

MEMORANDUM OF UNDERSTANDING

Between

SANTA CRUZ-MONTEREY-MERCED MANAGED MEDICAL
CARE COMMISSION dba

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

And

LOCAL COUNTY CHILD HEALTH AND DISABILITY
PREVENTION PROGRAMS

PURPOSE OF MEMORANDUM OF UNDERSTANDING (MOU):

This MOU is a written agreement between the Central California Alliance for Health (the Alliance) and the Local County Child Health and Disability Prevention (CHDP) Programs in Santa Cruz, Merced, and Monterey counties to address the ways all organizations will work together in the provision of pediatric preventive services to all Medi-Cal enrollees under the age of 21. The coordination of care outlined in this MOU will help assure that Medi-Cal Managed Care enrollees under age 21 receive timely and appropriate preventive health assessments, including anticipatory guidance, referral to diagnosis and treatment services, and assuring continuity of care and follow-up. The Alliance and CHDP Programs must meet Federal and State requirements for providing preventive services to Medi-Cal enrollees under the age of 21. The collaboration between the Alliance and CHDP will help assure children receive preventive care as well as ongoing care from the same provider, thereby strengthening professional relationships, patient respect, and facilitating optimal clinical outcomes. Interaction between the Alliance and the CHDP program will be carried out in accordance to MMCD Policy Letter 96-12. The MOU is not a service agreement and no funds are exchanged between the entities for services provided.

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CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM SERVICES OVERVIEW:

The CHDP Program provides complete health assessments for the early detection and prevention of disease and disabilities for eligible children and youth. A health assessment consists of a health history, physical examination, developmental assessment, nutritional assessment, dental assessment, vision and hearing tests, a tuberculin test, laboratory tests, immunizations, health care guidance, and referral for any needed diagnosis and treatment (reference: Health and Safety Code, §104395, 105300, 105305, 120475, and 124025 through 124110; California Code of Regulations (CCR), Title XVII, § 6800 through 6874; CCR, Title XXII, § 51340 and 51532).

To meet the federal regulations for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program services, California enacted the CHDP program in 1973. CHDP provides periodic preventive health assessments and services to low income children and youth in California, including Medi-Cal enrollees under age 21 and the income-eligible, non-Medi-Cal eligible population under age 19. In CHDP, Medi-Cal enrollees are eligible for all services under EPSDT. Non-Medi-Cal enrollees are eligible for early and periodic screening. In 2003, CHDP began using the "CHDP Gateway," an automated pre-enrollment process for non-Medi-Cal uninsured children. During a period of pre-enrollment temporary Medi-Cal coverage, children and youth may be eligible for needed diagnostic and treatment services found during their health assessments. Children not eligible for pre-enrollment will be assisted in locating other resources. The Gateway serves as an entry point into ongoing health care coverage through Medi-Cal, then Alliance. Each county implements the State and Federal regulations mandating CHDP activities at the local level. Activities include: intensive informing of Medi-Cal beneficiaries about CHDP services; assisting Medi-Cal beneficiaries to gain and maintain access to preventive and curative health services; developing and implementing on-going strategies to outreach the eligible population; recruiting, training, enrolling, assisting, and monitoring a network of community medical providers offering CHDP services; providing supplemental care coordination; and assessing compliance with program standards.

MEDI-CAL MANAGED CARE HEALTH PLAN OVERVIEW:

The Alliance is a locally governed non-profit health plan that serves over 300,000 members in Santa Cruz, Monterey and Merced counties as of November 7, 2014. The Alliance is a publicly operated regional plan using the State's preferred County Organized Health System (COHS) model of Medi-Cal managed care. Since 1996, the Alliance has worked to improve health care locally for people living in the Central Coast region, and on October 1, 2009 we also began serving people living in Merced County. The Alliance was developed to improve access to health care for lower income residents who lacked a "medical home" and so relied on the emergency rooms for primary care. The Alliance has pursued this mission by linking members to primary care physicians and clinics that deliver timely services and preventive care, and arrange referrals to specialty care. The Alliance is contractually responsible for coverage and provision of screening, preventive, and medically necessary diagnostic and treatment services for members under 21 years of age, including EPSDT Supplemental Services.

