

Policy Number	Policy Title, Purpose, Revision, and Program
Medi-Cal	
DD.2014	Collection of Race, Ethnicity, Language, Sexual Orientation and Gender Identity Data Process
AA.1000	Medi-Cal Glossary of Terms
FF.1003	Payments for Covered Services Rendered to a Member for which CalOptima Health is Financially Responsible
FF.2001	Claims Processing for Covered Services for which CalOptima Health is Financially Responsible
GG.1101	California Children's Services (CCS) Whole Child Model – Coordination with County CCS Program
GG.1330	Case Management – California Children's Services/Whole Child Model
GG.1510	Member Appeal Process
GG.1900	Behavioral Health Services
Multiple Programs	
DD.2002	Cultural and Linguistic Services
EE.1144	Memorandum of Understanding (MOU) Requirements for CalOptima Health and Third-Party Entities
EE.1141	CalOptima Health Provider Contracts
GG.1618	Member Request for Medical Records
OneCare	
MA.3103	Claims Coordination of Benefits
MA.9004	Expedited Pre-Service Integrated Appeal
MA.9015	Standard Integrated Appeals
PACE	
PA.5040	Participant Rights
PA.5203	Return and Disposal of Medications
PA.1003	PACE Center Space and Physical Requirements
PA.5052	Utensil Cleaning Guidelines for Nutritional Services
PA.5054	Provision of Food Services and Menu Preparation
PA.6001	Medical Records Maintenance
PA.5053	Food Storage

