Policy Number	Policy Title, Purpose, Revision, and Program
CalOptima Health Administrative	
FF.2009	Mailing of Provider Checks
Medi-Cal	
AA.1000	Medi-Cal Glossary of Terms
DD.2013	Customer Service Grievance Process
FF.1003	Payment for Hospitals Contracted to Serve a CalOptima Health Direct Member, CalOptima Health Community Network Members, or a Member Enrolled in a Shared Risk Group
FF.1009	Health-based Risk Adjusted Capitation Payment System
FF.1014	Payment for Covered Services Rendered to a Member Enrolled in a Health Network
FF.2011	Directed Payments for Qualifying Services Rendered to CalOptima Health, Health Network Members When Health Networks are Financially Responsible for the Qualifying Services
FF.2012	Directed Payments for Qualifying Services Rendered to CalOptima Health Direct Members or to Shared Risk Group Members When CalOptima Health is Financially Responsible for the Qualifying Services
GG.1116	Pediatric Preventive Services
GG.1213	Community Health Worker Services
GG.1510	Member Appeal Process
HH.1102	Member Grievance
HH.2015	Health Networks Claims Processing
Multiple Programs	
DD.2002	Cultural and Linguistic Services
EE.1103	Provider Network Training
EE.1116	Contracted Provider Notification to CalOptima Health of Changes Affecting the Legal Status of the Contract
EE.1141	CalOptima Health Provider Contracts
GG.1107	Coverage for Members Transitioning between CalOptima Health and a Health Network or between Health Networks, including CalOptima Health Community Network
GG.1111	Vision Services
GG.1113	Specialty Practitioner Responsibilities
GG.1120	Inpatient Length of Stay for Obstetrical Delivery

GG.1202	Diabetes Prevention Program
GG.1355	CalAIM Community Supports
GG.1506	Guidelines for Advance Directives for CalOptima Health Members
GG.1516	Hospital Acute Administrative Days
GG.1535	Utilization Review Criteria and Guidelines
GG.1607	Monitoring Adverse Actions
GG.1613	Initial Health Appointment
GG.1650	Credentialing and Recredentialing of Practitioners
GG.1651	Assessment and Reassessment of Organizational Providers
GG.1670	Utilization Management (UM) Decision Information Integrity
HH.5000	Provider Overpayment Investigation and Determination
OneCare	
MA.1001	OneCare Glossary of Terms
MA.3103	Claims Coordination of Benefits
PACE	
PA.5203	Return and Disposal of Medications
PA.5204	Emergency Medication
PA.5050	Nutrition
PA.5051	Quality of Food
PA.5052	Utensil Cleaning Guidelines for Nutritional Services
PA.5053	Food Storage