

MEMORANDUM OF UNDERSTANDING

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

IV. MATERNAL, CHILD & ADOLESCENT HEALTH (MCAH) PROGRAM, Inclusive of COMPREHENSIVE PERINATAL SERVICES PROGRAM (CPSP)

Final 1/5/01 (DHS approval 6-1-01) Revised 11/16/05

CATEGORY	TULARE COUNTY HSB MCAH PROGRAM	BLUE CROSS OF CALIFORNIA
A. LIAISON	<ol style="list-style-type: none"> 1. Responsible for appointing a MCAH/CPSP Liaison to coordinate activities with Blue Cross and to notify MCAH/CPSP staff of their roles and responsibilities. 2. MCAH/CPSP Liaison will provide Blue Cross a list of CPSP certified providers, and updates as available. 3. Provide Blue Cross a copy of the CPSP provider certification letter, when received from the Department of Health Services (DHS), for new CPSP providers. 	<ol style="list-style-type: none"> 1. Responsible for appointing a Blue Cross Liaison to coordinate activities with MCAH/CPSP Programs. 2. Provider Training Staff will notify Blue Cross staff and providers of their MCAH/CPSP responsibilities. 3. Blue Cross Liaison will provide MCAH/CPSP Programs with an updated Provider Directory, at minimum on an annual basis, and with updates as available.
B. OUTREACH	<ol style="list-style-type: none"> 1. The MCAH Perinatal Outreach and Education , “Outreach for Healthy Pregnancy” program (OFHP) will outreach in selected high risk areas based on perinatal indicators and follow up on referrals from the Human Services Branch and other sources for Medi-Cal enrollment. 2. OFHP will perform outreach to identify potentially eligible women of reproductive age and facilitate access to care and support services, including Medi-Cal benefits, obstetrical care and reproductive health services. 	<ol style="list-style-type: none"> 1. Blue Cross Liaison, CRC staff and/or the Customer Care Center (CCC) , upon notification; will contact pregnant members to reasonably ensure early access to care and enrollment in the Blue Cross Prenatal Program. 2. Blue Cross Liaison and CRC Staff will inform Primary Care Physicians (PCPs), OBs and perinatal service providers of their option to refer women, who become ineligible (loss of Medi-Cal Managed Care status) for Blue Cross services and are without a source for prenatal care, to MCAH/ OFHP Programs for perinatal support services.
C. APPOINTMENT SCHEDULING AND TRANSPORTATION ASSISTANCE	<ol style="list-style-type: none"> 1. MCAH/OFHP staff and/or outreach workers will assist in appointment scheduling and make referrals to other services, such as transportation, food, housing, etc., for POE-PCG enrolled Blue Cross members. 2. Collaborate with Blue Cross to identify areas of the county that are having “access to care issues” based on scheduling or lack of providers for OB perinatal care. 	<ol style="list-style-type: none"> 1. Provider Training Staff, Blue Cross Liaison and/or CRC staff will instruct Blue Cross Primary Care Physicians (PCPs), OB providers and perinatal service providers of responsibility for scheduling appointments for identified pregnant members: <ul style="list-style-type: none"> • Efforts will be made to successfully schedule a prenatal appointment within one week of request and/or positive pregnancy test, • OB and perinatal service providers will follow-up with members regarding missed appointments,

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		<ul style="list-style-type: none"> Transportation assistance will be available to members upon request and/or referral from OB and perinatal service providers. <ol style="list-style-type: none"> CCCRRepresentatives and/or CRC Staff may assist in scheduling appointments upon member and/or OB/perinatal service provider request.
D. EDUCATION	<ol style="list-style-type: none"> Responsible for community-wide education on MCAH issues including perinatal, child health, family psychosocial, health education and nutritional issues. MCAH/CPSP Liaison will assist Blue Cross with provider education and information to include but not be limited to: <ul style="list-style-type: none"> Basic nutrition information, Health education, Perinatal psycho-social concerns, Culturally competent sensitive care, Non-medical high risk indicators, such as: <ol style="list-style-type: none"> Substance abuse, Adolescent pregnancy, Domestic/family violence, Barriers to care. The MCAH/CPSP Liaison and Blue Cross will collaborate to define and disseminate provider education regarding perinatal issues, women's health, family health, SIDS, etc. through such mechanisms as Provider Bulletins, State letters or bulletins and the San Joaquin Regional Perinatal Newsletter, others as appropriate. Provide Blue Cross with a list of available community educational resources for MCAH, perinatal, family and child health issues. The CPSP Coordinator will cooperatively assist in the training of Blue Cross providers to meet CPSP standards; refer to Title 22 CCR, Section 51249 (b). 	<ol style="list-style-type: none"> Provider Training Staff, Blue Cross Liaison and/or CRC Staff are responsible for PCP, OB/perinatal service provider and member education regarding prenatal care, CPSP services, High Risk Infant Follow-up (HRIF) and women's health on an ongoing basis. BCC should inform network Providers, CCCRepresentatives and/or CRC Staff that they are responsible for informing members about available services at the point of service or contact. BCC should inform PCP, CCCRepresentatives and/or CRC Staff that they are responsible for referring members to existing educational resources in the community on an ongoing basis. Blue Cross Liaison will collaborate with MCAH/CPSP Liaison on provider orientation, training and consultation regarding CPSP guidelines, protocols, care plans and assessment tools. Blue Cross will assist contracted OB and perinatal care providers in obtaining a current copy of CPSP guidelines, sample protocols and assessment tools. Plan will promote compliance with CPSP standards. The MCAH/CPSP Liaison will cooperatively assist in the training of Blue Cross providers to meet CPSP standards (refer to Title 22 CCR, Section 51249 (b)).
E. CASE MANAGEMENT	<ol style="list-style-type: none"> MCAH Program will assist pregnant women, who lose managed care eligibility and plan benefits, to continue to receive perinatal services under "pregnancy-only" related Medi-Cal services. For BCC members who are not receiving OB 	<ol style="list-style-type: none"> Provider Training Staff, Blue Cross Liaison and/or CRC Staff will train PCPs, OB and perinatal service providers regarding their responsibility for: <ul style="list-style-type: none"> Primary care case management, referral coordination and continuity of care, Follow-up on missed appointments,

