2. COMMITTEE OVERVIEW

A. Public Policy Participation Committee (PPPC)

A. Role:
1. Pursuant to requirements set out by California Department of Managed Health Care (DMHC) and California Department of Health Care Services (DHCS), PPPC is a Member advisory committee that provides a channel for structured input and feedback from IEHP Members regarding delivery of care and how it impacts care for Members.

B. Function:
1. The function of the PPPC Committee is as follows:
   a. To review changes in policy or procedures that affect IEHP Members.
   b. To provide updates on state policies or issues that affect IEHP and its Members.
   c. To allow committee members to have input on issues that have an impact on IEHP Members (i.e. marketing materials, IEHP website including the web provider directory or doctor search, the Evidence of Coverage, brochures, flyers, Health Education materials, Radio/TV/Billboard advertisements, incentive ideas/items, etc.).
   d. To allow committee members to share experiences that will help IEHP improve how care is delivered.
   e. To advise on educational and operational issues affecting groups who speak a primary language other than English.
   f. To advise on cultural competency.

C. Structure:
1. The Committee is delegated by the IEHP Governing Board to IEHP to oversee the public policy activities of IEHP. The Committee is chaired by the IEHP Chief Marketing Officer (CMO). The CMO makes recommendations and report findings to the IEHP Governing Board on an annual basis. Potential quality issues are referred to the Quality Management (QM) Committee and the Chief Medical Officer for review and action as indicated.

D. Membership:
1. Membership consists of thirty (30) selected IEHP Members from both Medi-Cal and IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid). Committee Members are selected through outreach by IEHP on an annual basis every January with an effective date of March of that same year.

   2. IEHP staff participating in the committee consists of the Chief Marketing Officer, Communications Coordinator, IEHP Medical Director, Director of Quality Management, Senior Director of Marketing and Product Management, Senior
2. COMMITTEE OVERVIEW

A. Public Policy Participation Committee (PPPC)

Director of Member Services, Bilingual Member Services Representative, Call Center Manager, Community Outreach Representative, Director of Health Education and other IEHP Representatives.

3. The PPPC membership shall reflect the geography and the membership make-up of IEHP’s total enrollment.

4. Committee members must be linked to an active IEHP enrolled Member – either themselves or their children, their parents, or a spouse with linkage to IEHP because of a disability.

E. Terms of Service:

1. The full term for a PPPC Member is two (2) years. The initial term(s) of Committee members are staggered. One-third of the membership is rotated each year in January. Members may serve additional terms. The determination of whether any Member may serve additional term(s) is at the sole discretion of the CMO.

F. Meetings:

1. The PPPC shall meet quarterly at IEHP.

2. The PPPC meetings begin at 12:00 p.m. and end no later than 2:00 p.m.

3. Special PPPC meetings may be called when necessary.

G. Minutes:

1. Minutes are recorded and transcribed for all meetings by a transcribing vendor. The minutes include the date, hours, and place of the meeting, notice of the meeting, names of the PPPC members and staff present and absent, and all discussions that take place. Once finalized, the minutes are sent to the Senior Director of Marketing and Product Management for review. Minutes must be completed no later than thirty (30) days from the next PPPC meeting. Written reports or other forms of written communication submitted are included as attachments in the minutes.

2. Unless the reading of the minutes of the PPPC meeting is requested by a PPPC member, such minutes may be approved without reading if a copy has been previously provided to each committee member.

H. Reports:

1. Issues discussed by the Committee will be presented to the IEHP Governing Board annually by the Chairman of the Committee.

2. Quality issues will be reported to the QM Committee as needed.
2. COMMITTEE OVERVIEW

A. Public Policy Participation Committee (PPPC)
2. COMMITTEE OVERVIEW

B. Provider Advisory Committee (PAC)

A. Role:
1. PAC provides an independent mechanism for structured input from the Provider community directly to IEHP and its Governing Board.
2. PAC has a standing agenda item at each IEHP Governing Board meeting to provide input and feedback.

B. Function:
1. PAC reviews significant policy items related to IEHP functions prior to IEHP management’s presentation to the Governing Board. Examples include, but are not limited to:
   a. IEHP budget issues;
   b. Changes in contracting methodologies and/or model;
   c. Changes to programs that impact Providers, such as the Pay for Performance Program (P4P), Health Education programs, etc.;
   d. Review of quality study results with a focus on proposed corrective action plans that impact Providers;
   e. Benefit changes and interpretation; and
   f. Other policy or procedure changes that impact Providers.
2. PAC has a standing agenda item at each Governing Board meeting to allow direct input regarding items as listed above, or other policies and procedures that impact Providers.

C. Meetings:
1. PAC meets every other month, on the Monday prior to an IEHP Governing Board Meeting.
2. Meeting dates are scheduled one (1) year in advance.

D. Membership:
1. Membership consists of eight (8) contracted IEHP Providers in good standing and IEHP staff as follows:
2. COMMITTEE OVERVIEW

B. Provider Advisory Committee (PAC)

a. Two (2) Hospital representatives selected by Hospital Association of Southern California (HASC), one (1) from Riverside and one (1) from San Bernardino (both must be IEHP contracted hospitals);

b. One (1) physician representative from Riverside County Medical Association. The physician must be a participating PCP with IEHP;

c. One (1) physician representative from San Bernardino County Medical Society. The physician must be a participating PCP with IEHP;

d. One (1) Optometrist who is contracted with IEHP;

e. Two (2) representatives from an IPA contracted with IEHP;

f. One (1) representative from a pharmacy or pharmacy chain contracted with IEHP;

g. IEHP Chief Executive Officer, or designee;

h. IEHP Chief Medical Officer, or designee;

i. Other IEHP Chief Officers or staff as indicated;

j. IEHP Director of Compliance, or designee;

k. IEHP Senior Director of Provider Services, or designee; and

l. IEHP Staff Counsel.

2. Members shall not have interests crossing membership categories.

3. Members cannot be in litigation with IEHP.

4. Members’ terms shall be for two (2) years, reappointment can occur at the request of the nominating entity or IEHP.

E. Chairmanship:

1. The Chairperson of PAC is selected by the membership.

2. The Chairperson is responsible for presenting to the Governing Board at the regular monthly meetings if necessary.

3. The Chairperson coordinates with IEHP staff as required prior to each meeting.

4. The Chairperson may waive a meeting if there are no relevant issues to discuss.

F. Committee Organization:

1. IEHP is responsible for all meeting organization and preparation, including agenda and supporting materials, preparation and mailing to PAC members and other meeting logistics.

2. IEHP staff coordinates meeting preparation with the Chair.
2. COMMITTEE OVERVIEW

B. Provider Advisory Committee (PAC)

G. Confidentiality

1. Since the information presented to PAC is in advance of the Governing Board meeting, all information provided to PAC must be kept confidential and not discussed or distributed to any non-member of PAC until such time as the information is presented to the Governing Board.

2. Information, presented to PAC, that is to be presented in any closed session of the Governing Board, shall remain confidential and shall not be disclosed to any non-member of PAC unless authorized by IEHP.

