

HHSA Provider Orientation



County of San Diego- Health and Human Services

Business Assurance and Compliance

May 2025

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

Provider Orientation



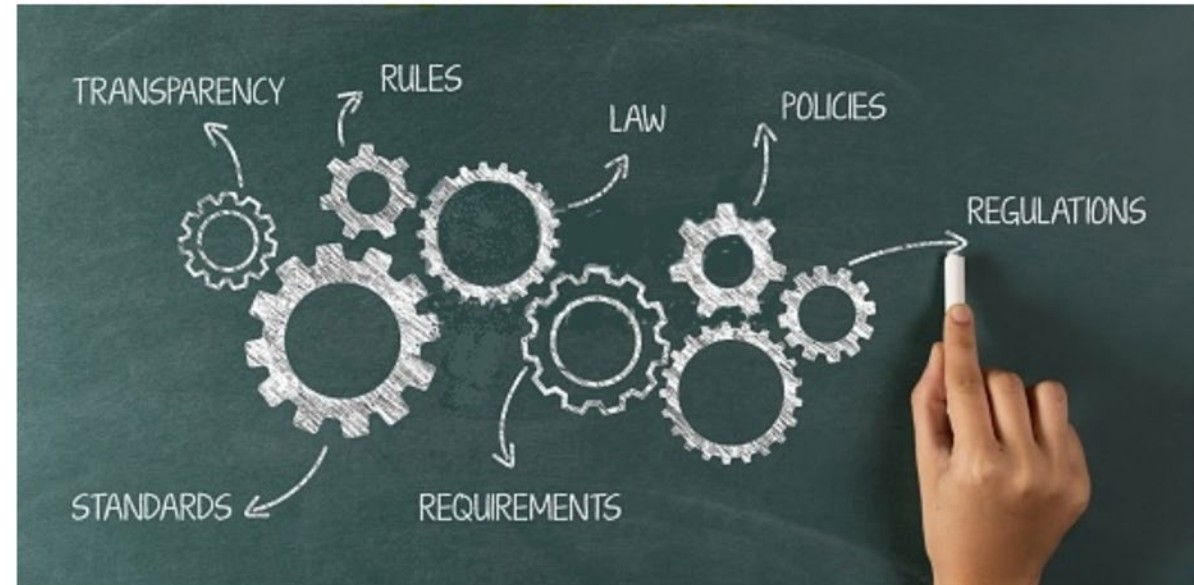
Who we are and what we do...

www.cosdcompliance.org

Business Assurance & Compliance



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Business Assurance & Compliance (BAC) is responsible for coordinating compliance, privacy, and information security policies and programs. BAC ensures standards, provides training and monitors for risk to provide a consistent application throughout the Health and Human Services Agency (HHSA).

Provider Orientation



Contract Template

Common Compliance Sections

- Exclusion, Debarment, and Medi-Cal checks (Article 8.16)
- Hotline poster (Article 8.17)
- False Claims Act (Article 8.18)
- Code of Ethics (Article 8.19)
- Compliance Program (8.20)
- Conflict of Interest (9.1)
- Confidentiality (Article 13.3)
- Privacy and Security Provisions (Article 14)
- Background checks (Article 16.21)

Business Assurance & Compliance



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Compliance Resources

BAC supports County of San Diego Health and Human Services Agency (HHSA) Programs in providing assurances for compliance with applicable federal, State and County regulations, assurances for effective and efficient service delivery, and thorough, objective investigation and resolution of potential compliance concerns.

Learn more about [compliance resources](#).

Provider Resources

BAC works closely with HHSA providers to ensure they understand and adhere to all relevant laws, rules, regulations, and requirements.

Learn more about [provider resources](#).

Employee Resources

BAC keeps HHSA staff apprised of the latest changes to compliance, privacy, and information security rules and best practices. One way BAC does this is by sending reminders to staff about common concerns and questions.

Learn more about [employee resources](#).

