

## MEMORANDUM OF UNDERSTANDING

### COUNTY OF TULARE HEALTH & HUMAN SERVICES AGENCY HEALTH SERVICES BRANCH (HSB) and BLUE CROSS OF CALIFORNIA and AFFILIATES (“Blue Cross”)

#### I. CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM

Final 8/29/01 (DHS Approval 2/02) Revised 11/16/05

CATEGORY	TULARE COUNTY HSB CHDP PROGRAM	BLUE CROSS OF CALIFORNIA
<b>A. LIAISON</b>	<ol style="list-style-type: none"> <li>Responsible for appointing a CHDP Liaison to coordinate activities with Blue Cross and to notify CHDP staff of their roles and responsibilities.</li> <li>CHDP Coordinator and/or program staff will provide the BCC Liaison with an annual update of CHDP providers and interim notices regarding addition or deletion of CHDP providers.</li> </ol>	<ol style="list-style-type: none"> <li>Responsible for appointing a Blue Cross Liaison to coordinate activities with the CHDP Program.</li> <li>Provider Training Staff will notify Blue Cross staff and providers of their CHDP responsibilities</li> <li>Blue Cross Liaison will provide the CHDP Program with an updated Provider Directory, at minimum on an annual basis, and with updates as available.</li> </ol>
<b>B. CLIENT OUTREACH</b>	<ol style="list-style-type: none"> <li>Conduct outreach to potential Medi-Cal eligibles, birth through 20 years, by disseminating information on CHDP Health Screenings through Public Service Announcements, distribution of CHDP literature at local health fairs, and by other methods as needed.</li> <li>Maintain responsibility for the development and implementation of the CHDP/Human Services Branch (HSB) Inter Agency Agreement to ensure face-to-face informing about entitlement to CHDP medical and dental services done by HSB.</li> <li>Provide intensive informing, referral, and documentation to persons referred by DHS PM 357.</li> <li>Educate CHDP providers on use of “Gateway” system and the importance of preventive health services.</li> <li>Will inform Blue Cross and assist in informing BCC providers of low-income guidelines for CHDP services, to be provided to members who lose eligibility.</li> </ol>	<ol style="list-style-type: none"> <li>Provider Training Staff and/or Customer Care Center (CCC) staff will inform members of their entitlements, including availability of CHDP services, e.g. preventive and well care services for members 0-21 years of age.</li> <li>Customer Care Center representative (CCC) and/or Community Resource Center (CRC) Staff will contact Blue Cross members not utilizing preventive health services; efforts will include preventive care notices, phone contacts, and home visits.</li> <li>BCC will promote preventive health care by sending Initial Health Assessment and Immunization reminders to members and providers.</li> <li>Provider training and the Provider Manual will include information regarding children (0-19) who fall into the 200% of Federal poverty level and do not have other insurance that covers preventive service, but are still eligible for CHDP “Gateway.”.</li> <li>Blue Cross Liaison and/or CRC staff will inform non-CHDP providers of their responsibility to identify and refer disenrolled members to the CHDP program for low-income CHDP services.</li> </ol>