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MOU CONTENT:

The tables that follow outline the ways that the Alliance and CHDP will provide and coordinate member care in accordance with Medi-Cal Managed Care Division (MMCD) Policy Letters (PL) 96-12 and 96-13 and the Alliance’s Department of Health Care Services contract (State Contract). The left hand column denotes the category of responsibility and includes reference to the specific regulatory/contractual language that guides care coordination. The center column details what CHDP is responsible for and the right column the responsibilities of the Alliance.

Category of Responsibilities	CHDP Responsibilities	Alliance Responsibilities
<p>Client Outreach</p> <p><i>MMCD Policy Letter 96-12</i> <i>MMCD Policy Letter 96-13</i> <i>State Contract, Ex A, Attach 10</i></p>	<p>Conduct outreach activities to potential CHDP beneficiaries.</p> <p>Assure basic informing about CHDP services for Medi-Cal eligible beneficiaries is done per the county’s interagency agreement between the local CHDP program and the local county’s social services department.</p> <p>When requested, provide intensive informing about CHDP services including referrals to dental and medical care for families referred to CHDP on PM 357 Forms. CHDP will direct Alliance members to Member Services at 1 (800) 700-3874 ext. 5505 or website at www.ccah-alliance.org for information on providers, available benefits and options under managed care.</p> <p>Refer Alliance members with complaints about an Alliance provider or covered service to an Alliance Grievance Coordinator at (800) 700-3874 ext. 5525.</p>	<p>Inform Alliance members of all plan benefits. Promote CHDP services including but not limited to health assessments, pediatric preventive care including immunizations, lead screenings, and other services recommended by the American Academy of Pediatrics and other nationally recognized health care guidelines.</p> <p>Include CHDP information and the importance of preventive health services in the Alliance Member Handbook, Provider Manual, Provider Bulletin, and member newsletters.</p> <p>Identify Alliance - CHDP providers and assign Alliance members to appropriate providers when possible.</p>
<p>Appointment Scheduling and Transportation</p> <p><i>MMCD Policy Letter 96-12</i> <i>State Contract, Ex A, Attach 10</i></p>	<p>When requested, provide medical and dental scheduling and transportation assistance to pre-Alliance-enrolled Medi-Cal eligible children.</p>	<p>When requested, assist members with information regarding scheduling physician appointments, including information regarding accessing services through the Denti-Cal program. Appointments for pediatric preventive</p>

