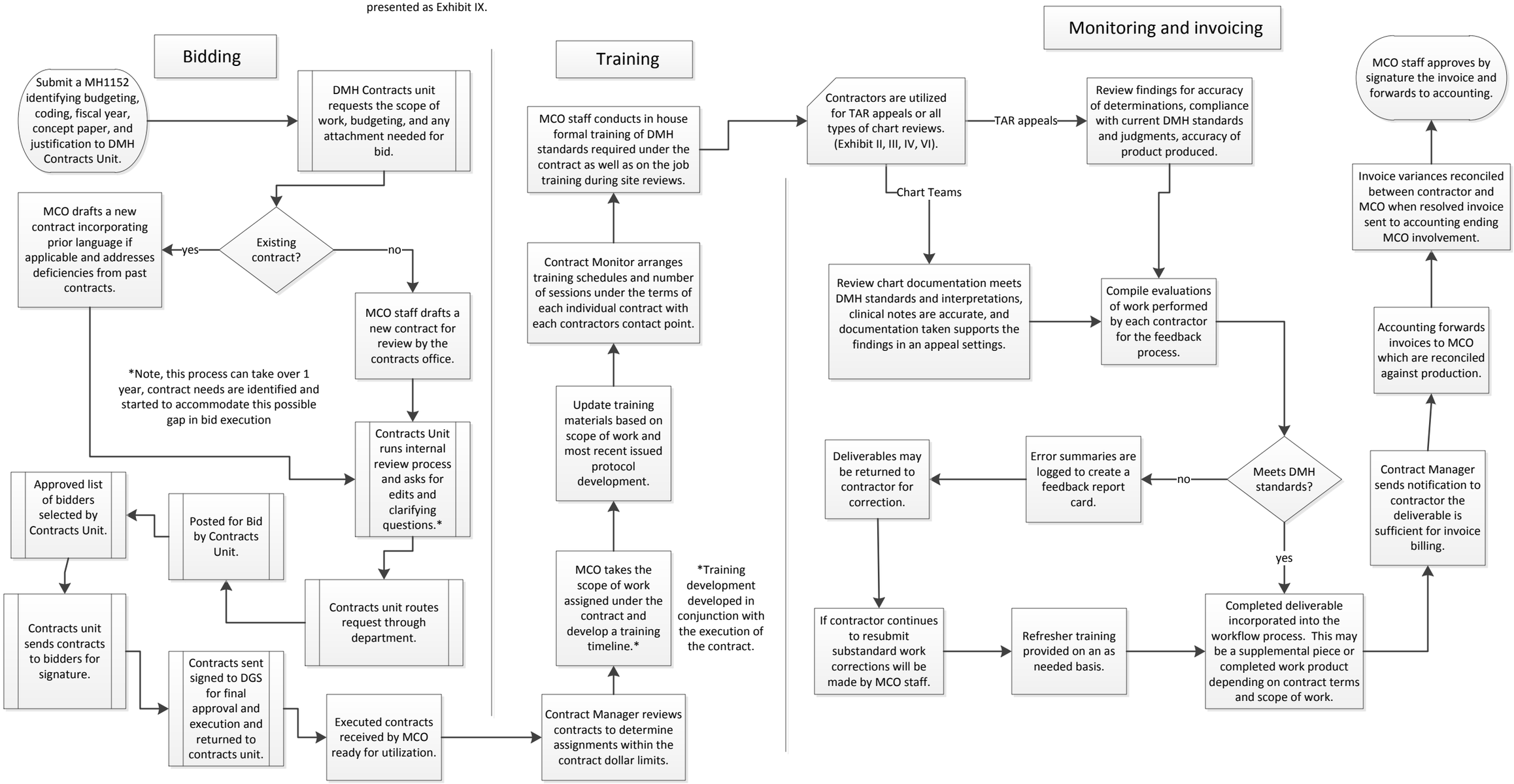
Exhibit IX – Contracts – Medi-Cal Oversight

Due to shortages of staff with clinical background, workload processes identified in other exhibits are supplemented or outsourced to contracting agencies. MCO has significant time commitments related to the procurement, training, monitoring, review, corrections, and invoicing of contracts. The current business processes are presented as Exhibit IX.