

NEWSLETTER



The Seven Elements of an Effective Program

At the heart of our compliance efforts are seven key elements required by federal guidelines:

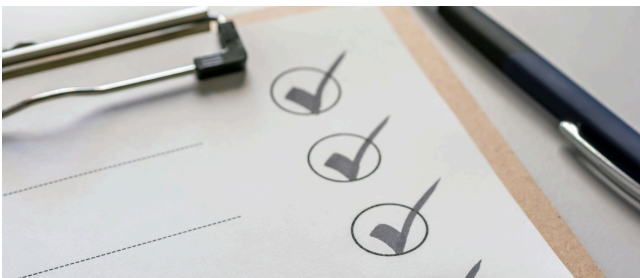
1. Written policies and procedures
2. A dedicated Compliance Officer (Mila Todd) and committee
3. Effective training and education
4. Open lines of communication
5. Monitoring, auditing, and risk assessments
6. Enforcing standards fairly
7. Prompt response and correction of issues

What's the Compliance Plan All About?

Every year, we renew our commitment to ethical practices and high standards through our Corporate Compliance Plan. For FY25, the plan outlines how we stay aligned with state and federal regulations, how we protect sensitive data, and how we work to prevent fraud, waste, and abuse in every corner of the organization.

But it's not just about rules—it's about culture. Our compliance program is designed to support employees, promote transparency, and guide day-to-day decisions so we can better serve the individuals and communities who count on us.

The FY25 plan builds on lessons learned in past years, introduces focused audits and education efforts, and emphasizes communication. It's everyone's responsibility to uphold compliance, and this plan shows how we all play a part.



Risk, Reviews & Results

Each year, we evaluate risks across departments and develop a focused work plan. This year's reviews target areas like prior authorizations, provider oversight, and program integrity. These audits help us identify gaps early and improve services across the board.



Speak Up: We're Listening

Your voice matters! We encourage all employees to report concerns without fear of retaliation. You can report anonymously via the hotline or talk directly to the Compliance team. A culture of openness keeps everyone safe and informed.