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	<p>care from a CPSP provider, MCAH/OFHP will offer care coordination and supplemental support services for OFHP enrolled Blue Cross members identified as perinatal high risk.</p> <p>3. Services will be provided for pregnant women who lose Medi-Cal Managed Care plan benefits.</p> <p>4. Community linkages and networking opportunities will be made available to Blue Cross with special attention to perinatal, family health issues and resources.</p>	<ul style="list-style-type: none"> • Referral of low risk and moderate risk pregnant members to Blue Cross CRC Outreach Specialist staff when the office staff is unable to reach the member for missed appointments, follow-up and/or rescheduling, • Referral of high risk pregnant women to the MCAH OFHP Program for care coordination and supplemental support services when: <ul style="list-style-type: none"> a. Identified as perinatal high risk, b. Not receiving OB care from a CPSP provider, c. member loses Medi-Cal benefits. • Assessing pregnant women at initial visit, each trimester and post-partum in the areas of nutrition, psychosocial and health education using a standardized assessment tool, according to BCC/CPSP guidelines. • Referrals for identified high risk clients, including: genetic screening and counseling, public health nursing, substance abuse programs, domestic violence assistance, Women Infants and Children (WIC), Adolescent Family Life Program (AFLP), Cal Learn, Family Services Unit, etc., • Providing information to pregnant member regarding referral of newborn to an appropriate provider, pediatrician preferred.
F. CPSP CERTIFICATION	<ol style="list-style-type: none"> 1. Provide information to Blue Cross regarding CPSP standards. 2. Review and forward applications to the state for certification of perinatal providers who apply and meet qualifications for CPSP. 3. Notify Blue Cross Liaison when CPSP certification has been approved. 	<ol style="list-style-type: none"> 1. Blue Cross Liaison and CRC Staff will collaborate with the CPSP Coordinator in the identification of perinatal providers who want to become CPSP providers.
G. PLANNING & DATA COLLECTION	<ol style="list-style-type: none"> 1. The MCAH Director will collaborate with Blue Cross on data monitoring, review and analysis to evaluate health outcome indicators and make recommendations for improvement. The review will include, but not be limited to maternal, child and perinatal health indicators, including infant morbidity and mortality, low birth weight rates and entry into prenatal care. 2. The MCAH staff will provide information to 	<ol style="list-style-type: none"> 1. Utilization Management/Quality Management (UM/QM) Director or designee will ensure collection and analysis of data available through Blue Cross to be shared, at minimum on an annual basis. 2. Medical Director and UM/QM Director or designee, in collaboration with the MCAH Program staff, shall use reasonable efforts to identify unmet service needs and gaps and develop a plan to address those needs

