

## MEMORANDUM OF UNDERSTANDING

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

#### VIII. IMMUNIZATION PROGRAM

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

CATEGORY	TULARE COUNTY HSB IMMUNIZATION PROGRAM	BLUE CROSS OF CALIFORNIA
<b>A. LIAISON</b>	<ol style="list-style-type: none"> <li>1. Responsible for appointing a liaison person(s) to coordinate activities with Blue Cross and to notify Immunization Program staff of their roles and responsibilities.</li> </ol>	<ol style="list-style-type: none"> <li>1. Responsible for appointing a Blue Cross Liaison to coordinate activities with Immunization Program.</li> <li>2. Provider Training Staff will notify Blue Cross staff and providers of their immunization responsibilities for members.</li> <li>3. Blue Cross Liaison will provide the Immunization Program with an updated Provider Directory, annually and as available.</li> </ol>
<b>B. OUTREACH &amp; ACCESS</b>	<ol style="list-style-type: none"> <li>1. The Immunization Program will support and encourage the implementation of “No Barriers to Immunization” Policy throughout the county.</li> <li>2. The Immunization Program will collaborate with Women Infants and Children (WIC), Healthy Start, Head Start, Maternal Child and Adolescent Health, other health and social service agencies to make services more accessible.</li> <li>3. The Immunization Program will collaborate with Blue Cross to provide information about the countywide availability of immunizations to Blue Cross members.</li> <li>4. The Immunization Program will conduct and coordinate regular clinics in identified high need areas, including working with social service agencies, schools and others as indicated.</li> <li>5. The Immunization Program will coordinate and staff special immunization clinics and events on an on-going basis to enhance access, publicity and community awareness of immunization services.</li> <li>6. Coordinate outreach efforts with Blue Cross to improve immunization rates within the county.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, Blue Cross Liaison and Community Resource Center (CRC) Staff will inform Primary Care Physicians (PCPs) regarding: <ul style="list-style-type: none"> <li>• Availability of immunizations for members from Community Services Branch (HSB) Immunization Program facilities and that members may receive immunizations without referral or authorization,</li> <li>• The requirement that they must follow the most recent Advisory Committee on Immunization Practices (ACIP) schedule.</li> </ul> </li> <li>2. Blue Cross will mail reminder notices to families regarding the need for immunizations and encourage all members’ immunizations to be current and up to date.</li> <li>3. BCC CRC Outreach Specialists will contact members identified as needing immunizations, via telephone and/or home visit to reinforce importance of obtaining immunizations.</li> <li>4. Upon request, Customer Care Center (CCC) Representatives and/or CRC Staff (Outreach Specialists) may assist in scheduling appointments and/or arranging transportation to assist members in obtaining timely immunizations.</li> <li>5. Blue Cross Liaison and CRC Staff will:</li> </ol>