3. This provision does not preclude any member of PAC from discussing the information with a member of the Governing Board.

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<th>INLAND EMPIRE HEALTH PLAN</th>
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<td><strong>Chief Approval:</strong> Signature on file</td>
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<td><strong>Chief Title:</strong> Chief Executive Officer</td>
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2. COMMITTEE STRUCTURE

C. Quality Management (QM) Committee

A. Role:

1. The QM Committee directs the continuous monitoring of all aspects of health care being administered to IEHP Members, with oversight by the IEHP Chief Medical Officer and/or the Senior Medical Director. All Committee findings and recommendations for policy decisions are reported through the Chief Medical Officer to the IEHP Governing Board on a quarterly basis, or sooner if indicated.

2. Objectives of the QM Committee include: review, oversight and evaluation of delegated and non-delegated Quality Management (QM) activities, including the accessibility of health care services and actual care rendered; ensuring continuity and coordination of care; oversight of delegated activities such as Utilization Management, Quality Management, Grievance & Appeals; and Credentialing / Recredentialing; oversight of non-delegated Credentialing / Recredentialing activities; facility and medical record compliance with established standards; Member Satisfaction; quality and safety of services; safety of clinical care and adequacy of treatment. Peer review, and utilization data are used to identify and track problems, and implement corrective actions. The QM Committee monitors Member interaction at all levels, representing the entire range of care, from the Member’s initial enrollment to final outcomes.

3. The QM Committee is responsible for annual review, update, and approval of the QM Program Description including QM policies, procedures and activities, providing direction for development of the annual Work Plan and Calendar and making recommendations for improvements to the IEHP Governing Board as needed. Ancillary Subcommittees are instituted to assist with study development as needed. The QM Committee receives updates from Peer Review, Credentialing, Utilization Management, Behavioral Health, Compliance, Quality Improvement, Delegation Oversight, and Pharmacy and Therapeutics Subcommittees at least quarterly or more frequently as indicated. The QM Committee reviews Subcommittee activity reports and is responsible for periodic assessment and redirection of subcommittee activities and recommendations, with subsequent reporting to the IEHP Governing Board through the Chief Medical Officer.

4. IEHP delegates Quality Management and Improvement activities to those entities with current NCQA accreditation. The IEHP QM Committee provides oversight of these delegated activities.

B. Function:

1. The following elements define the function of the QM Committee in monitoring and oversight for care administered to Members:
   a. Seek methods to increase the quality of health care for the served population;
   b. Design and direct QM Program objectives, goals, and strategies;
2. COMMITTEE STRUCTURE

C. Quality Management (QM) Committee

c. Recommend policy decisions;
d. Review, analyze, and evaluate results of QM activities at least annually and revise as necessary;
e. Identify and prioritize quality issues, institute needed actions and ensure follow-up;
f. Develop and assign responsibility for achieving goals;
g. Monitor quality improvement;
h. Monitor clinical safety;
i. Provide oversight and direction for Subcommittees and related programs and activities;
j. Oversee the identification of trends and patterns of care;
k. Monitor grievances and appeals for quality issues;
l. Develop and monitor Corrective Action Plan (CAP) performance;
m. Report progress and key issues to the IEHP Governing Board;
n. Assess the direction of health education resources;
o. Ensure incorporation of findings based on Member and Provider input/issues into IEHP policies and procedures;
p. Provide oversight for the IEHP UM Program and delegated UM functions;
q. Review behavioral health care reports for quality issues;
r. Oversee the IEHP Credentialing Program and delegated credentialing functions;
s. Oversee and direct the IEHP Disease Management Program;
t. Review and approve clinical practice and preventive health guidelines; and
u. Review the Program Descriptions of contracted IPAs and other delegate entities on an annual basis.

C. Structure:

1. The QM Committee provides oversight for the QM Program and is composed of IPA Medical Directors and other practitioners who are representatives for their physicians and non-physician practitioners. Practicing physicians serve on Subcommittees that report to the QM Committee. Additional representatives may include optometrists, public health representatives, pharmacists’ representatives, specialists, and IEHP staff.

2. Ancillary subcommittees are instituted to assist with study development as needed.
C. Quality Management (QM) Committee

D. Membership:

1. Membership is comprised of the IEHP Chief Medical Officer as Chairperson, IEHP Medical Directors, participating IPA Medical Directors, appointed representatives from the Public Health Departments of Riverside County and San Bernardino County, participating pharmacists, participating optometrists and a behavioral health practitioner.
   a. Prospective appointed physician and pharmacist members of the Committee are subject to verification of license, and malpractice history prior to participating on the Committee.
   b. Prospective physician and pharmacist members not providing requested information to perform verification in a timely manner, or who do not meet IEHP’s requirements upon verification may not participate on the Committee.

2. IEHP staff participating on the QM Committee consists of the following: Chief Executive Officer, Chief Medical Officer, Chief Network Officer, Chief Marketing Officer, Medical Director, Associate Medical Directors, Senior Director of Pharmaceutical Services, Director of Health Administration, Director of Quality Management, Directors of Utilization Management (Inpatient and Outpatient), Senior Director of Care Management, Senior Director of HealthCare Informatics, Senior Director of Provider Services, Clinical Director of Behavioral Health, Senior Director of Member Services, Director of Compliance, Disability Program Manager, Quality Management Manager, Grievance and Appeals Managers, and other IEHP staff as necessary.

3. IEHP staff participating on the QM Committee have been selected to allow input and technical expertise related to Member and Provider experience, encounter data, and to provide links back to other IEHP departments.

4. The Quality Management Administrative Assistant acts as secretary to the Committee.

5. Regulatory agency representatives may attend QM Committee meetings according to contractual arrangements.

6. The IEHP Chief Medical Officer selects Medical Directors, Physicians, Pharmacists, and Optometrists for committee membership from IEHP Provider Network applicants.

E. Terms of Service:

1. IEHP staff attend as permanent members of the QM Committee. The full term for a QM Committee physician, pharmacist or optometrist member is two (2) years, with additional terms as recommended by the entire Committee. Public Health Department representatives serve for two (2) years and are selected by each Health
2. COMMITTEE STRUCTURE

C. Quality Management (QM) Committee

Department, with approval by the IEHP Chief Medical Officer. The determination of whether any practitioner member may serve additional terms is at the sole discretion of the CEO and Chief Medical Officer. The initial term(s) of Committee members are staggered to ensure consistent Committee operation.

F. Voting Rights:
1. Voting rights are restricted to the Chairperson, IEHP Medical Directors and appointed Committee members. IEHP staff, with the exception of the Chief Medical Officer and Medical Directors, do not have voting privileges.

G. Quorum:
1. Voting cannot occur unless there is a quorum of voting members present. For decision purposes, a quorum can be composed of one of the following:
   a. The Chairperson or IEHP Medical Director and two (2) appointed Committee members.
2. An optometrist must be present for all vision related issues and a behavioral health practitioner must be present for behavioral health issues.
3. Non-physician Committee members may not vote on medical issues.