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<b>C. APPOINTMENT SCHEDULING AND TRANSPORTATION ASSISTANCE</b>	<ol style="list-style-type: none"> <li>1. Provide detailed CHDP information via telephone and mail to requesting Medi-Cal eligibles: <ul style="list-style-type: none"> <li>• Including CHDP medical and dental appointment scheduling and transportation assistance as need is indicated on PM 357s</li> <li>• Children will be referred to their Primary Care Physician (PCP) for medical care and CHDP exams.</li> </ul> </li> <li>2. Work with local Blue Cross Outreach Specialist(s) and/or Customer Care Center (CCC) when issues of transportation prohibit members from making appointments.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, Blue Cross Liaison and/or CRC Staff will inform providers of their responsibility for assisting patients in scheduling health assessments and medical appointments.</li> <li>2. For Blue Cross members only, Customer Care Center (CCC) Representatives and CRC Staff will offer assistance in scheduling appointments for covered medical services and transportation for those services as requested by Blue Cross members, network providers and by CHDP program staff.</li> </ol>
<b>D. PROVIDER NETWORK</b>	<ol style="list-style-type: none"> <li>1. Act as a consultant to Blue Cross and Blue Cross providers regarding CHDP policies and guidelines</li> <li>2. Provide training on CHDP standards, as requested, i.e. audio screening and vision screening workshops.</li> <li>3. Distribute to Blue Cross CHDP certified providers all CHDP Provider Information Notices, CHDP guidelines, including ongoing policy and programmatic updates.</li> <li>4. Review all requests for CHDP certification from Blue Cross providers and follow CHDP process for site visit, review of application, initial training, site review, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Blue Cross retains primary responsibility for provider recruitment and maintenance of services.</li> <li>2. Provider Training Staff, Blue Cross Liaison and CRC Staff will provide training to Blue Cross providers on CHDP standards, with assistance from HSB-CHDP staff. Training will include managed care concepts, primary care case management, and ACIP Immunization schedule for current year and CHDP medical guidelines.</li> <li>3. Identify pediatric and network providers who are not familiar with CHDP and refer to HSB-CHDP for enrollment.</li> <li>4. Ensure providers will use Vaccine for Children (VFC) program.</li> </ol>
<b>E. DATA COLLECTION</b>	<ol style="list-style-type: none"> <li>1. Collaborate with Blue Cross in data collection efforts. Share data as requested.</li> <li>2. Review and analyze PM 160 data, such as documentation for complete health assessment and problem identification, age specific immunizations, trends, oversights, inaccuracies, quality and completeness.</li> </ol>	<ol style="list-style-type: none"> <li>1. Blue Cross providers will be instructed to complete the PHP PM160 (For Information Only), as required and submit copies as follows: <ul style="list-style-type: none"> <li>• Forward one copy (yellow) to the local CHDP office,</li> <li>• Submit the original copy with the claim to Blue Cross, Blue Cross will then forward this copy to EDS.,</li> <li>• Place one copy (white) in the member's medical record, and</li> <li>• Give one copy (pink) to the parent.</li> </ul> </li> </ol>

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<b>F. CASE MANAGEMENT</b>	<ol style="list-style-type: none"> <li>1. Provide consultation to Blue Cross providers, as requested on CHDP Gateway to assist with clients who lose Medi-Cal eligibility and still need services; and follow-up.</li> <li>2. Assistance with technical consultation to Blue Cross and Blue Cross providers in making referrals to appropriate community resources and agencies.</li> <li>3. Review all PM160 forms for post exam follow-ups as needed:               <ol style="list-style-type: none"> <li>a. Services that require follow-up will be reviewed and coordinated with the local CHDP staff and Blue Cross provider.</li> <li>b. Educate providers on proper use of PM 160 form.</li> <li>c. Referral of all children 1 year and older to dentist for initial appraisal. Provide an updated list of dentists willing to take Medi-Cal members.</li> </ol> </li> <li>5. Advise in cases and refer to CCS and other appropriate agency such as CVRC. .</li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, Blue Cross Liaison and CRC Staff will inform Blue Cross providers of their responsibility for:               <ul style="list-style-type: none"> <li>• Primary care case management,</li> <li>• Coordination of care,</li> <li>• Medical referrals</li> <li>• Follow-up on missed appointments and</li> <li>• Continuity of care.</li> </ul> </li> <li>2. Blue Cross providers will be informed to refer children who have lost Medi-Cal eligibility and still require treatment to the CHDP program.</li> <li>3. Blue Cross providers will be advised to refer potentially eligible clients to community resources such as CCS, WIC, Head Start, Regional Center, mental health services and dental care. Blue Cross Case Management (Camarillo) will assist as requested.</li> <li>4. Blue Cross providers will be advised to remind members seen for episodic care of need for appropriate periodic wellness exam; schedule appointment for exam if appropriate.</li> <li>5. Blue Cross Case Management will assist providers and members as needed, for case coordination and facilitate requests for EPSDT Supplemental Services.</li> <li>6. Upon telephone request, DSU will inform the local CHDP program regarding the member's PCP.</li> </ol>
<b>G. HEALTH EDUCATION</b>	<ol style="list-style-type: none"> <li>1. Offer community education about child health issues, including CHDP services.</li> <li>2. Make health education resources for anticipatory guidance available to Blue Cross CHDP certified providers during the CHDP exam. (i.e., brochures, videos or training on a variety of topics such as nutrition, lead screening and anti-tobacco information)</li> <li>3. Provide information to BCC Liaison regarding audio training and vision screening workshops to ensure provider compliance with CHDP standards.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, Blue Cross Liaison and/or CRC Staff will:               <ul style="list-style-type: none"> <li>• Instruct PCPs to provide anticipatory guidance to children and teens according to CHDP and the American Academy of Pediatrics (AAP) guidelines,</li> <li>• Coordinate prevention activities targeted to children and teens with CHDP staff,</li> <li>• Train PCPs to implement the Staying Healthy Assessment Tool at the initial health assessment and specific periodicity intervals, according to Blue Cross and Department of Health Services guidelines.</li> </ul> </li> <li>2. Promote and encourage all BCC providers offering services to children to participate in CHDP audio training and vision screening</li> </ol>

