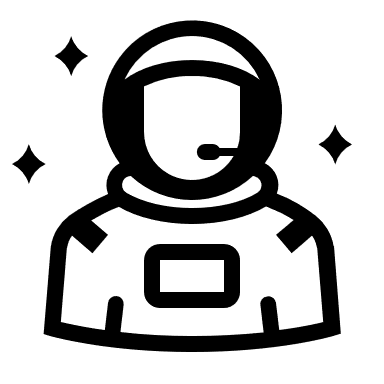
**Acme Eligibility Site**

**Address**

**City, State ZIP**

**Phone/FAX**

**Policy Title**: (for instance, Fraud Prevention)

**Reference**: (examples include citing the relevant rule, training, memo, etc.)

**Effective Date**: (Month Day, Year)

**Director’s Approval**: (Name, Title, signature if possible)

**Revision Date**: (Month Day, Year)

**REASON FOR POLICY**

The purpose is a brief summary to meet the standards of the cited Reference (above).

**DEFINITIONS**

If necessary, include necessary definitions. While not required in internal controls, definitions can help add clarity to the policy.

OM – Operational Memo issued by the Department of Health Care Policy & Financing

**POLICY STATEMENT**

This section lays out the intended goal of the policy, and why this policy is necessary.

It should detail to whom this policy applies and the specific direction of the intended audience.

* Who is the audience (who needs to follow this policy)?
* In what situation(s) does this policy apply?
* What are major conditions and/or restrictions?
* What is expected by the staff?
* Are there any exclusions or special situations?

TIPS: use plain language, use strong action words

**PROCEDURE** (procedures should clearly indicate how instructions in the policy should be carried out).

This section details your Internal Controls

* Define the identified issue(s)/risk(s)
* Identify the internal controls – steps/actions - necessary for the site to respond to the identified issue/policy
  + Internal Controls includes a list of various units and/or staff that are responsible for conducting the activities of the policy, including any required staff contact names, titles, addresses, phone and email addresses, etc.

**MONITORING**

Ongoing monitoring activities and other planned actions to address and minimize risks. Ongoing monitoring defines who does them monitoring, how often, how monitoring results are recorded and what happens when policy goals are not met.

**STAFF TRAINING**

* Who is trained?
* When are they trained (annually, at hire, when the Department releases updated memo, rule, etc.)?
* Be certain to include how you are documenting and tracking trainings