

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

CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM

CATEGORY	LOCAL CHDP PROGRAM	ANTHEM
LIAISON	<ol style="list-style-type: none"> 1. CHDP Deputy Director or designee will coordinate activities with Anthem and notify CHDP staff of their roles and responsibilities. 	<ol style="list-style-type: none"> 1. Local QM Nurse or designee will serve as liaison to coordinate activities with CHDP to notify staff and providers of their CHDP responsibilities, and insure communication to resolve operational, administrative and policy complications.
CLIENT OUTREACH	<ol style="list-style-type: none"> 1. Conduct outreach to potential Medi-Cal eligibles, 0-21 years. 2. Maintain responsibility for development of CHDP-Inter-Agency Agreement to ensure that face-to-face informing about entitlement to CHDP services is done by Department of Social Services and Juvenile Probation Department. 3. Provide intensive informing, referral, and documentation to persons referred by PM 357 from DSS following basic informing efforts. 4. Assist Anthem to outreach to members not utilizing preventive health services. 5. Inform Plan providers of mechanism for those M/C eligible (0-19 years of age) who disenroll from Anthem, lose full scope eligibility and/or for family members 0-19 years of age who are not Medi-Cal beneficiaries. 	<ol style="list-style-type: none"> 1. Anthem will inform members of their entitlement by mail, including availability of CHDP services, e.g. preventive and well care within 7 days of enrollment effective date. 2. Anthem will provide CHDP office a current list of primary care providers or list of IPAs. 3. Customer Service Supervisor will ensure that members are assigned to appropriate providers within 40 days of enrollment. 4. Customer Service Unit Representatives, CRC Staff, and/or Outreach Workers will contact Anthem members not utilizing preventive health services on an ongoing basis after being notified that Primary Care Providers (PCP)-to-member contact has failed. These efforts include preventive care notices, phone contacts, and home visits. 5. The provider training will include information regarding funding mechanism for children who are ineligible for Anthem benefits, but are still eligible for CHDP screenings and wellness exams.
APPOINTMENT SCHEDULING AND	<ol style="list-style-type: none"> 1. Process client requests for assistance with appointment 	<ol style="list-style-type: none"> 1. Anthem will inform providers of their responsibility for

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

CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM

TRANSPORTATION ASSISTANCE	scheduling, dental referrals, transportation assistance, and coordination with Anthem member services.	<p>assisting patients in scheduling medical appointments.</p> <p>2. For Anthem members only, Customer Service Unit Representatives and CRC Staff will offer assistance in scheduling appointments for covered medical services and transportation for those services as requested by Blue Cross members and by CHDP program staff.</p>
TRACKING AND FOLLOW-UP	<p>1. Assist in identifying and, as resources are available; tracking high-risk, hard to reach clients, including those Anthem members lost to care (e.g. multiple missed appointments, no services utilization, etc.). Assist Anthem members attempting to locate services and information refer to Anthem Customer Service Unit or CRC.</p> <p>2. Assist and provide technical consultation to Anthem and Anthem providers in making referrals to appropriate community resources and agencies.</p> <p>3. Provide follow-up case management, as resources allow, for children identified by providers on PHP PM 160 as needing dental care services.</p>	<p>1. Anthem will inform PCP's of the need to provide and document primary care case management including:</p> <ul style="list-style-type: none"> • Coordination of care • Medical and dental referrals • Continuity of care • Follow-up on missed appointments according to provider contracts. <p>2. Anthem and the PCP will inform parents/guardians about the importance of initial dental assessment for members reaching 3 years of age.</p>
HEALTH EDUCATION	<p>1. Perform community-wide education about child health issues, including CHDP services.</p> <p>2. Make health education resources available to providers that support the provision of anticipatory guidance during CHDP exam.</p>	<p>1. Customer Service Unit staff and CRC staff will give health education targeted to children and teens.</p> <p>2. Anthem will instruct PCP's to provide anticipatory guidance to children and teens according to CHDP guidelines.</p>
PROVIDER NETWORK	<p>1. Consult with Anthem and Anthem providers regarding CHDP policies and guidelines, including ongoing policy and</p>	<p>1. Anthem will assume responsibility for developing and maintaining a provider network to meet regulations</p>

**MEMORANDUM OF UNDERSTANDING
 BETWEEN
 BLUE CROSS OF CALIFORNIA PARTNERSHIP PLAN, INC (ANTHEM)
 AND THE
 NEVADA COUNTY PUBLIC HEALTH DEPARTMENT
 CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM**