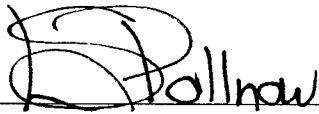
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	<ol style="list-style-type: none"> <li>Attend community events and advertise prior to the event for parents to bring child's immunization record. Public Health Staff will assess immunization status and refer Blue Cross members to their PCP.</li> </ol>	<ul style="list-style-type: none"> <li>Notify providers of the Vaccine For Children (VFC) Program and ensure all eligible BCC providers participate in the VFC program,</li> <li>Inform providers to contact the HSB Immunization Coordinator to apply for the VFC program.</li> </ul> <ol style="list-style-type: none"> <li>Blue Cross Liaison will participate in identified community coalitions that promote immunizations</li> </ol>
<b>C. TRACKING &amp; DATA COLLECTION</b>	<ol style="list-style-type: none"> <li>HSB Immunization Program will coordinate: <ul style="list-style-type: none"> <li>Review of records at HSB immunization clinics and Child Health Clinics for child age specific immunizations,</li> <li>Provide training to Blue Cross PCPs on how to assess their immunization records for rates of age-appropriate immunizations using Clinic Assessment Software Application (CASA) software,</li> <li>Notify Blue Cross PCPs of immunization(s) provided by HSB to any Blue Cross member,</li> <li>Promote hospital referral of newborn infants to the Immunization Collaborative for education and follow-up information regarding immunizations.</li> </ul> </li> <li>Supply members at each immunization visit to the HSB with a California Immunization Record IM 75 (if needed) or "CAIR" record from IZ Registry, and update this record.</li> <li>Collect and maintain data regarding countywide immunization rates and provide data to Blue Cross, as requested. An annual data file of BCC member information stored on the IZ Registry will be shared with BCC for HEDIS purposes.</li> </ol>	<ol style="list-style-type: none"> <li>Promote and support the HSB Immunization Collaborative program at BCC network hospitals for immunization case management services to members.</li> <li>In addition, Blue Cross will maintain an immunization assessment and tracking system with the goal of attaining full immunization status for 90% of all BCC two year old members.</li> <li>Blue Cross will instruct PCPs to review every member child's immunization record at each contact and well child visit; provide immunizations as appropriate.</li> <li>Upon request, Blue Cross will provide Immunization Program with data on immunization rates regarding Blue Cross members.</li> <li>BCC to participate in State Registry to facilitate data collection and tracking of immunizations for all children (0-18 years of age).</li> <li>BCC to facilitate participation and education of BCC Providers in State Registry Program</li> </ol>
<b>D. SURVEILLANCE</b>	<ol style="list-style-type: none"> <li>HSB will: <ul style="list-style-type: none"> <li>Conduct epidemiological investigations on vaccine related preventable diseases,</li> <li>Provide technical assistance to Blue Cross PCPs during disease outbreaks.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Provider Training Staff, Blue Cross Liaison and CRC Staff will instruct PCPs to report: <ul style="list-style-type: none"> <li>Disease according to California Health and Safety Code regulations,</li> <li>Cases of vaccine preventable diseases to the Communicable Disease Coordinator (HSB) via telephone call.</li> </ul> </li> <li>PCP will be advised that telephone referrals are to be followed by the PCP completing</li> </ol>

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		<p>and submitting the Confidential Morbidity Report (PM 110, 10/97), which meets state guidelines.</p> <p>3. Through instructions from the Medical Director and Utilization Management / Quality Management (UM/QM) Director or designee, the DSU Representatives and/or CRC Staff will assist Immunization Program in contacting providers during disease outbreaks.</p>
<b>E. HEALTH EDUCATION</b>	<ol style="list-style-type: none"> <li>1. HSB Immunization Program will: <ul style="list-style-type: none"> <li>• Support an educational media campaign that urges parents to immunize their children according to the appropriate schedule;</li> <li>• Promote educational programs to inform target population about immunizations, including Hepatitis B hospital-based education program and education for day care providers,</li> <li>• Promote culturally appropriate multi-media publicity for immunization campaign and services.</li> </ul> </li> <li>2. Ensure that Blue Cross receives appropriate immunization information as recommended by the State Department of Health Services and the Centers for Disease Control and Prevention.</li> <li>3. Conduct public education campaigns to inform consumers of special circumstances, such as outbreaks of vaccine preventable diseases.</li> <li>4. Provide technical assistance on a variety of related topics for PCPs, county clinics, community-based organizations, schools, etc., as requested.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, BCC Liaison, and CRC staff will facilitate dissemination of: <ul style="list-style-type: none"> <li>• Educational information regarding vaccines and immunizations to Blue Cross Providers, members and the community.</li> <li>• Information about HSB Immunization Program and sites available for members to receive immunizations.</li> </ul> </li> <li>2. Blue Cross Liaison will coordinate and collaborate with Immunization Program to ensure PCPs receive immunization updates and on site education as needed.</li> </ol>
<b>F. QUALITY ASSURANCE</b>	<ol style="list-style-type: none"> <li>1. HSB, in coordination with the Immunization Program and Blue Cross will: <ul style="list-style-type: none"> <li>• Support and promote the Standards for Pediatric Immunization Practices as endorsed by the American Academy of Pediatrics (AAP), Advisory Committee on Immunization Practices (ACIP), and the American Academy of Family Physicians (AAFP),</li> <li>• Implement procedures to identify Blue Cross members appropriately; assess and</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Provider Training Staff, Blue Cross Liaison and CRC Staff in coordination with the HSB Immunization Program will: <ul style="list-style-type: none"> <li>• Support and promote the Standards for Pediatric Immunization Practices as endorsed by the American Academy of Pediatrics (AAP), Advisory Committee on Immunization Practices (ACIP), and the American Academy of Family Physicians (AAFP),</li> <li>• Monitor compliance of PCPs through the Blue Cross Quality Management Program</li> </ul> </li> </ol>

