




MEMORANDUM

To: **All HCSA Contract-Based Organizations and Providers**
From: Ravi Mehta, Chief Compliance and Privacy Officer ^{DS}
CC: Colleen Chawla, Agency Director
HCSA Executive Leadership
Date: June 1, 2022
RE: **Annual Compliance Training (Completion Deadline: June 30, 2022)**

The Alameda County Health Care Services Agency (HCSA) is committed to the highest professional, clinical, and business conduct, and takes seriously its responsibility for good stewardship of public resources. The HCSA Office of Compliance Services provides annual training to ensure you are aware of your obligations and responsibilities to a healthy and safe culture of professional and ethical conduct in all business dealings as part of our commitment to comply with applicable laws, rules and regulations.

The compliance training is designed to:

- Outline general principles of an effective compliance program;
- Cover key policies, healthcare laws and concepts;
- Articulate the responsibilities of staff, leaders, and contract-based organizations (CBOs); and
- Promote a culture of openness, integrity, and accountability.

PLEASE REVIEW THE FOLLOWING INSTRUCTIONS CAREFULLY:

1. The annual compliance training is **REQUIRED** of all staff and management in your organization that provide direct or indirect services to HCSA and/or have any involvement in HCSA funded grants, contracts, claims submission, etc. The training will take approximately 50 minutes to complete and **must be completed by the June 30, 2022**, deadline.
2. The online training can be accessed by clicking on this link or copying and pasting it into your internet browser <https://attendee.gotowebinar.com/register/39221096221909007> (please check your browser settings and disable any pop-up blockers to allow the course to launch). **Note: not all slides have audio, and the training slides are set to move at a standard pace; however, staff can pause a specific slide if helpful.**
3. Once you have successfully enrolled in the course, you will receive an email (from Amy Saucier customercare@gotowebinar.com) with instructions and link to Survey Monkey. After you have completed the course, please return to this email, and click on the Survey Monkey link, which will direct you to their website to complete the post-test (please check your spam or junk folder).

4. You must achieve a score of 80% or higher to pass. **Once you pass the quiz, you will receive a pop-up message with your score and another link to Compliance Attestation.** Please click on this link or copy and paste it into your internet browser and e-sign the Compliance Attestation.
5. Please be advised that all three (3) tasks (**Compliance Course, Post-Test, and Compliance Attestation**) must be completed to receive full credit. Once the staff has satisfied all three requirements, they will receive the following message:



CONGRATULATIONS! You have satisfied the Annual Compliance Training requirements. **NOTE:** You will not receive a certificate; however, you may take a screenshot of this page or print a copy for your records.

6. Each organization is responsible for ensuring staff who are required to take this training have completed by the deadline. The HCSA Office of Compliance Services will provide a completion status report to each organization by mid to late July.
7. For technical questions, please contact your organization IT Department.
8. For questions regarding the course or training content, please email HCSA Office of Compliance Services at HCSA.Compliance@acgov.org

Thank you for ensuring HCSA and its provider partners deliver the highest professional, clinical, and business conduct.