., UPS battery backups, power generators, etc.) are in place to protect data systems. On an annual basis, the Plan's Business Continuity and Disaster Recovery Protocols are tested. Every other year a Cybersecurity Assessment which includes penetration testing, vulnerability scanning, phishing simulations, force entry, etc.) are conducted.

Lessons learned are incorporated into updated versions of the Plan's overall Emergency Preparedness and Crises Plan.

The CalViva Health Chief Executive Officer works collaboratively with the IT vendor regarding any emergency crises which impact the CalViva Health office.

Health Net Information Technology capability consists of over 200 IT security and risk personnel assigned all aimed at recovering as quickly as possible, including those related

to member care and provider payment services within 24 hours from the time the disaster is declared.

Upon the official notification that there is an emergency or disaster impacting the function either within CalViva Health or Health Net, the respective teams shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to essential functions and Covered Services by taking action, including but not limited to the following:

1. Allowing systems and resources to be available through remote connectivity capabilities.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting any administrative or operational functions within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

## **J. Communications**

CalViva Health understands there is a need to develop and distribute communications to key audiences when an emergency or disaster arises.

CalViva Health's Chief Executive Officer, Chief Compliance Officer, along with the support of CalViva Health's Director of Community Relations & Marketing will work collaboratively together and as appropriate to:

1. Distribute communications to members that are mandated by regulations, laws and/or contracts.
2. Distribute communications focused on actions that employees need to take to ensure their safety and/or to continue business operations in the crisis-impacted areas
3. Distribute communications to providers that are mandated by regulations, laws and/or contracts.
4. Distribute communications to news media outlets and for posting to company-owned social media platforms.

CalViva Health also requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this

function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work on an appropriate response to the emergency and/or disaster.

#### **K. Pharmacy**

Health Net administers the day-to-day operation of ensuring members have access to their medications on CalViva Health's behalf. In cases which are not related to Physician-Administered Drugs, the responsibility will also be shared with the State as a result of Medi-Cal RX which became effective 1/1/2022. Upon the official notification that there is an emergency or disaster impacting this function, the Health Net Pharmacy team shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by acting, including but not limited to the following:

1. If applicable, entering claim overrides in the pharmacy claims processing system.
2. If applicable, lifting certain prior authorization procedures.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting the function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

#### **L. Population Health and Utilization Management**

Health Net administers the day-to-day operation of population health and utilization management activities on CalViva Health's behalf. Upon the official notification that there is an emergency or disaster impacting this function, the Population Health and Utilization Management Team(s) shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by taking action, including but not limited to the following:

1. Identifying members with special health care needs in the affected area using a data driven risk stratification approach.
2. Establishing cooperative arrangements with other local health care organizations to assist and provide mutual aid during an Emergency when business operations are affected.
3. Reviewing prior authorization requests from members and providers in impacted areas to ensure determinations are reviewed and determined quickly.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting the function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

#### **M. Provider Network**

Health Net administers the day-to-day operation of ensuring appropriate teams are aware of the impact to the delivery system in the affected area(s) on CalViva Health's behalf. Upon the official notification that there is an emergency or disaster impacting this function, the Provider Network Team shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to this function and Covered Services by acting, including but not limited to the following:

1. Verify impact on providers in affected disaster areas.
2. Educate providers on the Plan's Emergency policies and procedures and ensuring they are following requirements and aware of any temporary requirements published by regulations.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting this function within Health Net where it has been determined the impact will also impact CalViva Health business.

The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

#### **N. Security**



CalViva Health has a Security Management Process to ensure it has implemented the appropriate security measures to reduce risks and vulnerabilities. The CalViva Health Chief Executive Officer will work collaboratively with the CalViva Health Chief Financial Officer, Chief Compliance Officer, Chief Medical Officer, IT Vendor, and the Office Director regarding any emergency crises which impact the CalViva Health office.

Health Net has a Physical Security team which will secure facilities during a natural disaster or emergency. Upon the official notification that there is an emergency or disaster impacting the function either within CalViva Health or Health Net, the respective teams shall initiate their Emergency Preparedness and Crises Response Plan. CalViva Health has reviewed and approved the Health Net Emergency Preparedness and Crises Response Plan.

The Plan ensures that members and providers impacted by a federal, State, or county declared state of Emergency continue to have access to essential functions and Covered Services by taking action, including but not limited to the following:

1. Working with all parties to ensure safety after an event including building walks, assessments, deployment of security officers as necessary for compliance, security or health and safety concerns.

CalViva Health requires Health Net to notify the CalViva Health ERLT team immediately of any notification where there is an emergency or disaster impacting any administrative or operational functions within Health Net where it has been determined the impact will also impact CalViva Health business.

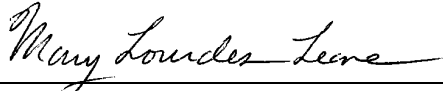
The CalViva Health ERLT team with oversight responsibilities will work with Health Net on an appropriate response to the emergency and/or disaster.

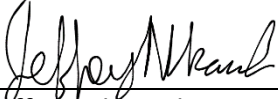
#### **IV. References**


1. Health Net Emergency Preparedness and Crises Response Plan
2. CalViva Health Policies and Procedures related to Risk Management and Business Continuity:
  - HI-023 – Risk Assessment and Management
  - HI-027 – Information Security Safeguards
  - HI-029 – Business Continuity and Disaster Recovery
  - HI-030 – IT Asset Inventory, Capacity Planning, Configuration Management
3. CalViva Health Policies and Procedures related to the following Functional Areas:

Administration	Health Education
Appeals and Grievances	Member Services
Case Management	Pharmacy
Claims	Privacy and Security
Compliance	Provider Services
Health Equity	Public Health
Finance	Quality Improvement
Human Resources	Utilization Management

**APPROVAL:**


**Date:** February 20, 2025  
 Name: Mary Lourdes Leone  
 Title: Chief Compliance Officer


**Date:** February 20, 2025  
 Name: Jeffrey Nkansah  
 Title: Chief Executive Officer


**Date:** February 20, 2025  
 Name: David S. Hodge, M.D.  
 Title: RHA Commission Chairperson

Program Description History		
Date	Section #	Comment(s)
2/16/2023		New Program Description
2/15/2024		Annual Review: No changes
2/20/2025	Sections I, III and IV.	Updated section I.D. Members to include members in LTC facilities; Updated section III Functional Area Responses with more precise language applicable to each function; Updated section IV References by including applicable CalViva policies and procedures; made minor edits to grammar throughout.