

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

MATERNAL, CHILD AND ADOLESCENT, HEALTH PROGRAM (MCAH)

CATEGORY	MATERNAL, CHILD AND ADOLESCENT HEALTH (MCAH)	ANTHEM
LIAISON	<ol style="list-style-type: none"> 1. MCAH Director/designee coordinates activities with Anthem and notifies MCAH staff of their roles and responsibilities. 2. The MCAH Director or designee will work with Anthem and communicate: <ul style="list-style-type: none"> • The goal of the MCAH program in collaboration with Anthem is to improve pregnancy outcomes, encourage early access to prenatal care and give every baby a healthy start in life (OB Access Program leading to AB 3021. Margolin 1984) 3. MCAH will include Anthem liaison in their Quarterly CPSP Roundtables. 4. As resources are available, COUNTY MCAH Director will work with Anthem to develop, implement and coordinate a work plan as indicated. 	<ol style="list-style-type: none"> 1. Local QM Nurse will serve as liaison to coordinate activities with MCAH. 2. Anthem will attend the Quarterly CPSP Roundtables. 3. Work with Health Services Agency to develop, implement and coordinate opportunities to promote MCPHD MCAH programs.
OUTREACH	<ol style="list-style-type: none"> 1. As resources are available, the MCAH Home Visitation Programs will outreach to potentially eligible pregnant women and assist them in accessing care as they are identified through usual referral sources. 2. The Perinatal Services Coordinator (PSC) will outreach to potentially eligible pregnant women and assist them in accessing care when they are identified through usual referral sources. 3. The PSC will perform outreach and identification of: 	<ol style="list-style-type: none"> 1. The Regional Health Plan Outreach Staff will collaborate with MCAH outreach to reasonably ensure early access to care upon notification of pregnant members. 2. Local FQHC and OB's will be directed to refer low risk and moderate risk OB pregnant members, per CPSP guidelines, to Anthem outreach when the OB, FQHC office staff is unable to reach the member for rescheduling following current Anthem procedures for missed appointments (three office attempts by phone/written communication).

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	<ul style="list-style-type: none"> • Potential eligible women of reproductive age (11-45 years) and help them access care, including Medi-Cal benefits, reproductive health services and other support services, when as they are identified through the established outreach system. • Heads of households regarding health needs as appropriate when they are identified through the established outreach. 	<ol style="list-style-type: none"> 3. Inform Members of maternal and child health services available from MCAH and Anthem. 4. Anthem will collaborate with MCAH outreach to reasonably ensure early access to care upon notification of pregnant Members. 5. Anthem will work with community providers to promote the Comprehensive Perinatal Services Program (CPSP) – Program.
APPOINTMENT SCHEDULING and TRANSPORTATION ASSISTANCE	<ol style="list-style-type: none"> 1. MCAH will refer to Anthem for assistance with scheduling and transportation. 2. MCAH will notify Anthem of members needing specialized transportation. 	<ol style="list-style-type: none"> 1. Prior to implementation and as needed thereafter, Health Education Project Manager will instruct Anthem providers on responsibility for scheduling patient’ appointments. 2. Regional Health Plan Staff may assist in scheduling appointments upon member’s/provider’s request. 3. Anthem’s Primary Care Physicians are responsible for referring Members to appropriate physician specialist services and Obstetricians. Members may also self-refer to OB/GYN’s.
HEALTH EDUCATION	<ol style="list-style-type: none"> 1. Provide technical assistance and consultation to Anthem on available perinatal and other community resources. 2. As resources are available MCAH will perform community-wide education on relevant MCAH topics, as per established MCAH outreach/education systems. 3. MCAH and Anthem will promote joint education programs. 4. MCAH will request copies of pertinent Anthem materials as needed. 	<ol style="list-style-type: none"> 1. PCP and Regional Health Plan Staff are responsible for referring enrollees to existing educational resources in the community on an ongoing basis. 2. Network providers and Regional Health Plan Staff are responsible for informing enrollees about available services at the point of service or contact. 3. Anthem will work with MCPHD and MCAH to enroll members into community classes and programs, including childbirth classes, which have an emphasis on prenatal health and child safety. 4. Educating Contracting Providers and

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		<p>staff regarding perinatal issues and women’s health.</p> <p>5. Anthem and its Providers will provide member education materials and face-to-face education regarding perinatal issues and women’s health.</p> <p>6. Anthem will collaborate with MCAH on provider education relevant to CPSP guidelines.</p> <p>7. Provide a copy of pertinent Anthem materials to the local health department.</p>
<p>CASE MANAGEMENT AND REFERRAL OF SERVICES</p>	<p>1. MCAH will provide consultation to Anthem on available perinatal and community resources and linkages during quarterly CPSP Roundtables.</p> <p>2. As resources allow, MCAH program staff and Foothills Truckee Healthy Babies (an accredited CHVP home visitation program) may assist in providing coordination of care for Anthem Members, including hard-to-reach pregnant women and those identified as high risk, with Anthem.</p>	<p>1. Providers will be directed to Assessing clients’ nutritional, psycho-social and health education needs using a standardized assessment tool, and according to ACOG and CPSP guidelines.</p> <p>2. Providing appropriate interventions based on assessment/risk and according to ACOG/CPSP standards.</p> <p>3. Anthem Primary Care Physicians or OB/GYNs are responsible for primary care case management, coordination of referrals and continuity of care when identified.</p> <p>4. Anthem Primary Care Physician or OB/GYNs are responsible for following up on missed appointments.</p> <p>5. Anthem Primary Care Physicians or OB/GYNs are responsible for assessing and referring pregnant women when appropriate to available community resources, including genetic screening and counseling, and MCPHD / MCAH Programs as examples. Referrals to WIC and lactation services will be made to all members.</p>

