

**MEMORANDUM OF UNDERSTANDING
BETWEEN
BLUE CROSS OF CALIFORNIA PARTNERSHIP PLAN, INC. (ANTHEM)
AND THE
NEVADA COUNTY PUBLIC HEALTH DEPARTMENT**

FAMILY PLANNING SERVICES

| CATEGORY | FAMILY PLANNING SERVICES PROGRAM | ANTHEM |
|-----------------|---|---|
| LIAISON | <ol style="list-style-type: none"> 1. Responsible for appointing a Family Planning Liaison to coordinate activities with Anthem. 2. Family Planning Liaison will provide Anthem and Anthem providers with a list of Family Planning clinic sites, addresses, dates and hours of operation; at minimum annually and with updates as available. | <ol style="list-style-type: none"> 1. Identify a local Anthem Liaison to coordinate activities with the Family Planning Program. 2. Provider Training Staff will notify Anthem staff and providers of their responsibilities for the Family Planning Program. 3. Anthem Liaison will provide the Family Planning Program with an updated Provider Directory, at minimum annually, and with updates as available. |
| OUTREACH | <ol style="list-style-type: none"> 1. Inform patients of their right to go out of plan without prior authorization. 2. Inform patients and potential patients about Family Planning services. | <ol style="list-style-type: none"> 1. Member Services Guide will be mailed to all members within 7 days of enrollment date informing them of their entitlements including: <ul style="list-style-type: none"> • Their right to access Family Planning services from any qualified provider without prior authorization. • The availability of all available Family Planning services and their right to access services outside of the Anthem network. • This information will be provided through the Anthem Member Services Guide. 2. Upon request, Customer Call Center (CCC) manager and/or Community Resource Center (CRC) staff will inform eligible women and men of their benefits and assist them in accessing care and scheduling appointments. 3. The following are family planning services provided to members: <ul style="list-style-type: none"> • Health education and counseling necessary to |

| | | |
|--------------------------------------|--|---|
| <p>OUTREACH (cont.)</p> | | <p>make informed choices and understand contraceptive methods;</p> <ul style="list-style-type: none"> • Limited history and physical examinations; • Laboratory tests if medically indicated as part of decision making process for choice of contraceptive methods; • Diagnosis and treatment of sexually transmitted diseases (STD) if medically indicated • Screening, testing and counseling of at risk individuals for Human Immunodeficiency Virus (HIV) and referral for treatment; • Follow-up care for complications associated with contraceptive methods issued by the family planning providers; provision of contraceptive pills, devices/supplies; • Tubal Ligation; • Vasectomies; • Pregnancy testing and counseling. |
| <p>APPOINTMENT SCHEDULING</p> | <p>1. Assure patient access for services as quickly as possible.</p> | <p>1. Provider Operations Manual and Anthem provider website or local Clinical Quality Compliance Administrators (CQCA) Nurse will train Anthem providers of responsibility for scheduling patient's appointments.</p> |
| <p>EDUCATION</p> | <p>1. Family Planning Program will provide education services to all patients following the PACT guidelines which include:</p> <ul style="list-style-type: none"> • Initial individual assessment and re-assessment as needed, of the patient's family planning educational needs and knowledge about reproductive health. • Initial and all subsequent education and counseling | <p>1. Health Education Specialists, CQCA and Network Education Representatives are responsible for provider and enrollee education regarding Family Planning on an ongoing basis.</p> <p>2. PCP, CCC Representatives and/or CRC Staff are responsible for referring enrollees on an ongoing basis to existing educational resources in the community provided to Anthem</p> |

| | | |
|---|---|--|
| | <p>sessions must be provided in a way that is understandable to the patient and conducted in a manner that facilitates the patient’s integration of information for the promotion of positive reproductive health behaviors.</p> <ul style="list-style-type: none"> • An explanation of the results of the physical examination and the laboratory tests • Each pregnancy test patient must be provided with all information appropriate to the test results in order to make an informed choice. • All Family Planning staff persons providing education and counseling must be knowledgeable about the psychosocial and medical aspects of reproductive health, principles of behavioral change, and counseling techniques, including interviewing and communication skills. Individuals are expected to or will be trained to recognize situations where more intensive counseling may be required and make referrals as appropriate. | <p>and by the Family Planning Service Program.</p> <p>3. PCP, Health Education Department, CCC Representatives and/or CRC Staff are responsible for informing enrollees about all available services on an ongoing basis.</p> |
| CREDENTIALING | <ol style="list-style-type: none"> 1. All providers within the Family Planning Services are credentialed through Family Planning standards. 2. All Family Planning providers agree to provide the full scope of family planning services as stipulated in PACT. | <ol style="list-style-type: none"> 1. Prior to implementation and every two years thereafter, Credentialing Department is responsible for procedures to assess and ensure provider qualifications and competence |
| PLANNING, DATA COLLECTION, AND REPORTING | <ol style="list-style-type: none"> 1. Provide information to Anthem to assist planning and development. 2. Work in collaboration with Anthem to identify unmet service needs and gaps 3. Provide data that is currently being collected to Anthem as needed and capacity allows. | <ol style="list-style-type: none"> 1. Provider Operations Manual and Anthem provider website, Provider Liaison, CQCA Nurse will inform PCPs to collect and submit data to Family Planning Services Program according to PHD/PHS guidelines. 2. Anthem will share Family Planning studies/results when applicable, such as published HEDIS reports, needs assessments, etc. |

