

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

**Local Women, Infants, and Children (WIC) Supplemental Food
Program**

CATEGORY	LOCAL WOMEN, INFANTS AND CHILDREN (WIC) SUPPLEMENTAL FOOD PROGRAM	ANTHEM
LIAISON	Appoint a liaison person(s) to coordinate activities with Anthem and to notify WIC staff of their roles and responsibilities related to coordination.	Appoint a liaison person(s) to coordinate activities with WIC and to notify staff and providers of their responsibility to refer enrollees to the WIC program.
CLIENT REFERRAL AND OUTREACH	<ol style="list-style-type: none"> 1. Refer participants who are income eligible to the Medi-Cal managed care plans as part of the standard referral to health care. 2. Provide individuals applying for or reapplying for WIC with information about the Medi-Cal managed care plans in the geographical area. 3. Provide Anthem a list of WIC clinic sites, addresses, and date/hours of operation that is periodically updated. 4. Share information with Anthem and Anthem providers about making referrals to appropriate community resources and agencies. 5. Coordinate with Anthem outreach efforts to members not using preventive health services. 	<ol style="list-style-type: none"> 1. Inform enrollees of the availability of WIC services including food vouchers, nutrition education, and community referrals. 2. Enter referral of enrollee, along with anthropometric and biochemical data, on one of the following: <ul style="list-style-type: none"> • Physician prescription pad • WIC referral form (PM 247 or PM 247A) • Child Health and Disability Prevention (CHDP) program form PM 160 3. Coordinate with WIC in conducting outreach efforts, especially to underserved populations.
APPOINTMENT SCHEDULING	<ol style="list-style-type: none"> 1. Agree to schedule a WIC appointment to determine eligibility for pregnant women and migrant family members within 10 working days after initial contact by enrollee. All other applicants will be scheduled and notified of their eligibility or ineligibility within 20 days of the date of the first request for program benefits. 2. Develop a method of communication with Anthem concerning Anthem' members who are determined to be eligible for WIC program benefits. 	<ol style="list-style-type: none"> 1. Primary responsibility for scheduling patient medical appointments.

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TRACKING AND FOLLOW-UP	<ol style="list-style-type: none"> 1. Attempt to contact each pregnant woman who misses her first WIC appointment to apply for participation by telephone or mail, and provide her with a rescheduled appointment upon request. 2. Provide Anthem with a recertification schedule for all categories of participants. 	<ol style="list-style-type: none"> 1. Providers are responsible for primary care case management, coordination, medical referrals and continuity of care. 2. Providers will document WIC referral in medical record of enrollee. 3. Provide reasonable follow-up to WIC referrals.
PROVIDER NETWORK	<ol style="list-style-type: none"> 1. Act as a resource to Anthem and Anthem providers regarding WIC policies and guidelines. Update this information as necessary. 2. Assist Anthem in conducting provider trainings on WIC program services and federal regulations, as requested. 	<ol style="list-style-type: none"> 1. Provide training to providers on WIC program services and federal regulations.
HEALTH REQUIREMENTS	<ol style="list-style-type: none"> 1. Inform Anthem of federal WIC requirements for program eligibility: <ul style="list-style-type: none"> • Biochemical: Hemoglobin (Hgb) or Hematocrit (Hct) at enrollment and with each recertification except for infants younger than 6 months at certification, and children over 1 year of age with normal Hgb and Hct at previous certification. For these children the Hgb/Hct test is only required every 12 months. • Anthropometric: Height/length and weight for enrollment and with each 6 month recertification. 	<ol style="list-style-type: none"> 1. Agree to inform providers of the federal WIC anthropometric and biochemical requirements for program eligibility. 2. Providers will perform Hgb or Hct tests and height/weight measurement and document such required anthropometric and biochemical data on referral form or PM 160 as needed for WIC enrollment and recertification.
NUTRITION COUNSELING	<ol style="list-style-type: none"> 1. Determine a nutritional risk for program eligibility that is based on review of anthropometric, biochemical, and/or clinical information. 2. Complete a dietary assessment at enrollment and at recertification. For prenatal participants, complete a dietary assessment at each trimester visit. 3. Document a goal for dietary improvement that is participant selected. 	<ol style="list-style-type: none"> 1. Providers will document on enrollee's referral form or PM 160 anthropometric and biochemical data, plus diagnosed clinical condition(s). 2. Providers will provide subsequent biochemical test results (i.e., glucose testing) or anthropometric data (i.e., prenatal weight gain), if requested. 3. Providers will complete medical justification form for enrollees requiring special formula. State

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	<ol style="list-style-type: none"> 4. Assess participants for standardized high risk conditions. Refer to registered dietician/nutritionist for individual counseling and provision of a care plan, including appropriate follow-up. 5. Determine the need to provide non-contract formula for infants/children with special needs. 	<p>the expected duration of the request for special formula (i.e., Nutramigen and Alimentum) which is not a WIC contract formula.</p>
QUALITY ASSURANCE	<ol style="list-style-type: none"> 1. Review and analyze data available through ISIS and other data collection sources, as is pertinent to the WIC program. 	<ol style="list-style-type: none"> 1. Collect needed data indicators available through Plan resources.
MONITORING AND CONFLICT RESOLUTION	<ol style="list-style-type: none"> 1. Schedule quarterly meetings with the liaison(s) from Anthem to monitor this agreement. Events or circumstances which require consideration or conflict resolution shall be presented at such meetings. 2. Conduct a periodic review, update, and/or renegotiating of this agreement, as mutually agreed. 3. Provide 60 days' notice to Anthem if, at any point, the WIC program should decide to terminate this agreement. 	<ol style="list-style-type: none"> 1. Periodically meet with the liaison(s) from the WIC program to monitor this agreement. 2. Conduct a periodic review, update, and/or renegotiation of this agreement, as is mutually agreed. 3. Provide 60 days' notice to WIC Program if, at any point, the Anthem should decide to terminate this agreement.
FEDERAL/STATE MANDATE	<p>The WIC program is mandated by federal regulation CFT 246.4 (a) (8) to refer participants who are income eligible to Medi-Cal providers. The California mandates for WIC are in Title 22, Chapter 6 of the State Code of Regulations and Section 311 of the Health and Safety Code.</p>	<p>The referral of Medi-Cal beneficiaries to the WIC program is mandated by federal Health Care Financing Administration (HCFA) regulations 42 CFR 431.63 © and California Code of Regulations, Title 22, Section 50157 and 50184.</p>
PROTECTED HEALTH INFORMATION	<ol style="list-style-type: none"> 1. County WIC 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 WIC will train all members 	<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) 1. Anthem will encrypt any data transmitted via Electronic Mail

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	<p>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.</p> <p>3. Only encrypted PHI as specified in the HIPAA Security Rule will be disclosed via email. Unsecured PHI will not be disclosed via email.</p> <p>4. County WIC will notify Anthem of verified breaches (as defined by the HITECH Act as posing a significant risk of financial, reputational or other harm to the client) and corrective actions planned or taken to mitigate the harm involving members within 30 days.</p>	<p>(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.</p> <p>2. Anthem will notify County WIC 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.</p>
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 Blue Cross of California Partnership
 Plan, Inc.

 Date

 County

 Date