H. Meetings:
1. The QM Committee meets at least quarterly, with additional meetings as necessary. Issues requiring immediate assistance that arise prior to the next scheduled QM Committee meetings are reviewed by the Chief Medical Officer and/or IEHP Medical Directors and reported back to the QM Committee when applicable.

I. Minutes:
1. In-depth minutes are recorded at each meeting by the QM Administrative Assistant, with review by the Director of Quality Management and Chief Medical Officer. Minutes include Committee activities, study progress, results and assessment of completed studies, barriers identified, recommendations resulting from study evaluation, action plan development and progress, and follow-up activities. Minutes are dated, signed, and reflect responsible person for follow-up actions. All peer review issues are maintained with full confidentiality to preclude identification of involved parties. QM Minutes are stored in a confidential and secure place with access only by authorized staff. The QM Committee approves minutes at the next scheduled meeting.

J. Reports:
1. QM Committee findings and recommendations are reported through the Chief Medical Officer to the IEHP Governing Board on a quarterly basis, or sooner if indicated. A yearly comprehensive plan of studies to be performed is developed to
2. COMMITTEE STRUCTURE

C. Quality Management (QM) Committee

include studies that adequately address the safety of health care and demographics pertinent to IEHP Members.

K. Confidentiality:

1. All members of the QM Committee, participating IEHP staff and guests are required to sign the Committee attendance record, which includes a statement of confidentiality and conflict of interest disclosure form, at each meeting.

L. Affirmation Statement:

1. The QM Committee attendance record signed by all QM Committee members, IEHP participating staff and guests includes an affirmation statement acknowledging that utilization decisions made by the Committee for IEHP Members are based solely on medical necessity. IEHP does not compensate or offer financial incentives to practitioners or individuals for denials of coverage or service. The affirmation statement also addresses conflict of interest and confidentiality issues.
2. COMMITTEE STRUCTURE

D. Peer Review Subcommittee

A. Role:

1. The Peer Review Subcommittee performs peer review for IEHP. This Subcommittee is responsible for reviewing Member, practitioner or Provider grievances and/or appeals, practitioner related quality issues including Facility Site and Medical Record Reviews, sanctioning, and other peer review matters as directed by the IEHP Medical Director.

2. The Subcommittee performs oversight of the credentialing activities of IPAs who have been delegated credentialing responsibilities and Providers directly credentialed by IEHP, including retrospective practitioner quality reviews referred by the Grievance Trend Review Committee, Chief Medical Officer, or IEHP Medical Director for practitioner or Provider appeals for adverse credentialing decisions.

3. The Subcommittee monitors the grievance and appeals processes with recommendations for modification as necessary.

4. The responsibility of monitoring for practitioner compliance and development of action plans regarding clinical quality issues, practitioner quality of care concerns and practitioner grievances to address problem areas is appointed by the IEHP QM Committee to the Peer Review Subcommittee.

B. Function:

1. The following elements define the functions of the Peer Review Subcommittee in monitoring peer review matters:
   a. Serve as the committee for clinical quality review of practitioners;
   b. Evaluate, assess, and make decisions regarding practitioner or Member grievances and clinical quality of care exception cases referred by the Grievance Trend Review Committee, Chief Medical Officer, or IEHP Medical Director, as well as practitioner or IPA credentialing or recredentialing issues, sanctioning and develop or recommend action plans as required;
   c. Retrospectively review practitioners with potential or suspected quality issues referred by the IEHP Medical Director that have been credentialled and approved for participation in IEHPs network by IPAs who have been delegated credentialing and recredentialing activities and Providers directly credentialled by IEHP;
   d. Review practitioners referred by the Grievance Trend Review Committee, Chief Medical Officer, or IEHP Medical Director due to grievance and/or complaint trend review, other quality indicators, sanctions or other information related to practitioners’ quality of care or qualifications;
   e. Review all practitioner or Provider appeals related to clinical issues or
2. COMMITTEE STRUCTURE

D. Peer Review Subcommittee

adverse credentialing/recredentialing decisions; and

f. Monitor the delegated credentialing and recredentialing process, facility review, and outcomes for practitioners and IPAs.

C. Structure:

1. The Peer Review Subcommittee is structured to provide oversight of quality of care concerns, delegated credentialing activities and the overall credentialing program to ensure compliance with IEHP requirements. Practitioners with medically related grievances that cannot be resolved at the Provider level may address problems to the Subcommittee. Activities of the Subcommittee including minutes and appropriate reports are reported back to the QM Committee on a quarterly basis or more frequently for issues of a more serious nature. Providers that are suspended from Medi-cal or are identified as a sanctioned Provider on the HHS-Office of Inspector General (OIG) report or are on the Medicare Opt-Out Report for Northern and Southern California, are reported to Compliance Committee. The Peer Review Subcommittee meets at least quarterly, with additional meetings as necessary.

D. Membership:

1. Membership is comprised of the IEHP Medical Director, or designee, Chief Medical Officer and at least four (4) IPA Medical Directors or designated physicians representative of network practitioners. An optometrist, behavioral health Provider and any other specialty not represented by Subcommittee members serve on an ad hoc basis for related issues.

   a. Prospective appointed physician members of the Subcommittee are subject to verification of license, DEA and malpractice history prior to participating on the Subcommittee.

   b. Prospective physician members not providing requested information to perform verification in a timely manner or who do not meet IEHP’s requirements upon verification may not participate on the Subcommittee.

2. IEHP staff participating on the Subcommittee consists of the Senior Director of Provider Services, Director of Quality Management, Credentialing Manager, Quality Improvement Project Manager, and QM Manager.

3. A Provider Services Administrative Assistant acts as secretary to the Subcommittee.

E. Terms of Service:

1. IEHP staff attends as permanent members of the Peer Review Subcommittee. The full term for a Peer Review Subcommittee voting member is two (2) years, with replacements selected from the IEHP network. The determination of whether any physician Subcommittee member may serve additional terms is at the
2. COMMITTEE STRUCTURE

D. Peer Review Subcommittee

sole discretion of the IEHP Medical Director, with approval by the Subcommittee. The initial term(s) of Subcommittee members are staggered to ensure consistent Subcommittee operation.

F. Voting Rights:
1. Voting rights are restricted to the Chairperson, IEHP Chief Medical Officer and appointed physician Subcommittee members. IEHP non-physician staff members do not have voting privileges.

G. Quorum:
1. Voting cannot occur unless there is a quorum of voting members present. For decision purposes, a quorum can be composed of one of the following:
   a. The Chairperson, IEHP Medical Director, and three (3) appointed Subcommittee members.
   b. The Chairperson or IEHP Medical Director and two (2) appointed Subcommittee members.
2. All specialists including optometry and behavioral health are available on an ad hoc basis for issues related to those fields.

