



<b>Policy and Procedure No: CO 6.5</b>	<b>Revision No: 5</b>
<b>Division: Care Management</b>	
<b>Department: Compliance</b>	
<b>Title: PHC-CA Disciplinary Guidelines</b>	
<b>Effective Date: 1/1/2006</b>	
<b>Supersedes Policy No: 97006, CO 6.0, CO 6.1, CO 6.2, CO 6.3, CO 6.4</b>	
<b>Reviewed/Revised by: Sandra Holzner</b>	<b>Review/Revision Date: 12/13/2025</b>
<b>Approving Committee: Compliance Committee</b>	<b>Date: 12/15/2025</b>
<b>Executive Oversight Committee Date: 12/16/2025</b>	

**Purpose:**

To provide guidance on how PHC California (the Health Plan) will enforce compliance standards through well-publicized disciplinary guidelines.

**Policy:**

1. Enforcement of compliance goals and standards is an essential element of a compliance plan and is essential to the Health Plan’s efforts to prevent, detect, and reduce fraud, waste, and abuse. The Health Plan will develop standards of conduct and the publication of disciplinary guidelines for violating the standards of conduct.
2. The Health Plan must have enforcement standards through well publicized disciplinary guidelines. This includes, but is not limited to:
  - a. Establishment and implementation of disciplinary policies and procedures that reflect clear and specific disciplinary standards as well as the Health Plan’s expectation for reporting of issues related to noncompliance or illegality; training expectations and disciplinary or enforcement standards when noncompliant activity is found.
  - b. To demonstrate that disciplinary guidelines are enforced, the Health Plan must maintain records of disciplinary actions for a period of ten (10) years at a minimum, including date of and description of violation, date of investigation, findings and date and description disciplinary action.

**Procedure:**

1. The Human Resources Department will publicize disciplinary guidelines in the Employee Handbook that explain how the Health Plan will discipline employees for employee misconduct, including violations of the Code of Conduct. (See, e.g., Business Ethics and Conduct, Conflicts of Interest, Employee Conduct and Work Rules, Progressive Discipline, False Claims Act.) Employees are advised that violation of standards may result in appropriate disciplinary action, up to and including termination of employment.
2. The Compliance Officer will periodically review the guidelines to check that they reflect clear and specific disciplinary policies and provide the consequences of violating the Health Plans’ standards of conduct.
3. Provider Relations will disseminate the Code to all first tier and downstream entities, though, for example, the Provider Manual, provider letters, policies and procedures, and/or training materials. Subcontractors and will be notified that violations may result in termination of the contractual

relationship with the Health Plan.

4. Employee discipline for misconduct related to the Health Plans are handled pursuant to AHF's Human Resources Department policies for progressive discipline.
5. The Care Management Compliance Department, in conjunction with the Human Resources Department, will maintain and periodically review records of discipline for compliance violations to promote consistency and fairness.

**Monitoring:**

This policy is updated, as necessary, reviewed and approved every year by the Care Management Compliance Committee.

**Definitions:**

1. AHF: AIDS Healthcare Foundation and its affiliates/subsidiaries who offer managed care health plans and/or programs.
2. Subcontractor: means an individual or entity that has a Subcontractor Agreement with Contractor that relates directly or indirectly to the performance of Contractor's obligations under this Contract. A Network Provider is not a Subcontractor solely because it enters into a Network Provider Agreement.

**References:**

1. 42 C.F.R. § 438.608(b)(5) [Medicaid]
2. 42 C.F.R. § 422.503(b)(4)(vi)(E)