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	<p>document the immunization status of the member before provision of any immunization services,</p> <ul style="list-style-type: none"> <li>• Reinforce and educate the Blue Cross member regarding the significant positive impact of coordinated care on clinical outcomes, the problems associated with fragmentation of care, and the importance of allowing medical information to be shared between providers,</li> <li>• Reinforce information to Blue Cross members regarding the importance of returning to their PCP for continuity of care and future immunizations.</li> </ul> <p>2. The DPH, in coordination with the Immunization Program will implement interventions aimed at achieving the completion of the basic immunization series for 90% of children by two years of age</p> <p>3. HSB will analyze countywide immunization rates and share statistics with Blue Cross.</p>	<p>with annual medical record reviews to verify immunization documentation and adherence to standards,</p> <ul style="list-style-type: none"> <li>• Ensure that providers and staff are following local HSB and Blue Cross standards and protocols for delivery of immunization services.</li> </ul> <p>2. BCC will:</p> <ul style="list-style-type: none"> <li>• Conduct annual Health Plan Employer Data and Information Set (HEDIS) immunization assessments and report results to the Department of Health Services,</li> <li>• Implement quality improvement interventions aimed at achieving the objective of completion of the basic immunization series for 90% of children by two-years of age.</li> </ul>
<b>G. MOU/AGREEMENT MONITORING</b>	<p>1. Schedule quarterly meetings with Blue Cross Liaison to monitor this MOU.</p> <p>2. Conduct an annual review, update and/or negotiation of this agreement, as mutually agreed.</p> <p>3. Provide 60 days notice to Blue Cross should the Immunization Program decide to modify this agreement. [Unless mandated by Department of Health Services directives, State mandated requirements or Federal guidelines]</p>	<p>1. Blue Cross Liaison will meet with the Immunization Coordinator to monitor this agreement quarterly and/or upon request.</p> <p>2. Local Blue Cross Liaison will conduct an annual review, update and/or negotiation of this agreement as is mutually agreed.</p> <p>3. Local Field Manager will provide 60 days notice to the Immunization Coordinator should Blue Cross decide to modify this agreement.</p>
<b>H. TREATMENT/ REIMBURSEMENT &amp; BILLING</b>	<p>1. Provide immunizations at local County Clinics, mobile vans, school based clinics to BCC members upon request and refer members back to PCP or medical home for follow-up and well-child exams.</p> <p>2. Determination of immunization status will be based on immunization records or history provided by the Plan member, parent or guardian, information provided by Blue Cross, or any additional information the Plan member, parent or guardian can provide.</p>	<p>1. Blue Cross will reimburse only the vaccine administration fees when HHSA vaccine is paid for by the Vaccines for Children Program.</p> <p>2. BCC Staff will inform providers that immunizations will be reimbursed at the appropriate CHDP or negotiated rate for mutually defined urgent non-duplicative immunization services as agreed to by Blue Cross and HHSA. The reimbursement rate will be at the contract-negotiated rate.</p> <p>3. Blue Cross QM Department, Local QM</p>

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	3. Maintain a list of providers who frequently fail to immunize at recommended intervals, or fail to provide appointments prior to the start of the school year, and share this list with Blue Cross.	Nurse will identify need for improvement and implement corrective action for those providers not meeting standards during medical record reviews.

FOR BLUE CROSS OF CALIFORNIA  
STATE SPONSORED BUSINESS

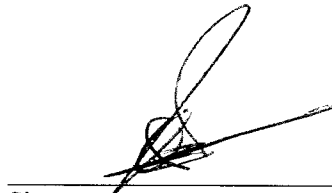


Signature

Linda Pollnow, Vice President and General Manager  
State Sponsored Business

Date: 12-18-06

FOR TULARE COUNTY  
HEALTH AND HUMAN SERVICES AGENCY



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 [Handwritten Signature] 1070706  
Deputy