H. Minutes:
1. In-depth minutes are recorded at each meeting by a Provider Services Administrative Assistant, with review and approval by the Credentialing Manager and the IEHP Medical Director. Minutes include all activities addressed in Subcommittee meetings, including credentialing appeals and practitioner improvement plans, grievances and resolution, and reportable deficiencies with actions taken including status/completion of action plans. Minutes are dated, signed, and reflect responsible person for follow-up actions. Minutes are stored in a confidential and secure location with access restricted to authorized staff only.

I. Confidentiality and Affirmation Statement:
1. All members of the Peer Review Subcommittee, participating IEHP staff, and guests are required to sign the Subcommittee attendance record, including a statement of confidentiality and a conflict of interest disclosure form, at each meeting. It includes an affirmation statement acknowledging that utilization decisions are based solely on medical necessity and a statement that credentialing and recredentialing decisions are not based solely on an applicant’s race, ethnic/national identity, gender, age, sexual orientation or patient in which the practitioner specializes. IEHP does not compensate or offer financial incentives to practitioners or individuals for denials of coverage or service.
2. COMMITTEE STRUCTURE

D. Peer Review Subcommittee
2. COMMITTEE STRUCTURE

E. Pharmacy and Therapeutics (P&T) Subcommittee

A. Role:

1. Delegated by the Quality Management (QM) Committee, the P&T Subcommittee monitors the IEHP formulary, oversees medication prescribing practices by IEHP practitioners, assesses usage patterns by Members, reviews pharmaceutical management procedures annually, and assists with study design and clinical guidelines development that are primarily drug related.

2. The P&T Subcommittee is responsible for identifying and researching drug related new technologies and new applications of existing drug related technologies.

B. Function:

1. The P&T Subcommittee Evaluates the clinical use of drugs, develop policies for managing drug use and administration, and manage the formulary system.

2. The P&T Subcommittee objectively appraises, evaluates, and selects pharmaceutical products for formulary inclusion and exclusion. This is an ongoing process to ensure the optimal use of therapeutic agents. Products are evaluated based on the strength of scientific evidence and standards of practice, including assessing peer-reviewed medical literature, pharmacoeconomic studies, outcome research data, and other such information as it determines appropriate.

3. The P&T Subcommittee provides recommendations regarding educational materials and programs about drug products and their usage to all IEHP Providers who have a need to know the information (physicians, pharmacists, nurses, etc.).

4. The P&T Subcommittee develop, reviews, recommends and directs the distribution of disease state management or treatment guidelines for specific diseases or conditions in which the final recommendations are formalized in Clinical Practice Guidelines (CPG). IEHP reviews and updates CPG’s on a biennial basis or whenever there is an update before the next scheduled review date.

5. The P&T Subcommittee evaluates new technology related to asthma and diabetes on an annual basis.

6. The P&T Subcommittee monitors and assesses activities of contracted pharmacies through review of audits and pharmacy profiling.

7. The P&T Subcommittee considers the following factors related to optimal pharmacotherapy in formulary deliberations:

   a. Pharmacologic considerations (e.g. drug class, similarity to existing drugs, side effect profile, mechanism of action, therapeutic indication, drug-to-drug interaction potential, clinical advantages over other products in the specific drug class);

   b. Unlabeled uses and their appropriateness;
2. COMMITTEE STRUCTURE

E. Pharmacy and Therapeutics (P&T) Subcommittee

c. Bioavailability data;
d. Pharmacokinetic data;
e. Dosage ranges by route and age;
f. Risks versus benefits regarding clinical efficacy and safety of a particular
drug relative to other drugs with the same indication;
g. Patient risk factors relative to contraindications, warnings, and
precautions;
h. Special monitoring or drug administration requirements;
i. Cost comparisons against other drugs available to treat the same medical
condition(s);
j. Pharmacoeconomic data; and
k. Strength of scientific evidence and standards of practice (assessing peer-
reviewed medical literature, pharmacoconomic studies, outcome research
data, and other such information as it determines appropriate.

8. The P&T Subcommittee will make reasonable effort to review a new chemical
tility within ninety (90) days, and will make a decision on each new chemical
tity within one hundred eighty (180) days of its release onto the market, or a
clinical justification will be provided if this timeframe is not met.

9. The P&T Subcommittee must review and make a decision within ninety (90) days
for new drugs or newly approved use of drugs within the six (6) classes of clinical
concern. At the end of the ninety (90)-day period, drugs within the six (6) classes
of clinical concern must be added to the formulary. The six (6) classes are as
followed:
   a. Immunosuppressant;
b. Antidepressant;
c. Antipsychotic;
d. Anticonvulsant;
e. Antiretroviral (HIV); and
f. Antineoplastic

10. The P&T Subcommittee reviews and guides exceptions and other utilization
management processes (including drug utilization review, quantity limits, generic
substitution, and therapeutic interchange) and provides recommendations
regarding the procedures for medical review of non-formulary drug requests.

11. The P&T Subcommittee review and approve inclusions or exclusions of
therapeutic classes in the formulary on an annual basis.
2. COMMITTEE STRUCTURE

E. Pharmacy and Therapeutics (P&T) Subcommittee

C. Structure:
1. The P&T Subcommittee is delegated by the QM Committee to oversee the pharmaceutical activities of Members. The P&T Subcommittee reports all activities to the QM Committee quarterly or more frequently depending on the acuity of the issue.

D. Membership:
1. The P&T Subcommittee membership consists of the IEHP Senior Director of Pharmaceutical Services or designee as chairperson, Chief Medical Officer, Medical Directors, seven (7) clinical pharmacists representative of the overall IEHP pharmacy network, and seven (7) practicing physicians representative of the overall IEHP physician network.
   a. A clinical pharmacist is defined as a licensed pharmacist with at least one (1) year of clinical residency or three (3) years of experience in clinical practice.
   b. Physician representatives will include at least one (1) pediatrician and one (1) with expertise in geriatric medicine.
   c. Pharmacist representatives will include at least one (1) hospital based and one (1) community pharmacist, and one (1) with experience with a geriatric population.
2. Prospective appointed licensed professional members of the Subcommittee are subject to verification of license and malpractice history prior to participating on the Subcommittee.
3. Prospective licensed professional members not providing requested information to perform verification in a timely manner, or who do not meet IEHP’s requirements upon verification may not participate on the Subcommittee.
4. All Subcommittee members must be free of any and all sanctions by checking against the Office of Inspector General (OIG) exclusion list. The OIG exclusion list is reviewed monthly.

E. Terms of Service:
1. IEHP staff attends as permanent members of the P&T Subcommittee. The full term of service for physician or pharmacist members is two (2) years, with replacements selected from network providers. Members may be re-appointed to serve additional terms at the discretion of the Chairperson with approval by the Subcommittee. The initial term(s) of Subcommittee members are staggered to ensure consistent Subcommittee operation.
2. COMMITTEE STRUCTURE

E. Pharmacy and Therapeutics (P&T) Subcommittee

F. Voting Rights:
1. Voting rights are restricted to the IEHP Senior Director of Pharmaceutical Services or designee as Chairperson, IEHP Chief Medical Officer, IEHP Medical Directors, seven (7) clinical pharmacists and seven (7) practicing physicians as voting members.