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<p><i>State Contract, Ex A, Attach 11</i></p>	<p>CHDP will direct Alliance members requesting scheduling and medical transportation assistance to call the Alliance’s Transportation & Linguistics Coordinators at 1 (800) 700-3874:</p> <ul style="list-style-type: none"> ○ Ext. 5625 for Santa Cruz and Monterey Counties ○ Ext. 5367 for Merced County <p>CHDP will confirm Alliance member eligibility using the MEDS system and the CCAH ELIGIBILITY SYSTEM as needed.</p>	<p>services will be made within two weeks of a request for an appointment by the member, the member’s parent/guardian, or through the referral from the local CHDP program.</p> <p>When requested, transportation assistance will be provided to members qualifying under Title 22 CCR 51323.</p> <p>Confirm member eligibility upon CHDP request.</p>
<p>Tracking and Follow-up</p> <p><i>MMCD Policy Letter 96-12</i> <i>State Contract, Ex A, Attach 10</i></p>	<p>CHDP staff provides care coordination services to:</p> <ul style="list-style-type: none"> • Clients with fee for service aid codes, including those with temporary coverage. • Clients eligible for CHDP services only • Alliance members when dental concerns are noted on the PM 160. <p>CHDP staff will provide care coordination by:</p> <ul style="list-style-type: none"> • Reviewing all Fee-for-Service Medi-Cal and CHDP PM160s (Health and Safety Code, Sections 12404 (a-3) • Providing follow-up to children with conditions coded 4 and 5 (follow-up required) (Health and Safety Code, Sections 124040 (a-3 and a-4) <p>CHDP will refer providers requesting case management for Alliance beneficiaries to Alliance Care Management staff at 1 (800) 700-3874 ext. 5512.</p> <p>Provide consultation to CHDP providers and assist them in tracking hard to reach CHDP patients: e.g.,</p>	<p>Alliance Care Management staff ensures case management activities for plan beneficiaries.</p> <p>Educate Alliance primary care providers (PCP) about their responsibility for primary care case management, coordination, medical referrals, and continuity of care, and that information can be shared with CHDP for care coordination activities for dental concerns noted on PM 160 forms.</p> <p>Educate specialist providers about their responsibility to report back to the referring PCP.</p> <p>Require Alliance providers to follow-up and document their follow-up on missed appointments.</p> <p>Require Alliance providers to refer potentially eligible members to community resources such as California Children’s Services (CCS), Women</p>

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	<p>patients unable to be located by CHDP provider, Medi-Cal beneficiaries who lose Medi-Cal eligibility and benefits and still need treatment, non-Alliance CHDP patients with serious problems who do not follow through with treatment.</p> <p>Provide assistance and technical consultation to Alliance and CHDP providers in making referrals to appropriate community resources and agencies.</p>	<p>Infant and Children Program (WIC), Head Start, Regional Center, and dental care.</p>
<p>Health Education</p> <p><i>MMCD Policy Letter 96-12</i></p>	<p>Perform community-wide education about child health issues, including CHDP services. Make health education resources available to Alliance CHDP providers that support the provision of anticipatory guidance in the CHDP exam.</p>	<p>Coordinate with CHDP staff on prevention activities targeted to children and teens, as requested.</p>
<p>Provider Network</p> <p><i>MMCD Policy Letter 96-12</i> <i>State Contract, Ex A, Attach 10</i></p>	<p>In collaboration with Alliance staff, enroll as many of the Alliance primary care providers (Family Practice and Pediatrics) as possible serving children ages 0 through 20 years as CHDP providers.</p> <p>Educate CHDP providers and Alliance concerning the CHDP Gateway process for Alliance members who discontinue membership or lose Medi-Cal eligibility.</p> <p>Consult with Alliance and Alliance providers regarding CHDP policies and guidelines.</p> <p>Inform providers that American Academy of Pediatrics (AAP) and Advisory Committee on Immunization Practices (ACIP) schedules and recommendations for preventive services shall be used for all members under 21 years of age.</p>	<p>Encourage all Alliance providers serving physical health needs of children ages 0 through 20 years to enroll as CHDP providers and follow CHDP standards and guidelines.</p> <p>Inform Alliance providers about CHDP Gateway process for those Medi-Cal beneficiaries who lose eligibility.</p> <p>Provide training to providers on CHDP standards and policies jointly with CHDP staff as requested or needed.</p> <p>Ensure providers use the American Academy of Pediatrics (AAP) and Advisory Committee on Immunization Practices (ACIP) schedules and recommendations for preventive services for all members under 21 year of age.</p>