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	<p>Blue Cross on perinatal health status indicators to assist in program planning and development and to identify unmet service needs and gaps.</p> <p>3. MCAH will assist Blue Cross in identifying community resources to meet service gaps and/or member's needs.</p> <p>4. CPSP Coordinator will:</p> <ul style="list-style-type: none"> Assist Blue Cross in providing current status of referral agencies and promote the comprehensive Tulare County Community Resource Manual (United Way) for guidance and referral system management (Title 22, CCR, Section 51179.), Provide specific referral information to Blue Cross for high-risk pregnant women. The specific information for referrals will be for genetics, dental, family planning, WIC, Child Health and Disability Prevention (CHDP) and AFLP (Title 22, CCR, Section 51348 (j)), Provide information and reciprocal data sharing with Blue Cross at minimum on an annual basis. 	<p>annually and more often as necessary.</p> <p>3. Blue Cross will develop cultural and linguistic policies/procedures including cultural and reading level appropriate materials to address the needs of Blue Cross members; educational materials will be shared with the MCAH Program.</p> <p>4. Provider Training Staff, Blue Cross Liaison and CRC Staff will inform and train OB and perinatal service providers in use of the Pregnancy Notification Form. Information received will be entered into the database. Blue Cross will share data with MCAH program.</p>
H. QUALITY IMPROVEMENT	<p>1. MCAH/CPSP Liaison will:</p> <ul style="list-style-type: none"> Collaborate with Blue Cross in the quality assurance process for comprehensive perinatal services, Upon request by Blue Cross, provide technical assistance to providers regarding CPSP requirements, initial assessments and protocols, Promote obstetrical quality assurance standards. 	<p>1. Clinical Quality Auditor (CQA) will review services by OB providers based upon Blue Cross quality assurance protocols. Facility and medical record reviews will be completed every two years, per protocol.</p> <p>2. Medical Director and UM/QM Director or designee will develop a corrective action plan and monitor compliance when standards are not met.</p> <p>3. Clinical Quality Auditor and Blue Cross Liaison will collaborate with MCAH Program when it is determined that a Blue Cross provider may need technical assistance in providing specific CPSP services, or if indicated in a corrective action plan.</p>
I. PROVIDER NETWORK	<p>1. CPSP Coordinator will provide information regarding CPSP Provider training for the purpose of:</p> <ul style="list-style-type: none"> Technical assistance on educational needs of staff for optimal operation of CPSP, 	<p>1. Blue Cross will have primary responsibility for perinatal service provider recruitment and maintenance of Blue Cross perinatal network.</p>

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	<p>relevance of protocol and assessment tools to present practice, up-to-date referral resources, identifying needs and/or deficiencies and other areas as requested,</p> <ul style="list-style-type: none"> • Availability of perinatal health education resources, • Support for the provision of comprehensive perinatal care and community obstetrical standards, • Inclusive collaboration, information sharing and coordination of services. <p>2. CPSP Coordinator will distribute all CPSP provider program information notices and letters to Blue Cross Liaison.</p> <p>3. MCAH staff will:</p> <ul style="list-style-type: none"> • Assist Blue Cross in identifying perinatal health education resources, • Collaborate in planning and conducting training for Blue Cross providers on MCAH issues. 	<p>2. Provider Training Staff, Blue Cross Liaison and/or CRC Staff will provide training and orientation regarding:</p> <ul style="list-style-type: none"> • Blue Cross requirements and perinatal care standards for all obstetrical and perinatal service providers, • Service providers with community educational resources for pregnant members, • Administration of standardized assessment form and protocols for serving high risk pregnant members. <p>3. Blue Cross Liaison will coordinate distribution of CPSP Provider Bulletins and Provider Information Notices to non-CPSP BCC providers as needed.</p> <p>4. Blue Cross Liaison and CRC Staff will promote and encourage Blue Cross OB/perinatal service providers to attend the CPSP provider trainings.</p>
<p>J. MOU/AGREEMENT MONITORING</p>	<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 is mutually agreed.</p> <p>3. Provide 60 days notice to Blue Cross should HSB – MCAH/CPSP Program decide to modify this agreement. [Unless mandated by Department of Health Service directives, State mandated requirements or Federal guidelines]</p>	<p>1. Local Blue Cross Liaison will meet with the MCAH/CPSP Liaison 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 Program/Regional Manager will provide 60 days notice to the HSB – MCAH/CPSP Program should Blue Cross decide to modify this agreement.</p>
<p>K. CONFLICT AND RESOLUTION</p>	<p>1. Establish and maintain conflict resolution procedures for Blue Cross members who are MCAH/CPSP eligible.</p> <p>2. Issues not resolved on the level of the MCAH Managed Care Liaison or BCC/CPSP Case Managers will be referred to the MCAH Medical Director for medical concerns.</p>	<p>1. Blue Cross will participate in conflict resolution for Blue Cross members with MCAH/CPSP eligible conditions according to Blue Cross policies and procedures.</p> <p>2. Issues not resolved at the level of the BCC Liaison, the BCC/CPSP Case Managers and/or Utilization Management/Quality Management Director will be referred to the Blue Cross Medical Director and/or designee.</p>

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	3. If issues are not resolved, MCAH will notify the Department of Health Services.	3. If issues are not resolved, Blue Cross will contact the Department of Health Services.

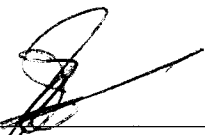
FOR BLUE CROSS OF CALIFORNIA
STATE SPONSORED BUSINESS

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 floray 10710706
Deputy