G. Quorum:
1. Voting cannot occur unless there is a quorum of voting members present. For decision purposes, a quorum of three (3) with at least two external Subcommittee Members must be present.

H. Meetings:
1. The P&T Subcommittee meet quarterly with additional meetings as necessary.

I. Minutes:
1. In-depth minutes are recorded at each meeting by the Pharmaceutical Services Administrative Assistant with review and approval by the Chairperson of the Subcommittee. Minutes include Subcommittee activities, actions taken, findings, feedback, action plans, monitoring, reassessment, and status/completion of action plans. Minutes are dated, signed and reflect responsible person for follow-up actions. Minutes are stored in a confidential and secure place with access only by authorized staff. The P&T Subcommittee approves minutes at the next scheduled meeting.

J. Reports:
1. Quarterly updates regarding the IEHP Formulary, pharmaceutical usage among Members, prior authorization trends, concurrent review trends, DUR updates, formulary compliance and suggested study areas or targets for improvement are submitted to the QM Committee. Reports encompass all activities undertaken by the P&T Subcommittee, including assessments, action plans, feedback, and subsequent monitoring activities. Issues may be reported more frequently, depending on severity.
2. Quarterly Pharmacy audit results and any pharmacies being excluded from the Federally-funded healthcare programs based on the List of Excluded Individuals and Entities (LEIE) published by the Office of Inspector General (OIG), or the records from the System for Award Management (SAM) by the General Services Administration (GSA).

K. Confidentiality:
1. All members of the P&T Subcommittee, participating IEHP staff, and guests are required to sign the Subcommittee record, including a statement of confidentiality and a conflict of interest disclosure form.
2. COMMITTEE STRUCTURE

E. Pharmacy and Therapeutics (P&T) Subcommittee

L. Recusal Policy:

1. If a member has an interest that may affect or be perceived to affect the member’s independence of judgment, the member must recuse himself/herself from the voting process for the drug class concerned. This recusal includes but is not limited to refraining from deliberation or debate, making recommendations, volunteering advice, and/or participating in the decision-making process in any way.

2. The Chairperson will review the criteria that P&T Subcommittee members should use to determine whether to recuse themselves from the voting process at the beginning of each meeting and ask whether any member need to recuse themselves from consideration of a particular drug or class of drugs.

M. Disclosure Statement:

1. All P&T Subcommittee members must disclose their conflicts (Conflict of Interest Statement) such as financial holdings, participation in investigational drug programs, participation in Pharmaceutical Companies’ advisory programs, and all receipts of gifts, hospitalities, or subsidies with a value ≥ $100 annually. At least one (1) practicing physician and at least one (1) practicing pharmacist are independent and free of conflict with respect to IEHP and Pharmaceutical manufacturers.

N. Affirmation Statement:

1. Each Member must sign the following affirmation statement acknowledging that utilization decisions are based on appropriateness of care and service. IEHP does not compensate or offer incentives to practitioners or individuals for denials. The affirmation statement also addresses code of conduct, conflict of interest and confidentiality issues:

   “As a member of the IEHP P&T Subcommittee, charged with the duties of evaluation and improvement of the quality of care rendered to Members of IEHP, I recognize that confidentiality is vital to the free, candid and objective discussions necessary for effective management. Therefore, I agree to respect and maintain the confidentiality of all discussions, deliberations, records, and other information generated in connection with all committees and other activities, and I understand that by signing this agreement, I am binding myself by contract to maintain such confidentiality. I agree that I will not make any voluntary disclosure of such confidential information except to persons authorized to receive such information. I also understand that as a Subcommittee member I cannot vote on matters where I have an interest and that I must declare that interest and refrain from voting until the issue has been resolved. Utilization decisions for Members are based on medical necessity. There are no financial incentives for denial of coverage or service.”
2. **COMMITTEE STRUCTURE**

E. Pharmacy and Therapeutics (P&T) Subcommittee

2. IEHP abides by the California Health and Safety Code, Section 1371.8 that includes the following statement: “A health care service plan that authorizes a specific type of treatment by a provider shall not rescind or modify this authorization after the provider renders the health care service in good faith and pursuant to the authorization. This section shall not be construed to expand or alter the benefits available to the enrollee or subscriber under a plan.”

**REFERENCES:**


D. California Health and Safety Code, Section § 1371.8
2. COMMITTEE OVERVIEW

F. Credentialing Subcommittee

A. Role:

1. The Credentialing Subcommittee is responsible for reviewing individual practitioners who are directly contracting with IEHP for denial or approval of practitioner’s participation in the IEHP network.

2. The responsibility for reviewing and approving or denying individual practitioner’s participation in the IEHP network, as applicable, is appointed by the IEHP Quality Management (QM) Committee to the Credentialing Subcommittee.

3. The Subcommittee monitors the IEHP Credentialing and Recredentialing Program with recommendations for modification as necessary.

B. Functions:

1. The following elements define the function of the Credentialing Subcommittee in reviewing individual practitioners for participation in the IEHP network:

   a. Review practitioner qualifications including adverse findings, as applicable, and approve or deny participation in IEHP’s network for those practitioners directly contracted with IEHP.

   b. Approve practitioner’s continued participation in IEHP’s network every thirty six (36) months in conjunction with recredentialing.

   c. Ensure that the decision to credential and recredential a practitioner’s continued participation in IEHP’s network is conducted in a non-discriminatory manner by not basing the decision on an applicant’s race, ethnic/national identity, gender, age, sexual orientation or the types of procedures (e.g., abortions) or patients (e.g., Medicaid) in which the practitioner specializes. This does not preclude the organization from including in its network practitioners who meet certain demographic or specialty needs; for example, to meet cultural needs of members.

   d. Ensure that notification to approve or deny a practitioner’s application occurs within sixty (60) days of the credentialing decision.

   e. Review, analyze and recommend any changes to the IEHP Credentialing and Recredentialing Program policies and procedures on an annual basis or as deemed necessary.

C. Structure:

1. The Credentialing Subcommittee is structured to provide review of practitioners applying for participation with IEHP and to ensure compliance with IEHP requirements. Activities of the Subcommittee are reported to the QM Committee on a monthly basis or more frequently for issues of a more serious nature.

D. Membership:
2. COMMITTEE OVERVIEW

F. Credentialing Subcommittee

1. Membership is composed of an IEHP Medical Director or designee as Chairperson, Chief Medical Officer, at least four (4) multidisciplinary participating PCPs or specialty physicians representative of network practitioners. Any other specialty not represented by Subcommittee membership including vision and behavioral health serves on an ad hoc basis for related issues.
   a. Prospective appointed physician members of the Subcommittee are subject to verification of license, Drug Enforcement Agency (DEA) and malpractice history prior to participating on the Subcommittee.
   b. Prospective physician members not providing requested information to perform verification in a timely manner, or who do not meet IEHP’s requirements upon verification may not participate on the Subcommittee.