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	<p>CHDP will notify CCAH Provider Services when a change in provider network or in provider status as delineated in the CHDP Medi-Cal Provider Manual.</p>	<p>Promote CHDP sponsored provider trainings to Alliance CHDP providers.</p> <p>Ensure providers educate members / parents/ guardians at each non-emergency visit of the availability of well visits at the PCP's practice.</p> <p>Alliance will maintain an up-to-date provider directory that includes CHDP providers and will notify the local CHDP program when there is a change in provider status as delineated in the CHDP Medi-Cal Provider Manual.</p>
<p>Data Collection</p> <p><i>MMCD Policy Letter 96-12 State Contract, Ex A, Attach 10</i></p>	<p>The local CHDP Program will receive a copy of the PM160 and review for indicated follow-up, public health issues, and/or provider training needs. CHDP will use the data from the PM160 copies to determine the degree to which the program provides the following services to CHDP eligible children:</p> <ol style="list-style-type: none"> 1. Effective Care Coordination 2. New Provider Orientation 3. Quality Improvement 4. Provider Site Recertification 5. Desktop Review of adherence to CHDP Periodicity Schedules and documentation <p>Data will be made available to Alliance upon request.</p>	<p>Require Alliance providers to follow PM160 completion instructions and submit the PM160 data form for health assessments of eligible members to the Alliance.</p> <p>Data reported on PM160 forms received by the Alliance will be made available to the County CHDP Program upon request.</p> <p>Submit PM 160 data monthly in the format prescribed by Department of Health Care Services (DHCS).</p>
<p>Quality Assurance</p> <p><i>MMCD Policy Letter 96-12 State Contract, Ex A, Attach 10</i></p>	<p>CHDP staff will meet quarterly or more often as needed with Alliance Health Services staff to discuss quality of care trends in the Alliance-CHDP provider network and develop mutual strategies to address the trends.</p>	<p>Alliance Health Service staff will meet quarterly or more often as needed with CHDP staff to discuss quality of care trends in the Alliance-CHDP provider network and develop mutual strategies to address the trends.</p>

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	<p>Require provider compliance with EPSDT mandates and the standards and policies that implement these mandates per Medi-Cal Managed Care Division Policy Letters.</p> <p>Alert Alliance Grievance staff when an Alliance member identifies a problem with an Alliance provider or other Alliance processes.</p> <p>CHDP will make available to Alliance staff pertinent information that is obtained during provider site reviews.</p> <p>CHDP will provide copies of provider site reviews and corrective action plans to the CCAH Quality Improvement Manager or designee as requested.</p> <p>If mutually agreed upon, joint facility site reviews may be conducted.</p>	<p>Require provider compliance with EPSDT mandates and the standards and policies that implement these mandates per Medi-Cal Managed Care Division Policy Letters.</p> <p>Investigate individual quality issues related to member problems, concerns or complaints. CHDP may call the Quality Improvement Department at (831) 430-2622 to bring concerns about individual quality issues to the Alliance's attention.</p> <p>Alliance will provide copies of provider site reviews and corrective action plans to the local CHDP program Deputy Directory or designee as requested.</p> <p>If mutually agreed upon, joint facility site reviews may be conducted.</p>

MONITORING, CONFLICT OF INTEREST, AND DISPUTE RESOLUTION

Category of Responsibilities	CHDP Responsibilities	Alliance Responsibilities
Liaison	<p>As the designated liaison, the CHDP Deputy Director or CHDP designee coordinates activities with Alliance and notifies CHDP staff and providers of their roles and responsibilities.</p> <p>CHDP liaison or designee attends quarterly Alliance-CHDP meetings.</p>	<p>The Alliance will designate a liaison responsible for coordinating activities with CHDP and notifying Alliance staff and Alliance CHDP providers of their CHDP responsibilities.</p> <p>Alliance liaison arranges and attends quarterly Alliance-CHDP meetings.</p>