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		workshops.
<b>H. QUALITY IMPROVEMENT</b>	<ol style="list-style-type: none"> <li>1. Provide consultation to Blue Cross regarding EPSDT/CHDP mandates, standards and policies.</li> <li>2. Review and analyze PM 160 information to identify provider training needs and improve quality of care.</li> <li>3. When a problem with a Blue Cross PCP CHDP provider is identified: <ul style="list-style-type: none"> <li>• Based on a member complaint, CHDP program staff will inform the member to contact the BCC DSU,</li> <li>• Based on PM 160 review or other information, CHDP program will alert BCC and assist in provider education and corrective action.</li> </ul> </li> <li>4. Coordinate efforts with Blue Cross to improve quality of care for CHDP recipients.</li> </ol>	<ol style="list-style-type: none"> <li>1. Quality Management Analyst will provide initial and annual facility review to ensure Blue Cross provider compliance with Federal EPSDT mandates, Department of Health Services/CHDP requirements and Blue Cross policies and procedures.</li> <li>2. When applicable Quality Management Analyst will develop a Corrective Action Plan (CAP) in coordination with Utilization Management, Quality Management (UM/QM) Director and/or designee and monitor compliance according to Blue Cross procedures.</li> <li>3. UM/QM Director, Medical Director and/or designee will be consulted and involved as needed, according to Blue Cross policy.</li> <li>4. Review data from PM160s for quality improvement when on site for annual facility and medical record review.</li> <li>5. Collaborate with CHDP Staff on review of provider PM 160 data to identify provider training needs.</li> </ol>
<b>I. MOU/AGREEMENT MONITORING</b>	<ol style="list-style-type: none"> <li>1. Schedule quarterly meetings with Blue Cross Liaison to monitor this MOU.</li> <li>2. Conduct an annual review, update, and/or negotiation of this agreement, as is mutually agreed</li> <li>3. Provide 60 days notice to Blue Cross should HSB-CHDP Program decide to modify this agreement. [Unless mandated by Department of Health Service directives, State mandated requirements or Federal guidelines]</li> </ol>	<ol style="list-style-type: none"> <li>1. Local Blue Cross Liaison will meet with the CHDP Liaison to monitor this agreement quarterly and/or upon request.</li> <li>2. Local Blue Cross Liaison will conduct an annual review, update, and/or negotiation of this agreement, as is mutually agreed.</li> <li>3. Local Program/Regional Manager will provide 60 days notice to the CHDP Program should Blue Cross decide to modify this agreement.</li> </ol>
<b>J. CONFLICT / RESOLUTION</b>	<ol style="list-style-type: none"> <li>1. Establish and maintain conflict resolution procedures for Blue Cross members who are CHDP eligible.</li> <li>2. Issues not resolved on the level of the CHDP Managed Care Liaison or BCC Case Managers will be referred to the CHDP Medical Director for medical concerns.</li> </ol>	<ol style="list-style-type: none"> <li>1. Blue Cross will participate in conflict resolution for Blue Cross members with CHDP eligibility according to Blue Cross policies and procedures.</li> <li>2. Issues not resolved at the level of the BCC Liaison, the BCC / Case Management/ Utilization Management/Quality Management</li> </ol>

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	3. If issues are not resolved, CHDP will notify the Department of Health Services.	Director will be referred to the Blue Cross Medical Director and/or designee.  If issues are not resolved, Blue Cross will contact the Department of Health Services

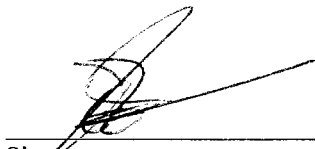
FOR BLUE CROSS OF CALIFORNIA  
STATE SPONSORED BUSINESS

FOR TULARE COUNTY  
HEALTH AND HUMAN SERVICES AGENCY

  
Signature

Linda Pollnow, Vice President and General Manager  
State Sponsored Business

Date: 12-18-06

  
Signature

John Davis, Director  
Tulare Health and Human Services Agency

Date: 8/28/06

FOR COUNTY OF TULARE  
COUNTY BOARD OF SUPERVISORS

Signature

Allen Ishida, Chairman  
Board of Supervisors

Date: \_\_\_\_\_

APPROVED AS TO FORM:  
COUNTY COUNSEL

By   
Deputy