



Policy: GA.7107
Title: **Mail Collection and Delivery**
Department: Facilities
Section: Not Applicable

CEO Approval: /s/ Michael Hunn 01/29/2025

Effective Date: 10/01/2018
Revised Date: 12/31/2024

Applicable to: ☐ Medi-Cal
☐ OneCare
☐ PACE
☒ Administrative

I. PURPOSE

This policy shall outline the collection and delivery process of all CalOptima Health mailings and establishes a procedure to ensure that all incoming and outgoing mail is appropriately documented and processed in a cost-effective, timely, and accountable manner.

II. POLICY

- A. The CalOptima Health Facilities Department services the official mailing needs of all agency departments and CalOptima Health programs.
- B. CalOptima Health Facilities staff shall sort all incoming mail by 11:00 a.m., Monday – Friday.
 - 1. All incoming mail delivered by CalOptima Health courier vendor shall be processed same day.
- C. CalOptima Health Facilities staff shall conduct two (2) mail runs during each business day, Monday – Friday.
 - 1. The morning mail run shall occur from 11:00 a.m. – 11:45 a.m.
 - 2. The afternoon mail run shall occur from 3:00 p.m. – 3:45 p.m.
- D. CalOptima Health PACE Center mail delivery and pick-up shall be conducted no later than 3:30 p.m. each business day, Monday - Friday.
- E. CalOptima Health Facilities staff shall process and post all outgoing mail no later than 4:45 p.m. each business day, Monday - Friday.
- F. CalOptima Health Facilities may complete Excessive/Bulk Mail requests on a case-by-case basis; the deadlines for such requests may differ from those outlined in this Policy.
- G. Due to business need(s), a CalOptima Health department may require specific mailing services from the Facilities Department (e.g., pre-printed letter stamps, earlier delivery time frame.) as outlined in the Daily Mail Process Desktop Procedure.
- H. CalOptima Health mailroom hours are from Monday – Friday, 7:00 a.m. – 5:30 p.m.

1. CalOptima Health Facilities staff does not conduct after-hours and/or weekend mail processing and delivery.
 - a. Exceptions may be made on a case-by-case basis, with Facilities Management approval, to accommodate same-day regulatory mailings processed on Saturdays.
 - b. If an exception is not granted, CalOptima Health departments shall be responsible for transporting their respective processed mail to the United States Postal Service (USPS) directly.
2. The CalOptima Health mailroom is secured with no access for couriers after the business hours outlined in Section II.H. of this Policy.
 - a. If CalOptima Health staff have outbound items after business hours, he/she shall store all items in locked desk cabinets, in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and CalOptima Health policy, to be processed the next business day.
 - b. All inbound items received prior to mailroom closing, but after the mail runs listed in Section II.C. of this Policy, shall be securely stored in the mailroom upon closure and delivered the next business day.
3. No inbound items are accepted after-hours or during holidays. CalOptima Health observes the following holidays:
 - a. New Year's Day;
 - b. Martin Luther King, Jr. Day;
 - c. Lincoln's Birthday;
 - d. Washington's Birthday;
 - e. Memorial Day;
 - f. Independence Day;
 - g. Labor Day;
 - h. Indigenous People's Day;
 - i. Veterans Day;
 - j. Thanksgiving Day;
 - k. Day after Thanksgiving Day; and
 - l. Christmas Day.