Provider Orientation

Background Checks (16.21)

- What does the background check entail?
- What is subsequent arrest notification?
- On whom must I run a check and receive notification?
- How do I run a criminal background check?
- How do I receive subsequent arrest notifications?
 - Applying for a DOJ Livescan account
- What kind of documentation is good to keep?

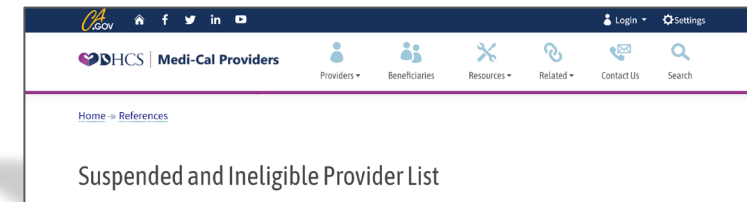
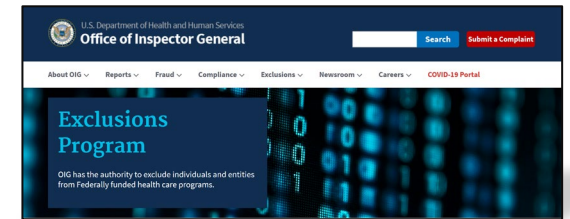
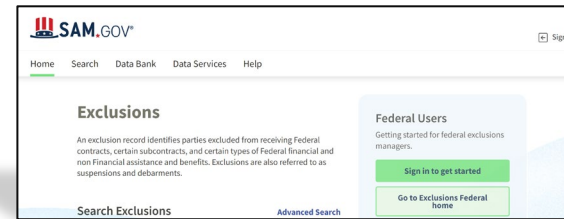
[Background Check Requirements for HHSA Providers](#)

[Background Checks & Subsequent Arrest Notification FAQs](#)

Provider Orientation

Exclusion, Debarment, and Medi-Cal Checks (8.16)

- What is an EDM check?
- How to run an EDM check
- Who gets checked?
- What kind of documentation is good to keep?



[Exclusion, Debarment, & Medi-Cal Sanction Checks Requirements for HHSA Providers](#)

[Exclusion, Debarment, & Medi-Cal Sanction Checks Helpful Hints for HHSA Providers](#)

[Exclusion, Debarment & Medi-Cal Sanction Checks FAQ](#)

Provider Orientation

Privacy, Confidentiality and Data Security (Article 14)

- Know your State Agreement requirements (not just HIPAA)
- Annual Article 14 monitoring tool

[HHSA: Priv and Sec. FAQs](#)

[HHSA: Article 14 and state agreements](#)

INFORMATION PRIVACY AND SECURITY PROVISIONS

- 14.1 Recitals. This Article is intended to protect the privacy and security of County information that Contractor may create, receive, access, store, transmit, and/or destroy under this Agreement. In addition to the below Responsibilities, contractor shall be in compliance with the following rules, regulations, and agreements, *as applicable*:
- 14.1.1 Health Insurance Portability and Accountability Act, specifically, Public Law 104-191, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005, 42USC section 17921 et seq., and 45CFR Parts 160 and 164, collectively referred to as “HIPAA;”
- 14.1.2 County agreements with the State of California, collectively referred to as “State Agreements” and posted on the County’s [website](#), including:
- 14.1.2.1 For Eligibility Operations contracts, the Medi-Cal Eligibility Data System Privacy and Security Agreement Between the California Department of Social Services and the County;
- 14.1.2.2 For Mental Health contracts, the Medi-Cal Behavioral Health Services Performance Agreement between the California Department of Health Care Services (DHCS) and the County;
- 14.1.2.3 For Substance Use Disorder contracts, the San Diego County Alcohol and Drug Program Administrator Agreement between DHCS and the County;
- 14.1.2.4 For Aging and Independence Services contracts, the Standard Agreement between the County and the California Department of Aging;
- 14.1.2.5 For Whole Person Wellness contracts, the Agreement for Whole Person Care Pilot Program for San Diego County with DHCS; and
- 14.1.2.6 For Public Health Services contracts, the Standard Agreement between the County and the California Department of Public Health.