2. IEHP staff participating on the Subcommittee consists of the Senior Director of Provider Services, Director of Quality Management, Credentialing Manager and QM Manager and other IEHP staff as necessary.

3. A Provider Services Administrative Assistant acts as secretary to the Credentialing Subcommittee.

E. Terms of Service:

1. IEHP staff attend as permanent members of the Credentialing Subcommittee. The full term for practicing primary care and specialist Subcommittee voting members is two (2) years, with replacements selected from network practitioners. The determination of whether any practitioner Member may serve additional terms is at the sole discretion of the Chief Medical Officer and Medical Director, with approval of the Subcommittee. The initial term(s) of Subcommittee members are staggered to ensure consistent Subcommittee operations.

F. Voting Rights:

1. Voting rights are restricted to the Chairperson, the Chief Medical Officer and appointed Subcommittee members (physicians only). IEHP non-physician staff do not have voting privileges.

G. Quorum:

1. Voting cannot occur unless there is a quorum of voting members present. For decision purposes a quorum can be composed of one of the following:
   a. The Chairperson, Chief Medical Officer, IEHP Medical Director, and three appointed Subcommittee members; or
   b. The Chairperson, or Chief Medical Officer and two (2) appointed Subcommittee members.

H. Meetings:
2. COMMITTEE OVERVIEW

F. Credentialing Subcommittee

1. The Credentialing Subcommittee meets monthly with additional meetings as needed.

I. Minutes:

1. In-depth minutes are recorded at each meeting by a Provider Services Administrative Assistant, with review by the Credentialing Manager and IEHP Medical Director or designee. Minutes include all activities addressed in Subcommittee meetings, including credentialing and recredentialing decisions, and other business related to credentialing and recredentialing of practitioners including thoughtful discussion and consideration of all practitioners being credentialed and recredentialing before a credentialing decision is determined. Minutes are dated, signed, and reflect the responsible person for follow-up actions. Credentialing Subcommittee minutes are stored in a confidential and secure location with access only to authorized staff.

J. Reports:

1. Updates of activities including minutes and appropriate reports are submitted to the QM Committee on a monthly basis, or more frequently as needed.

K. Confidentiality and Affirmation Statement:

1. All members of the Credentialing Subcommittee, participating IEHP staff, and guests are required to sign the Subcommittee attendance record, including a statement of confidentiality and a conflict of interest disclosure form at each meeting. It includes an affirmation statement acknowledging that utilization decisions are based solely on medical necessity and a statement that credentialing and recredentialing decisions are not based solely on an applicant’s race, ethic/national identity, gender, age, sexual orientation or patient in which the practitioner specializes. IEHP does not compensate or offer financial incentives to practitioners or individuals for denials of coverage or service.
2. COMMITTEE STRUCTURE

G. Utilization Management (UM) Subcommittee

Role:

A. The UM Subcommittee directs the continuous monitoring of all aspects of UM, Care Management (CM), Behavioral Health (BH), and Disease Management (DM), including the development of appropriate standards administered to Members, with oversight by the IEHP Chief Medical Officer and/or Senior Medical Director. All Subcommittee findings and recommendations for policy decisions are reported to the Quality Management (QM) Committee through the Chief Medical Officer and/or Senior Medical Director on a quarterly basis, or sooner if indicated.

Function:

A. The function of the UM Subcommittee is to:

1. Annually review and approve the UM, CM, BH, and DM Program Descriptions and applicable Work Plans;
2. Annually review the UM, CM, BH, and DM policies, procedures and criteria utilized in the evaluation of appropriate clinical and behavioral health care services, coordination and continuity of care, and for DM interventions;
3. Develop special studies based on data obtained from UM reports to review areas of concern and to identify utilization and/or quality problems that affect outcomes of care;
4. Retrospectively evaluate potential over and under utilization issues through review of the UM data reports against thresholds including; bed-day utilization, physician referral patterns, Member and practitioner satisfaction surveys, readmission reports, length of stay, and referral treatment authorizations. Action plans in areas not meeting thresholds are developed including standards, timelines, interventions, and evaluations;
5. Regularly audits the process for monitoring consistency of application of criteria within the UM Department;
6. Require a regular audit process for monitoring CM and UM activities;
7. Ensure that UM decision-making is based only on the appropriateness of care and services;
8. Evaluate Member surveys for satisfaction with the UM process annually and report results to the QM Committee;
9. Evaluate the effectiveness of the UM Program using data on Member and practitioner satisfaction;
10. Identify potential quality issues related to UM, CM, BH, or DM with subsequent reporting to the QM Committee;
11. Assist in review of new technologies and new applications of existing
2. COMMITTEE STRUCTURE

G. Utilization Management (UM) Subcommittee

...technologies that are not primarily medication related proposed for inclusion as an IEHP benefit;

12. Review literature and set standards for non-preventive/preventive clinical care guidelines with subsequent recommendation to the QM committee

13. Ensure that training and education on IEHP UM policies and procedures are available to UM staff, IPAs, or contract practitioners and Providers;

14. Facilitate UM education for Providers;

15. Monitor CM, BH, and DM activities; and

16. Provide information to Contracts Administration regarding the local delivery system and new contract needs.

B. Structure:

1. The UM Subcommittee provides oversight for the UM, CM, and DM Programs and is composed of IPA Medical Directors, IEHP Medical Directors and Associate Medical Directors or designees who are representatives for their practicing physicians. Additional representatives include pharmacy representatives, specialists, Directors of UM (Inpatient, Outpatient, and Support Services), Clinical Director of BH, and IEHP staff. An optometrist is present for all vision-related issues. A behavioral health practitioner is present for assistance with behavioral health issues and the behavioral health aspects of the UM Program. These practitioners represent the appropriate level of knowledge to adequately assess and adopt healthcare standards.

C. Membership:

1. Appointed Subcommittee membership is comprised of the IEHP Chief Medical Officer, Senior Medical Director or designee as Chairperson, Medical Directors, Associate Medical Directors, Clinical Director of BH, four participating IPA Medical Directors or designated physician representatives of network practitioners. An optometrist serves on an ad hoc basis for related issues.

2. IEHP staff participating on the UM Subcommittee include the following: Director of Health Administration, Directors of UM (Inpatient, Outpatient, and Support Services), UM Managers, Director of QM, Senior Director of Care Management, Senior Director of HealthCare Informatics, Senior Director of Pharmaceutical Services, Clinical Director of Behavioral Health, Director of Health Education, Clinical Pharmacist, QM Manager, Delegation Oversight Nurse, Grievance and Appeals Manager, and Care Management Manager. Additional staff attends on an ad hoc basis.

3. A Utilization Management Administrative Assistant or Medical Services Coordinator acts as secretary to the Subcommittee.

4. Prospective appointed licensed professional (optometrists, physicians, etc.)
2. COMMITTEE STRUCTURE

G. Utilization Management (UM) Subcommittee

members of the Subcommittee are subject to verification of license and malpractice history prior to participating on the Subcommittee.

5. Prospective licensed professional members not providing requested information to perform verification in a timely manner, or who do not meet IEHP’s requirements upon verification may not participate on the Subcommittee.