| | | |
|------------------------------------|---|--|
| QUALITY ASSURANCE | Collaborate with Anthem on quality assurance standards and in implementing quality assurance program relative to standards of care, members served office procedures, etc. | CQCA Nurse will monitor compliance when Family Planning standards are not met. |
| MEDICAL RECORD MANAGEMENT | Family Planning Service Program will make sure that: <ol style="list-style-type: none"> 1. All medical records shall be maintained in a confidential manner, thereby being inaccessible to patients and other unauthorized persons to guard against disclosure of information. 2. Individual member records of the Anthem members cannot be released without the written request of the member unless it is for the purpose of exchanging shared information for purposes of treatment, payment and healthcare operations between providers or institutions providing care to the member. | Anthem providers will make sure that: <ol style="list-style-type: none"> 1. All medical records shall be maintained in a confidential manner, thereby being inaccessible to patients and other unauthorized persons to guard against disclosure of information. 2. Individual member records of Anthem members cannot be released without the written request of the member unless it is for the purpose of exchanging shared information for purposes of treatment, payment and healthcare operations between providers or institutions providing care to the member. |
| INFORMED CONSENT | <ol style="list-style-type: none"> 1. Family Planning Services Program will ensure that informed consent, using the proper 330 form, is obtained for all contraceptive methods, in accordance with Title 22, CCR, Sections 51305.1 and 51305.3 | <ol style="list-style-type: none"> 1. Anthem providers will ensure that informed consent, using the proper 330 form, is obtained for all contraceptive methods, in accordance with Title 22, CCR, Sections 51305.1 and 51305.3 |
| PROVIDER NETWORK | <ol style="list-style-type: none"> 1. Assist Anthem in identifying Family Planning health education resources. 2. Collaborate in developing and providing training for Anthem providers on Family Planning issues | <ol style="list-style-type: none"> 1. Network Education Representative and Development will maintain primary responsibility for provider recruitment. 2. Provider Operations Manual and Anthem Provider website, will maintain primary responsibility for training for Anthem providers on family planning issues. |
| REIMBURSEMENT & BILLING | <ol style="list-style-type: none"> 1. Bill Anthem for Family Planning services administered to Anthem members. 2. Family Planning Services Program will bill Anthem using | <ol style="list-style-type: none"> 1. Anthem will reimburse out of network providers for medically appropriate Family Planning services at the most recent M/Cal FFS rates and as |

| | | |
|-------------------------------------|--|---|
| | Family Planning Services billing number, not Family Planning Clinic number, and member ID number only, with diagnosis and related CPT codes. | stipulated in MMCD Policy Letters 98-11, 95-03 and MMCD All Plan Letters 10-014. |
| CONFLICT RESOLUTION | <ol style="list-style-type: none"> 1. Schedule periodic meetings with Anthem liaison to monitor this MOU. 2. Conduct a periodic review, update and/or renegotiations of this agreement as is mutually agreed. 3. Provide 60 days' notice to Anthem should Family Planning Services decide to modify this agreement. | <ol style="list-style-type: none"> 1. Local CQCA Nurse will meet with Family Planning Services liaison to monitor this agreement quarterly and/or upon request. 2. Local CQCA Nurse will update and/or renegotiate this agreement, as is mutually agreed. 3. Local Program Manager will provide 60 days' notice to Family Planning Services should Anthem decide to modify this agreement. |
| PROTECTED HEALTH INFORMATION | <ol style="list-style-type: none"> 1. County Family Planning Services Program will comply with all applicable laws pertaining to use and disclosure of PHI including but not limited to: <ul style="list-style-type: none"> • HIPAA / 45 C.F.R. Parts 160 and 164 • LPS / W & I Code Sections 5328-5328.15 • 45 C.F.R. Part 2 • HITECH Act (42. U.S.C. Section 17921 <i>et. seq.</i>) • CMIA (Ca Civil Code 56 through 56.37) 2. County Family Planning Services Program will train all members of its workforce on policies and procedures regarding Protected Health Information (PHI) as necessary and appropriate for them to carry out their functions within the covered entity. 3. Only encrypted PHI as specified in the HIPAA Security Rule will be disclosed via email. Unsecured PHI will not be disclosed via email. 4. County Family Planning Services Program will notify Anthem of verified breaches (as defined by the HITECH Act as posing a significant risk of financial, reputational or other | <ol style="list-style-type: none"> 1. Anthem will comply with applicable portions of <ul style="list-style-type: none"> • HIPAA / 45 C.F.R. Parts 160 and 164 • LPS / W & I Code Sections 5328-5328.15 • 45 C.F.R. Part 2 • HITECH Act (42. U.S.C. Section 17921 <i>et. seq.</i>) • CMIA (Ca Civil Code 56 through 56.37) 2. Anthem will encrypt any data transmitted via Electronic Mail (Email) containing confidential data of Anthem members such as PHI and Personal Confidential Information (PCI) or other confidential data to Anthem or anyone else including state agencies. 3. Anthem will notify County Family Planning Services Program within 24 hours during a work week of any suspected or actual breach of security, intrusion or unauthorized use or disclosure of PHI and/or any actual or suspected use or disclosure of data in violation of any applicable Federal and State laws or regulations. |

| | | |
|--|--|--|
| | harm to the client) and corrective actions planned or taken to mitigate the harm involving members within 30 days. | |
| | | |

 Blue Cross of California Partnership
 Plan, Inc.

 Date

 County

 Date