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	<p>CHDP liaison or designee updates Alliance liaison on CHDP EPSDT policy or programmatic changes.</p> <p>CHDP liaison keeps Alliance apprised of capacity to maintain the operating MOU.</p> <p>CHDP works with Alliance to assure and maintain open lines of communication regarding client services and capacity building.</p> <p>CHDP staff will meet quarterly or more often as needed with Alliance staff to discuss quality of care concerns in the Alliance-CHDP provider network and develop mutual strategies to address the concerns.</p> <p>Alert appropriate Alliance staff when an Alliance member identifies a problem with an Alliance provider or other Alliance processes.</p> <p>CHDP will make available to Alliance staff pertinent information that is obtained during provider site reviews and corrective action plans as requested.</p>	<p>Alliance liaison reviews CHDP EPSDT policy and programmatic changes.</p> <p>The Alliance liaison keeps CHDP apprised of capacity to maintain the operating MOU.</p> <p>Alliance works with CHDP to assure and maintain open lines of communication regarding client services and capacity building.</p> <p>Alliance staff will meet quarterly or more often as needed with CHDP staff to discuss quality of care concerns in the Alliance-CHDP provider network and develop mutual strategies to address the concerns.</p> <p>Investigate potential quality issues (PQIs) related to member problems, concerns or complaints.</p> <p>Alliance will make available to CHDP staff pertinent information that is obtained during provider site reviews and corrective action plans as requested.</p>
Monitoring MOU	<p>This MOU shall be effective on the date executed and shall renew automatically for subsequent terms of two (2) years each unless earlier terminated or amended.</p> <p>60 days' notice will be provided to Alliance if CHDP wishes to modify this agreement.</p>	<p>This MOU shall be effective on the date executed and shall renew automatically for subsequent terms of two (2) years each unless earlier terminated or amended.</p> <p>60 days' notice will be provided to CHDP if Alliance wishes to modify this agreement</p>
Conflict of Interest	<p>Any individual within CHDP who may have a conflict of interest with respect to any matter</p>	<p>Any Alliance staff who may have a conflict of interest with respect to any matter related to the</p>

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	<p>related to the operation of the MOU shall report the conflict of interest to the Alliance Liaison. The individual with a conflict of interest shall refrain from any activities during the operation of the MOU in which such conflicts are a consideration.</p> <p>An individual shall be deemed to have a conflict of interest if there is any potential for personal, professional or financial gain in the operation of the MOU, or any other involvement in the matter which may impair the member’s objectivity during the operation of the MOU.</p>	<p>operation of the MOU shall report the conflict of interest to the CHDP Liaison. The individual with a conflict of interest shall refrain from any activities during the operation of the MOU in which such conflicts are a consideration.</p> <p>An individual shall be deemed to have a conflict of interest if there is any potential for personal, professional or financial gain in the operation of the MOU, or any other involvement in the matter which may impair the member’s objectivity during the operation of the MOU.</p>
Confidentiality	CHDP shall protect all information, records, and data collected and maintained for the operation of the MOU and pertaining to individual members. CHDP may release medical records in accordance with applicable law pertaining to the release of this type of information.	Alliance shall protect all information, records, and data collected and maintained for the operation of the MOU and pertaining to individual members. Alliance may release medical records in accordance with applicable law pertaining to the release of this type of information.
Dispute Resolution	Disputes between the CHDP program and the Alliance will first be addressed at the local level. Unresolved issues will be forwarded to the CHDP Consultant at the State DHCS Systems of Care Division.	Disputes between the Alliance and the CHDP program will first be addressed at the local level. Unresolved issues will be forwarded to the DHCS health plan Contract Manager.

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Lisa Hernandez, MD, MPH, Santa Cruz County Health Officer

Date

Edward Moreno, MD, MPH, Monterey County Health Officer

Date

Timothy Livermore, MD, MPH, Merced County Health Officer

Date

Chris Dybdahl, Children Medical Services Senior Program Manager, Acting CHDP Deputy Director

Date

Anne Reeves, Monterey County CHDP Deputy Director

Date

Timothy Livermore, MD, MPH for Merced County CHDP Deputy Director

Date

Kathy Neal, RN, Chief Health Services Officer, Central California Alliance for Health

Date

Dale Bishop, MD, Chief Medical Officer, Central California Alliance for Health

Date

It is understood by the aforementioned parties that finalization of this agreement is contingent upon review and approval from the California Department of Health Care Services (DHCS).