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CPSP APPLICATION APPROVAL	<ol style="list-style-type: none"> 1. MCAH will provide to Anthem, at the quarterly CPSP Roundtables, any changes in the CPSP application process. 2. MCAH will assist providers in CPSP Certification upon referral from Blue Cross. 	<ol style="list-style-type: none"> 1. Anthem has primary responsibility for provider recruitment and credentialing. 2. Encourage providers not already approved by the State who provide CPSP services to apply to the State for CPSP approval through the County PSC. 3. Encourage and support CPSP community training and education provided by State and local MCAH for contracting providers and their staff.
PERINATAL ACCESS	<ol style="list-style-type: none"> 1. As resources are available the MCAH Director or designee will work closely with Anthem and community groups regarding access of care issues for Medi-Cal eligible and ineligible pregnant women. 2. MCAH staff will provide information to Anthem of other local health care options, for pregnant and parenting Members who may lose Medi-Cal eligibility. 	<ol style="list-style-type: none"> 1. Anthem will participate with MCAH liaison and community groups to address access to care issues of eligible pregnant women and their children. 2. Anthem will use reasonable efforts to refer pregnant women and their infants to culturally competent, language appropriate and geographically accessible obstetricians and PCP/pediatricians. 3. Anthem will provide upon request with a site and list of providers or contact local IPAs.
PROVIDER NETWORK	<ol style="list-style-type: none"> 1. As resources are available the MCAH Director will provide CPSP community training and education locally or in collaboration with the State for providers and their staff as determined necessary by the PSC. 2. MCAH Programs will make information about perinatal health education resources available to program participants and support the provision of CPSP comprehensive perinatal care. 3. MCAH Programs will include 	<ol style="list-style-type: none"> 1. Anthem will have primary responsibility for Contracting Provider recruitment and credentialing. 2. Reasonably ensure that all obstetric care Providers receive orientation on State-approved prenatal care standards. 3. Disseminate CPSP provider information to applicable Providers. 4. Inform providers of available community education services and

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	<p>Anthem in distribution of CPSP provider program information.</p> <p>4. As resources are available, MCAH Programs will organize and conduct information-sharing activities (e.g., roundtables, trainings) for perinatal providers and other interested providers in the community.</p>	<p>encourage participation or use.</p> <p>5. Actively participate in all MCAH program roundtables and trainings.</p>
PLANNING and REFERRAL OF SERVICES	<p>1. As resources allow, the MCAH Director will collaborate with Anthem in identifying unmet health and services needs in the community.</p> <p>2. Maternal Mental Health is addressed through assessment for perinatal depression and referral to home visitation services and the Moving Beyond Depression (MBD) program.</p>	<p>1. Assist in identifying service needs or gaps and developing a plan for addressing them, e.g., language, literacy, cultural competency.</p>
DATA COLLECTION and QUALITY ASSURANCE	<p>1. Collaborate with Anthem on OB quality assurance standards and in implementing quality assurance program, if requested.</p> <p>2. As resources are available, the MCAH Director retains responsibility for ongoing review of health status indicators, such as infant morbidity and mortality, and statistics that contribute to them.</p> <p>3. At the State's request, the PSC will assist the State in follow-up of corrective action plans identified by audits.</p> <p>4. As resources allow, MCAH programs will collaborate on quality management compliance and oversight activities with CPSP providers.</p>	<p>1. Anthem in collaboration with the MCAH program staff will develop a corrective action plan and monitor compliance when standards are not met.</p> <p>2. Anthem Perinatal RN Case Managers will participate in infant/children's morbidity and mortality review and evaluate participation in community wide corrective action plans.</p> <p>3. Monitoring services are provided in accordance with Anthem quality management program requirements.</p> <p>4. Collecting needed data indicators through Anthem resources as able.</p> <p>5. Developing a corrective action plan when standards are not met by provider.</p> <p>6. Anthem will make available collected data through Anthem MIS to MCAH director or designee as mutually agreed upon.</p>

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		<ol style="list-style-type: none"> 7. Anthem will participate in task force groups and the Nevada County Child Death Review Team (CDRT) as mutually agreed upon. 8. Collaborate on quality management compliance and oversight activities with CPSP providers.
CONFLICT RESOLUTION	<ol style="list-style-type: none"> 1. Schedule quarterly meetings with Anthem liaison to monitor the MOU. 2. Conduct an annual review, update and/or renegotiation of this agreement, as is mutually agreed. 3. Provide 60 days notice to Anthem in accordance with the terms set forth in the Service Agreement should MCAH decide to modify this agreement. 	<ol style="list-style-type: none"> 1. Local QM Nurse will meet with the MCAH liaison to monitor this agreement quarterly and/or upon request. 2. Local QM Nurse will conduct an annual review, update and/or renegotiation of this agreement, as is mutually agreed. 3. Local Program Manager will provide 60 days notice to MCAH in accordance with the terms set forth in the Service Agreement should Anthem decide to modify this agreement.
PROTECTED HEALTH INFORMATION	<ol style="list-style-type: none"> 1. County MCAH 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 MCAH 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 MCAH will notify Anthem of verified breaches (as defined by 	<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 MCAH 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

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	<p>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>Federal and State laws or regulations.</p>
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 Blue Cross of California Partnership
 Plan, Inc.

 Date

 County

 Date