Provider Orientation



Privacy Incident Reporting

- Most reporting within 24 hours but some **immediately (500 or more individuals)**
- May be accompanied by a Serious Incident Report to COR

[Submit a Privacy Incident Report](#)

A screenshot of the "Privacy and Security Incident Reporting" web form. The page has a dark header with the "Health & Human Services Agency" logo and a search bar. Below the header is a navigation menu with links: HOME, MENU, PROGRAMS, ALL SERVICES A-Z, FACILITIES, ADVISORY BOARDS, and CONTACT US. The main content area is titled "Privacy and Security Incident Reporting" and features two large, light blue rounded rectangular boxes. The left box is titled "Report a New Incident" and contains a yellow icon of a document with a plus sign. It includes the text: "Report a new privacy incident or information breach by submitting a Privacy Incident Report (PIR) to the Agency Compliance Office." and a red asterisk note: "* Do not include any client-identifying information." Below this is a black "Report" button. The right box is titled "Update or View an Incident" and contains a green icon of a document with a magnifying glass. It includes the text: "Update or view the status of an existing Privacy Incident Report (PIR)." and two input fields labeled "PIR#" and "Access ID #". Below the "PIR#" field is an example: "e.g PIR-12345". Below these fields is a black "Submit" button. At the bottom of the page, there is a footer with the text: "Need assistance? Refer to the Desk Aid for report instructions. For questions not related to a privacy incident, please contact us by email at compliance.hhsa@sdcounty.ca.gov or by phone at (619) 338-2807."

Provider Orientation

False Claims Act (8.18)

- [False Claims Act Requirements for HHSA Providers](#)
- [False Claims Act Training for HHSA Providers](#)

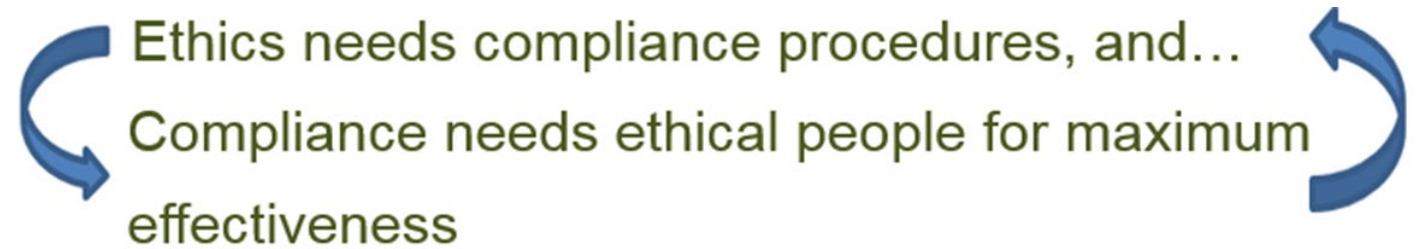
FALSE CLAIMS

Provider Orientation



Code of Ethics/Conduct & Hotline Posters

- [Code of Conduct](#)
- [Code of Ethics Requirements for HHSA Providers](#)
- Posters
 - [Ethics Hotline Poster English](#)
 - [Ethics Hotline Poster Spanish](#)



Provider Orientation



How can we help?

- Walk Throughs
- Trainings for staff
- Trainings for Privacy/Security Officers
- Policies, Procedures, and Forms
 - [Compliance](#)
 - [Information Security](#)
 - [Privacy](#)
- Encrypted Email Tunnel
- Q&A



Provider Orientation



More questions? Ask us!



Website:

www.cosdcompliance.org



Phone Number:

(619) 237-8571



Mailbox:

PrivacyOfficer.HHSA@sdcounty.ca.gov

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