III. PROCEDURE

A. Inbound and Inter-Departmental Mail Processing

1. Receipt from Courier Vendor
 - a. Receipt and collection of mail is conducted daily Monday through Friday.

- b. CalOptima Health’s courier vendor delivers all mail items on a daily basis to the main CalOptima Health building (505 City Parkway West, Orange, CA, 92868) mailroom at 9:30 a.m.
 - c. Mail sorting is conducted from 8:00 a.m. – 10:45 a.m.
 - i. All inbound USPS shall be marked as “Received” by the electronic stamp function on the mail machine to ensure same-day delivery and verify received date.
 - ii. All inbound Certified Mail, FedEx, and UPS parcels shall be logged and delivered; electronic signatures shall be obtained from the recipient.
 - iii. For all mail received for the Claims and Grievance and Appeals Resolution Services (GARS), the Facilities Department shall also apply a wet “CalOptima Health Received” manual date stamp in addition to the electronic stamp.
 - iv. Mail for the Claims, Customer Service, and GARS Department shall be processed as outlined in Attachment A: Daily Mail Process – Desktop Procedure.
2. CalOptima Health Main 505 Building Distribution and Internal Pick-Up
- a. The morning mail run is conducted from 10:00 a.m. – 11:45 a.m.
 - i. CalOptima Health Facilities staff delivers all Standard and Certified Mail, Business Reply Mail, and Inter-office Documents to all internal departments located on floors 1 – 10 of the main CalOptima Health building.
 - ii. During distribution, Facilities staff retrieves all outbound mail items from approved department locations on Floors 1 – 10.
 - b. The afternoon mail run is conducted from 3:00 p.m. – 3:45 p.m.
 - i. During distribution, CalOptima Health Facilities staff retrieves all outbound mail items from approved department locations on floors 1 – 10.
3. CalOptima Health 500 Building Distribution and Pick-Up
- a. CalOptima Health Facilities staff shall deliver all inbound 500 Member Services’ mail to 500 City Parkway West Suite 130, Orange, CA, 92868, at 3:30 p.m.
 - i. During delivery, Facilities staff shall retrieve all outbound mail items.
4. CalOptima Health PACE Center Distribution and Pick-Up
- a. CalOptima Health Facilities staff shall deliver all inbound PACE Center mail to 13300 Garden Grove Blvd., Garden Grove, CA, 92843, at 3:30 p.m.
 - i. During delivery, Facilities staff shall retrieve all outbound mail items.
5. All inter-departmental mail items picked up or received before 3:00 p.m. shall be delivered same-day and inter-departmental mail items received after 3:00 p.m. shall be delivered on the morning of the next business day.

- a. CalOptima Health departments are responsible for rerouting any misdirected mail (incoming or inter-departmental) via an inter-departmental correspondence envelope.
- i. When feasible, Facilities staff shall expedite delivery of inter-departmental correspondence envelope(s).

B. Outgoing Mail Processing

1. CalOptima Health Facilities staff shall process and post all mail items retrieved during the mail route and other mail items dropped off in the mailroom by CalOptima Health staff.
 - a. Certified mail items are processed no different from all other outbound mail.
 - i. CalOptima Health departments are responsible for ensuring tracking label(s) and return receipt(s) are properly completed.
 - a) Facilities staff post the mail items in accordance with Sections III.B.2.a. of this Policy.
2. For same-day processing, all mail shall be dropped off in the mailroom no later than 4:15 p.m.
 - a. All mail dropped off after 4:15 p.m. shall be processed the next business day.
3. CalOptima Health's courier vendor shall pick up all outgoing mail no later than 4:45 p.m. for delivery to the USPS sorting facility.
4. For same-day processing of Excessive and/or Bulk Mail requests, the mail shall be dropped off in the mailroom no later than noon.

IV. ATTACHMENT(S)

A. Daily Mail Process (v 003)

V. REFERENCE(S)

A. Health Insurance Portability and Accountability Act of 1996, as amended

VI. REGULATORY AGENCY APPROVAL(S)

None to Date

VII. BOARD ACTION(S)

None to Date

VIII. REVISION HISTORY

Action	Date	Policy	Policy Title	Program(s)
Effective	10/01/2018	GA.7107	Mail Collection and Delivery	Facilities/ Medi-Cal OneCare OneCare Connect PACE

Action	Date	Policy	Policy Title	Program(s)
Revised	01/01/2019	GA.7107	Mail Collection and Delivery	Facilities/ Medi-Cal OneCare OneCare Connect PACE
Revised	01/01/2020	GA.7107	Mail Collection and Delivery	Facilities/ Medi-Cal OneCare OneCare Connect PACE
Revised	05/01/2021	GA.7107	Mail Collection and Delivery	Administrative
Revised	05/01/2022	GA.7107	Mail Collection and Delivery	Administrative
Revised	10/01/2023	GA.7107	Mail Collection and Delivery	Administrative
Revised	12/31/2024	GA.7107	Mail Collection and Delivery	Administrative

IX. GLOSSARY

Term	Definition
Excessive/Bulk Mail	Mail quantified at over five hundred (500) pieces per job and per department; this is also applicable to inserter requests.
Health Insurance Portability and Accountability Act (HIPAA)	The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, was enacted on August 21, 1996. Sections 261 through 264 of HIPAA require the Secretary of the U.S. Department of Health and Human Services (HHS) to publicize standards for the electronic exchange, privacy, and security of health information, and as subsequently amended.