

Exhibit C

Schedule for Development of Claims Processing Guidelines

The development of and compliance with Specific Claims Processing Guidelines for use by the County and Intercare is a key aspect of contract performance. Accordingly, both parties shall work diligently to develop Claims Processing Guidelines with respect to the initiation, investigation, management and documentation of claims managed through this Agreement.

A. Development and Implementation Schedule of Claims Processing Guidelines

1. Intercare shall provide a draft of the Claims Processing Guidelines specific to the needs and preferences of the County of Monterey within forty-five (45) days of the approval of the Agreement.
2. Intercare shall receive input from the County of Monterey, finalize and begin operating under the Claims Processing Guidelines within sixty (60) days of the approval of the Agreement.

B. Substance of Claims Processing Guidelines

The Monterey County Claims Processing Guidelines shall be based primarily upon the “Best Practices” attached to the Agreement as Exhibit B, and shall also include, but not be limited to, the following issues:

- a. Trust Account funding
- b. Trust Account accounting and reconciliations
- c. Disbursements must be approved by both County of Monterey Risk Management and the Monterey County Office of the Auditor-Controller
- d. Attorneys assigned to a claim or piece of litigation are to provide an assessment on liability
- e. Intercare shall set Reserves on claims based upon current information
- f. Reserves on claims are to be reviewed periodically with County Risk Management
- g. Proper disbursement of IRS form 1099, Miscellaneous Income
- h. Other issues pertinent to proper claim management, based upon review of claims portfolio