D. Terms of Service:

1. IEHP staff attend as permanent members of the UM Subcommittee. The full term of service for non-IEHP physician members is for two (2) years, with replacements selected from network physicians. Terms are staggered to ensure consistent Subcommittee operation. Members may be re-appointed to serve additional terms at the discretion of the IEHP Senior Medical Director with approval by the Subcommittee.

E. Voting Rights:

1. Voting rights are restricted to the Medical Director or designee as Chairperson and appointed physician members. With the exception of the IEHP Chief Medical Officer, Senior Medical Director, Medical Directors and Associate Medical Directors, IEHP staff members do not have voting privileges.

F. Quorum:

1. Voting cannot occur unless there is a quorum of voting members present. For decision purposes, a quorum can be comprised of the following:
   a. The Senior Medical Director or designee as Chairperson or the IEHP Chief Medical Officer, Medical Director, and two (2) appointed Subcommittee members.

2. An optometrist must be present for all vision related issues and the Clinical Director of BH or designee must be present for behavioral health related issues.

G. Meetings:

1. The UM Subcommittee meets at least quarterly. Issues that arise prior to scheduled UM Subcommittee meetings that need immediate attention are reviewed by the Senior Medical Director and reported back to the UM Subcommittee when applicable.

2. Interim issues requiring Subcommittee approval may be approved by an ad hoc teleconference meeting called by the Chair.

H. Minutes:

1. In-depth minutes are recorded at each meeting by a Utilization Management Administrative Assistant or Medical Services Coordinator, with review by the Senior Medical Director. Minutes include Subcommittee activities addressed in Subcommittee meetings. Minutes are dated, signed, and reflect responsible person
2. COMMITTEE STRUCTURE

G. Utilization Management (UM) Subcommittee

for follow-up actions. Minutes are stored in a confidential and secure place with access only by authorized staff. The UM Subcommittee approves minutes at the next scheduled meeting.

I. Reports:
1. Updates of activities including minutes and appropriate reports are submitted to the QM Committee on a quarterly basis, or more frequently as needed.

J. Confidentiality:
1. At each meeting, all UM Subcommittee members, participating IEHP staff, and guests are required to sign the Subcommittee attendance record that includes a statement of confidentiality and conflict of interest disclosure form.
2. All UM Subcommittee members are held to honoring the privacy and security of Protected Health Information (PHI).

K. Affirmation Statement:
1. At each meeting, each Subcommittee member must sign an affirmation statement that UM decisions are based on appropriateness of care and service and their understanding that IEHP does not compensate or offer incentives to practitioners or individuals for denials. The affirmation statement also addresses conflict of interest and confidentiality issues.
2. IEHP abides by the California Health and Safety Code, Section 1371.8 that includes the following statement: “A health care service plan that authorizes a specific type of treatment by a Provider shall not rescind or modify this authorization after the provider renders the health care service in good faith and pursuant to the authorization. This section shall not be construed to expand or alter the benefits available to the enrollee or subscriber under a plan.”
2. COMMITTEE STRUCTURE

H. Persons with Disabilities Workgroup (PDW)

A. Role:
   1. The PDW, an IEHP workgroup, provides IEHP with recommendations on the provision of health care services, educational priorities, communication needs, and the coordination of and access to services for Members with disabilities.

B. Function:
   1. The following elements define the functions of the Persons with Disabilities Workgroup:
      a. Review policies, procedures, and the Member grievance process;
      b. Review IEHP Member educational materials and programs for Members with disabilities;
      c. Recommend, prioritize, and review educational materials and programs designed for Members with disabilities;
      d. Recommend priorities for the education of Physicians and other Providers connected to IEHP regarding disability issues;
      e. Review and advise IEHP on ways to improve the selection of Specialists and referrals to said Specialists for Members with disabilities; and
      f. Review and recommend methods to streamline access to durable medical equipment for Members with disabilities.

C. Structure:
   1. The PDW reports to the Quality Management (QM) Committee. IEHP’s Governing Board delegates responsibility for oversight and direction for processes affecting the delivery of health care for Members to the Chief Medical Officer, Medical Directors and QM Committee.
   2. The PDW meets at least quarterly with additional meetings as necessary.

D. Membership:
   1. Membership composition, recruitment, selection, and reimbursement:
      a. The PDW consists of IEHP Members with disabilities and/or their designee(s) (e.g., family), and other Members as outlined below and/or as appointed by the Chief Executive Officer (CEO) or his designee.
      b. Representatives from Community Based Organizations (CBO) are welcome and encouraged to attend, but are not eligible for the stipend.
      c. Members are recruited on a cross-disability basis to ensure comprehensive and diverse representation.
         1) An individual may cover multiple categories since some disabilities fall into more than one grouping and/or because the
2. COMMITTEE STRUCTURE

H. Persons with Disabilities Workgroup (PDW)

Member has multiple disabilities. Ensuring valid cross-disability representation requires recruitment based on the primary disability with which an individual self-identifies.

2) General disability categories (based on how disability manifests) for workgroup Membership:

<table>
<thead>
<tr>
<th>Category</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical/Mobility</td>
<td>Neurological (spina bifida, spinal cord injury); Musculoskeletal (multiple sclerosis); Neuromuscular (muscular dystrophy); Cerebrovascular (stroke); Immunologic (multiple sclerosis, AIDS, diabetes, arthritis/rheumatism); Chronic lung conditions (asthma); Cardiovascular disease (hypertension, cardiac arrhythmia); Brain disorders and damage to motor areas (Parkinson's disease, Cerebral Palsy); Viral (polio/post-polio syndrome); Loss of limb/digit; and other physical/mobility disabilities.</td>
</tr>
<tr>
<td>Psychological</td>
<td>Mood and anxiety disorders such as depression, bipolar disorder (manic-depressive), posttraumatic stress disorder (PTSD), panic disorder, obsessive-compulsive disorder, schizophrenia; and other psychological disabilities.</td>
</tr>
<tr>
<td>Cognitive</td>
<td>Learning disabilities; AD/HD; head injury/Traumatic Brain Injury (TBI), genetic diseases; and other cognitive disabilities.</td>
</tr>
<tr>
<td>Sensory</td>
<td>Low vision/blind</td>
</tr>
<tr>
<td></td>
<td>Hard-of-hearing/deaf.</td>
</tr>
</tbody>
</table>

d. Whenever possible, PDW membership will include Members or representatives of Members who:

1) Participate in the Community Based Adult Services (CBAS) program;

2) Are former residents of the Lanterman Developmental Center; or

3) Receive In-Home Supportive Services (IHSS).

2. Members are recruited through outreach activities such as, but not limited to, notices in the IEHP newsletters, referrals from IEHP staff and Providers, and
2. COMMITTEE STRUCTURE

H. Persons with Disabilities Workgroup (PDW)

information distributed to Members with disabilities and their families (See Attachment, “Persons with Disabilities Workgroup Application” in Section 2).