	<p>programmatics updates.</p> <ol style="list-style-type: none"> 2. In collaboration with Anthem staff, enroll primary care providers who qualify to become CHDP providers. 3. Assist Anthem in provider training regarding CHDP standards as requested. 4. The local CHDP program retains responsibility for distribution of provider notices and distributes CHDP notices to Anthem providers and identifies Anthem staff. 5. Collaborate with Anthem in performing PCP site reviews, and completion of provider agreements. 	<p>and member needs.</p> <ol style="list-style-type: none"> 2. Anthem will attempt to contract with qualified CHDP PCP's as they are identified to us by CHDP or encourage PCP's to enroll with CHDP. 3. Blue Cross will encourage and support CHDP Provider. 4. Anthem will provide information to providers on CHDP standards and policies in coordination with CHDP provider relations' staff. 5. Local QM staff will assist local CHDP program with distribution of provider notices as reasonably requested. 6. Local QM staff will collaborate with local CHDP staff in reviewing PCP offices for compliance with CHDP standards as possible.
CASE MANAGEMENT	<ol style="list-style-type: none"> 1. Review PM 160s and provide follow-up case management. 2. CHDP program staff will consult with Anthem PCPs regarding available community referral sources for child/family health services. 	<ol style="list-style-type: none"> 1. Anthem will instruct PCPs to provide case management. As a primary case manager, PCP will coordinate referrals and ensure continuity of care.
DATA COLLECTION	<ol style="list-style-type: none"> 1. Coordinate with Anthem in data collection as requested and available. 2. PM 160 forms are available to the provider from the local CHDP office. 	<ol style="list-style-type: none"> 1. Anthem will ensure required CHDP data from the PHP PM 160 form is completed by provider and submitted as required: <ul style="list-style-type: none"> • The PCP will forward one copy of the PM 160 to CHDP and submit one copy to Blue Cross • Blue Cross will forward a copy of the PM 160 to DHS.
QUALITY ASSURANCE	<ol style="list-style-type: none"> 1. Consult with Anthem regarding EPSDT mandates. 2. Review and analyze data available through PM 160 for complete health assessment and problem identification, trends, oversights, inaccuracies, etc. Review same with Anthem 	<ol style="list-style-type: none"> 1. Anthem will monitor and use reasonable efforts to ensure provider compliance with federal EPSDT mandates; and establish policies to implement mandates. 2. Local QM nurse will meet regularly, at least quarterly,

**MEMORANDUM OF UNDERSTANDING
 BETWEEN
 BLUE CROSS OF CALIFORNIA PARTNERSHIP PLAN, INC (ANTHEM)
 AND THE
 NEVADA COUNTY PUBLIC HEALTH DEPARTMENT
 CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM**

	<p>local QM nurse.</p> <ol style="list-style-type: none"> 3. When a problem provider is identified based on member complaints, PM 160 reviews, or other information, CHDP will alert Anthem to initiate and assist in an assessment and development of a corrective action. 4. Collaborate and develop with Anthem a Quality Assurance (QA) plan to evaluate provider compliance with medical case management responsibilities and use of community resources. 5. Conduct visits to provider offices to review PCP compliance with CHDP standards and policies. 	<p>with CHDP staff to discuss needed policy changes and to monitor this agreement. The local QM nurse will team lead these efforts with the CHDP Liaison.</p> <ol style="list-style-type: none"> 3. Local QM staff will develop corrective action plans when standards are not met. 4. In conjunction with Local QM Nurse-Anthem will implement corrective action plans as needed and review for compliance. 5. Local QM Nurse will coordinate the review of PCP offices for compliance with case management standards. 6. Anthem will monitor and have oversight of PCP UM/QM activities and take appropriate corrective action when necessary.
MONITORING AND CONFLICT RESOLUTION	<ol style="list-style-type: none"> 1. Meet with Anthem liaison at quarterly intervals to monitor this agreement. 2. Conduct quarterly MOU review, update and/or renegotiations of this agreement, as is mutually agreed. 3. Provide 60 days' notice to Anthem should CHDP decide to modify this agreement. 4. If issues are not resolved at the local level, the local CHDP program will notify the appropriate State Program (Children's Medical Services). 	<ol style="list-style-type: none"> 1. Local QM Nurse will meet with the CHDP liaison quarterly and upon request to monitor the MOU. Local QM Nurse will conduct quarterly meetings to review, update and/or renegotiate the MOU as is mutually agreed. 2. Anthem will provide 60 days' notice to CHDP should Blue Cross decide to modify this agreement. 3. If issues are not resolved at the local level, Anthem will notify the DHS MMCD contract manager.
PROTECTED HEALTH INFORMATION	<ol style="list-style-type: none"> 1. County CHDP 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> 	<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

**MEMORANDUM OF UNDERSTANDING
 BETWEEN
 BLUE CROSS OF CALIFORNIA PARTNERSHIP PLAN, INC (ANTHEM)
 AND THE
 NEVADA COUNTY PUBLIC HEALTH DEPARTMENT
 CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM**

	<ul style="list-style-type: none"> • CMIA (Ca Civil Code 56 through 56.37) 2. County CHDP 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 CHDP Program 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>56.37)</p> <ul style="list-style-type: none"> 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 CHDP 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.
--	--	---

 Blue Cross of California Partnership
 Plan, Inc.

 Date

 County

 Date