

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

IMMUNIZATION SERVICES

CATEGORY	IMMUNIZATION SERVICES PROGRAM	ANTHEM
LIAISON	<ol style="list-style-type: none"> 1. Public Health IZ Coordinator will coordinate activities with Anthem and will notify Immunization Program staff of their roles and responsibilities related to coordination. 	<ol style="list-style-type: none"> 1. Local Quality Management Specialist (QM) Nurse will serve as liaison to coordinate activities with Immunization Program staff and to inform Anthem staff. 2. Anthem will inform providers of their responsibilities to educate enrollees about countywide Immunization Program.
CLIENT OUTREACH AND ACCESS	<ol style="list-style-type: none"> 1. As resources allow; Coordinate and staff special immunization sites and special events basis. 2. Refer Anthem families to Anthem Outreach in order to access care if the child does not have a Primary Care Physician (PCP). 3. Refer clients to PCP's, including county clinics and community based organizations for immunizations. 4. Limited to inventory on hand, provide immunizations to Anthem members upon request at existing immunization service delivery sites. 	<ol style="list-style-type: none"> 1. Anthem will automatically mail reminder notices to families regarding immunizations needed. 2. Upon request, Customer Service Unit Representatives and/or Community Resource Coordinators (CRC) staff may assist in scheduling appointments to reasonably ensure timely immunizations, with the members PCP being the first resource for Vaccines, Health Education Project Manager will notify providers of the availability of free vaccines through Vaccines for Children Program (VFC). 3. Anthem will educate PCP to immunize adults.
TRACKING AND DATA COLLECTION	<ol style="list-style-type: none"> 1. Encourage Anthem participation in county's data tracking system to monitor immunization levels in the county. 2. Provide county wide immunization rates to Anthem as available. 3. Support California Immunization Registry (CAIR) and HEDIS as resources allow. 4. Participate in the local immunization coalition. 	<ol style="list-style-type: none"> 1. Anthem staff will encourage PCP participation in California Immunization Registry (CAIR) to monitor immunization levels in the county. 2. Upon request, Anthem will provide Immunization Program on immunization rates from Anthem Data and HEDIS. 3. Local QM Nurse will participate in immunization coalition.

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		<ol style="list-style-type: none"> 4. Anthem is required by contract to conduct annual HEDIS studies and will involve Immunization Services as County resources allow to assist in obtaining results. 5. Anthem providers will follow immunization recommendations per the ACIP and the American Association of Pediatrics (AAP).
HEALTH EDUCATION	<ol style="list-style-type: none"> 1. As resources allow; support an educational media campaign that urges parents to immunize their children according to the appropriate schedule. 2. As resources allow; conduct public education campaigns to inform consumers of special circumstances, such as outbreaks of vaccine preventable diseases. 3. Provide technical expertise on a variety of related topics for primary care providers, county clinics, and community based organizations, schools, etc., as resources allow. 	<ol style="list-style-type: none"> 1. Local QM Nurse will collaborate with Immunization Program to develop member education program on an ongoing basis. 2. Local QM Nurse will assist county in dissemination of information to providers and members about disease outbreaks, health fairs, free clinics, etc. via the immunization coalition. 3. Anthem will generate reports regarding members' immunization status to PCP.
QUALITY IMPROVEMENT	<ol style="list-style-type: none"> 1. Work in coordination with Anthem to facilitate the increase of immunizations in the County. 2. Advocate for state and federal policies that support access to immunizations. 	<ol style="list-style-type: none"> 1. Local QM Nurse will work on coordination with Immunization Program to facilitate the increase of immunizations in the County through ongoing provider and member communication. 2. Anthem Intervention Strategy Committee will develop interventions that support access to immunization. 3. Plans are required to implement quality improvement interventions aimed at achieving the Healthy People 2020 immunization rate objectives.

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<p>SURVEILLANCE</p>	<ol style="list-style-type: none"> 1. As resources allow; Conduct epidemiological investigations on vaccine related preventable diseases. 2. Provide technical assistance to providers during disease outbreaks. 	<ol style="list-style-type: none"> 1. Anthem will instruct providers to report cases of vaccine preventable diseases to the Communicable Disease Program via telephone call; provider will immediately complete the Confidential Morbidity Report and forward to DCH Communicable Disease Department in accordance with the California Health and Safety Code. 2. Anthem and CRC Staff will assist Immunization Program in contacting providers during disease outbreaks.
<p>MONITORING AND CONFLICT RESOLUTION</p>	<ol style="list-style-type: none"> 1. Schedule quarterly or more often if needed meetings with Blue Cross liaison to monitor MOU. 2. Conduct a periodic review of, update and/or renegotiation of this agreement, as is mutually agreed. 3. Provide notice in accordance with the terms of the Service Agreement of 60 days to Anthem for any modifications of MOU. 4. Conflict resolution is one that involves coordination of problem solving of operational, administrative and policy issues between the DHC and Anthem. If agreement cannot be reached at the local level, it is to be elevated to the State Immunization Branch for resolution. 	<ol style="list-style-type: none"> 1. Local QM Nurse will meet quarterly or more often if needed with the Immunization 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 notice in accordance with the terms of the Services Agreement of 60 days should Anthem decide to modify this agreement. 4. Conflict resolution is one that involves coordination of problem solving of operational, administrative and policy issues between the DHC and Anthem. If agreement cannot be reached at the local level, it is to be elevated to the State MMCD for resolution.
<p>REIMBURSEMENT</p>	<ol style="list-style-type: none"> 1. County Immunizations Services may bill for administration of immunizations for both adults and children. For children, Immunizations will be supplied by VFC. The cost of County 	<ol style="list-style-type: none"> 1. Anthem will reimburse for administration of VFC, State and 317 immunizations. If billed, Anthem will reimburse for immunizations and administration for County

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	Purchased vaccines and the administration of vaccines may be billed to Anthem.	<p>purchased vaccines.</p> <p>2. Anthem will reimburse the County directly for immunizations and/or administration of immunizations given to members who may otherwise have a designated PCP that is part of a group/practice/entity/IPA contracted with Anthem.</p>
MEDICAL RECORD MANAGEMENT	1. The local health department will make available upon request, immunization records to the PCP for immunization services that are billed to the Contractor.	
PROTECTED HEALTH INFORMATION	<p>1. County Immunization Services will comply with all applicable laws pertaining to use and disclosure of PHI including but not limited to:</p> <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) <p>2. County Immunization Services 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.</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 Immunization Services will notify Anthem of verified breaches (as defined by the HITECH Act as posing a significant risk of financial,</p>	<p>1. Anthem will comply with applicable portions of</p> <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) <p>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.</p> <p>3. Anthem will notify County Immunization Services 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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	reputational or other harm to the client) and corrective actions planned or taken to mitigate the harm involving members within 30 days.	
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 Blue Cross of California Partnership
 Plan, Inc.

 Date

 County

 Date