3. Members are reviewed and appointed by the CEO or his designee.

4. Membership consists of:
   a) Six (6) to twenty-five (25) Members, with disabilities and/or their designee(s) (e.g., family); and
   b) The following IEHP staff may attend to help facilitate and/or serve as liaisons: Director of Health Administration, Independent Living and Diversity Services Manager, Independent Living and Diversity Services staff, Member Services, Care Management, Behavioral Health program representatives and other designated IEHP Team Members as needed

5. Member compensation:
   a) Except as noted above, all PDW Members are provided a stipend of $75 per meeting.
   b) Except as noted above, all PDW Members may receive transportation to and from the meeting in lieu of a $75 stipend.


E. Terms of Service:
   1. The full term of service for a PDW Member is one (1) calendar year. Members may serve additional terms upon approval.

F. Meetings:
   1. The PDW meets at least quarterly.
   2. Accommodations are provided for Members who require them to facilitate attendance and participation in meetings.

G. Minutes:
   1. Minutes are recorded and transcribed for all meetings. The minutes include the date, hours and location of the meeting, notice of the meeting, names of the PDW Members and staff present and absent, and all discussions that take place. Written reports or other forms of written communication reviewed are included in the minutes.

H. Reports:
   1. Action items are provided to appropriate program directors.
2. COMMITTEE STRUCTURE

H. Persons with Disabilities Workgroup (PDW)
## 2. COMMITTEE OVERVIEW

### Attachments

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>POLICY CROSS REFERENCE</th>
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<tbody>
<tr>
<td>Persons with Disabilities Workgroup Application</td>
<td>2H</td>
</tr>
<tr>
<td>The Code of Conduct of the Persons with Disabilities Workgroup</td>
<td>2H</td>
</tr>
</tbody>
</table>
The Code of Conduct of the Persons with Disabilities Workgroup (PDW)

Purpose Statement: To provide Members of the Persons with Disabilities Workgroup (PDW) standards of conduct during meetings.

I. Personal Responsibilities
   a) Be on time to all meetings.
   b) Take an active part in PDW discussions.
   c) Act in a safe, courteous, and respectful manner at all meetings.
   d) Be culturally sensitive to everyone at all times. This includes IEHP Members, staff and other individuals at the meeting.
   e) Be aware and sensitive to the healthcare needs of others.
   f) Behave in ways that allow others a chance to be heard and have their ideas considered.
   g) Do not reveal Personal Health Information (PHI) during meeting discussions.
   h) Be accountable for your opinions and feedback. Fellow Members should not feel ridiculed, uncomfortable, or threatened.
   i) Be respectful of other’s opinions, feedback, and comments.
   j) Comply with the Code of Conduct of the PDW.

II. Policy
   a) The purpose of the PDW is to provide a mechanism for structured input from IEHP Members regarding how IEHP structure or operations impact their care delivery.
   b) IEHP does not tolerate illegal discrimination or harassment of any kind on account of race, color, religion, national origin, ancestry, sex, marital status, disability, sexual orientation, gender identity or on any other category protected by federal or state law.
   c) Weapons are not allowed at IEHP PDW meetings.
   d) PDW Members may not accept gifts of any kind from outside parties that would influence the discussion and opinions during the meeting. Any Member who has a conflict of interest will be subject to removal from the PDW.
   e) PDW Members are not entitled to special privileges granted above other IEHP Members, under any circumstances.
   f) PDW membership cannot be used as a means to receive any special offer or service from IEHP Providers, vendors, community organizations, partners, etc.
   g) Report any violations of the Code of Conduct of the PDW.
   h) The PDW Member term is for one (1) calendar year. Members may serve additional terms at the request of IEHP.
i) Membership in the PDW is a privilege not a right; Members join at his/her own will.

j) To become a Member of the PDW, a Member must meet the qualifications, attendance standards, and follow the Code of Conduct of the PDW.

k) Only IEHP Members can apply for the PDW.

l) Membership in the PDW is not a form of employment.

III. Meeting Procedure

a) Meetings shall begin at 12:00PM.

b) Meetings will begin with a call to order from the PDW Chairperson followed by optional introductions and approval of the minutes (prior meeting).

c) Members will introduce themselves by stating their name and enrolled program.

d) Opinions and feedback may be voiced during the meeting in an orderly conduct.

e) Members must raise their hand, state their name, followed by their question/comment.

f) Stay on-topic when discussing an issue or asking a question; avoid discussing personal information.

g) Do not discuss personal issues during the meeting.

h) Members may discuss personal issues with a Member Services Representative at the end of the meeting.

i) Meetings are for two (2) hours once every three (3) months at IEHP.

j) Special meetings of the PDW may be called at anytime.

IV. Attendance

a) Members of the PDW must make every effort to attend all meetings.

b) Members who miss two or more meetings without a legitimate excuse will be terminated from the PDW.

c) Legitimate excuses\(^1\) will not be counted against the Member.

d) For an absence to be considered legitimate, Members must inform the PDW Chairperson of their reason for not attending, prior to the meeting (this does not apply to medical emergencies).

e) Any Member who is removed from the PDW may appeal to the Chief Executive Officer.

f) A request for removal from the PDW can be made to the Chief Executive Officer.

\(^1\) Legitimate Excuse: a personal illness, personal or medical emergency.
As a Member of the PDW, I hereby acknowledge that I have read and understood The IEHP Code of Conduct of the Persons with Disabilities Workgroup. I agree to adhere to the standards of behavior outlined in the Code of Conduct, and to not reveal any Personal Health Information (PHI) during the meeting. I understand that I may lose my privilege as a member of the PDW, or be removed from the PDW, should I intentionally violate the Code of Conduct of the Persons with Disabilities Workgroup.

_______________________________________   _______________
PDW Member Name and IEHP ID# (please print)

_______________________________________   Date
PDW Member (signature)

_______________________________________
PDW Chairperson (please print)

_______________________________________   Date
PDW Chairperson (signature)
Thank you for your interest in serving on IEHP’s Persons with Disabilities Workgroup (PDW)! We strive to maintain a cross-disability workgroup so we can obtain feedback from Members with all types of disabilities (i.e., physical/mobility, cognitive, psychological, sensory). Please call us at IEHP Member Services (1-800-440-4347) for a pre-addressed, postage-paid envelope or to complete the application over the phone.

Please PRINT or TYPE. Feel free to use additional sheets, if necessary.

CONTACT INFORMATION

Member Name: ____________________________________________

IEHP Member # or SSN: ____________________________________________

Phone Number: ____________________________________________

DISABILITY

Your disability/disabilities: ____________________________________________

INTEREST

Briefly explain why you want to serve as a member of the PDW:

______________________________________________________________

______________________________________________________________

______________________________________________________________

Are you receiving In-Home Supportive Services (IHSS)?

Yes ☐ No ☐ I don’t know ☐

Are you participating in Community Based Adult Services (CBAS)?

Yes ☐ No ☐ I don’t know ☐

Are you a former resident of the Lanterman Development Center?

Yes ☐ No ☐ I don’t know ☐