

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



132

FROM: Department of Public Health

SUBMITTAL DATE:
July 14, 2014

SUBJECT: Ratify multi-year Agreement #15-031 with Inland Empire Health Plan for Public Health Services. All Districts. [To be determined-- Medical reimbursement]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify Agreement #15-031 between Inland Empire Health Plan (IEHP) and Riverside County Department of Public Health (DOPH) for the performance period of June 1, 2014 through May 31, 2017; with options to extend for up to four (4) additional one (1) year periods until May 31, 2021; and
2. Authorize the Purchasing Agent to sign subsequent no money amendments until date of termination of May 31, 2021.
3. Authorize the Chairperson to sign three (3) originals of said Agreement.

BACKGROUND:

Summary

(Continued on Page 2)

SJM:se

Susan D. Harrington
Susan D. Harrington, Director
Department of Public Health

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ To be determined	\$ 0	\$ TBD	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Medi-Cal reimbursement

Budget Adjustment: No

For Fiscal Year: 14/15

C.E.O. RECOMMENDATION:

APPROVE

BY: *Jennifer L. Sargent*
Jennifer L. Sargent

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

FORM APPROVED COUNTY COUNSEL
BY: *Neal R. Kipnis*
NEAL R. KIPNIS
DATE: 7/15/14
Departmental Concurrence

Purchasing:
Mark Seiler
Mark Seiler, Assistant Director

Positions Added
 Change Order

A-30
 4/5 Vote

Prev. Agn. Ref.: 10/4/11 Item 3.10 | District: All/All | Agenda Number:

3-40

SUBJECT: Ratify multi-year Agreement #15-031 with Inland Empire Health Plan for Public Health services. All Districts. [\$0].

DATE: July 14, 2014

PAGE: 2 of 2

BACKGROUND:

Summary (continued)

IEHP, as the Local Initiative Medi-Cal Managed Care Plan, is required, by the California Department of Health Care Services (DHCS), to coordinate public health services with the Public Health Departments of Riverside and San Bernardino Counties.

DOPH services provided by this Agreement include Perinatal Services, California Children Services (CCS), Child and Adolescent Health Services, Human Immunodeficiency Virus Services, Sexually Transmitted Disease Services, Tuberculosis Control Services, other Communicable Disease Control Services, Immunizations and Special Supplemental Nutrition Program for Women, Infant, Children (WIC).

This agreement was not received by the DOPH until June 19, 2014.

Impact on Citizens and Businesses

This agreement will allow DOPH to become a working partner with IEHP in preventing disease, prolonging life and promoting mental and physical health through organized community efforts.

MEMORANDUM OF UNDERSTANDING
BETWEEN
INLAND EMPIRE HEALTH PLAN
AND
RIVERSIDE COUNTY DEPARTMENT OF PUBLIC HEALTH

MEMORANDUM OF UNDERSTANDING

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MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM OF UNDERSTANDING (“MOU”) is made and entered into this 1st day of June, 2014 day of by and between Inland Empire Health Plan (“IEHP”), a Joint Powers Agency (“JPA”), and RIVERSIDE COUNTY DEPARTMENT OF PUBLIC HEALTH (“CONTRACTOR”), a Government Agency.

RECITALS

WHEREAS, CONTRACTOR and IEHP have complementary objectives to protect and promote the health of the general population; and

WHEREAS, CONTRACTOR and IEHP have a common interest in the community’s health, and seek to become working partners in preventing disease, prolonging life, and promoting mental and physical health through organized community efforts; and

WHEREAS, CONTRACTOR provides relevant programs and/or services in furtherance of the goals above;

NOW THEREFORE, in consideration of the mutual covenants contained herein, the parties hereto mutually agree as follows, and in any exhibits or attachments attached hereto and incorporated herein by reference:

1. **CONTRACTOR RESPONSIBILITIES** - CONTRACTOR will have the responsibilities of coordination and provision of specified services for IEHP. CONTRACTOR agrees to:

1.01. Comply with all applicable Federal, State, and local laws and regulations, and instructions and/or directives issued by regulatory agencies with jurisdiction over IEHP.

1.02. Provide all services as outlined and specified in Attachment A-I, attached hereto and by this reference incorporated herein.

1.03. Appoint a staff member as the primary liaison between CONTRACTOR and IEHP. In addition, appoint liaison personnel as needed to coordinate activities with IEHP for each service listed in Attachments A through I.

1.04. Provide IEHP with current information and education on services, programs, and their benefits, any recertification schedules, and eligibility requirements, as well as provide information on other available community resources appropriate for low-income persons. Provide IEHP periodically with an updated list of sites and hours of operation of identified programs and sites. Provide IEHP with program specific forms as needed to facilitate operations under this MOU.

1.05. Provide technical assistance and consultation to IEHP staff concerning CONTRACTOR services and requirements.

2. **IEHP RESPONSIBILITIES** - With respect to coordination of services provided by CONTRACTOR, IEHP agrees to:

2.01. Comply with all applicable Federal, State, and local laws and regulations, and instructions and/or directives issued by regulatory agencies with jurisdiction over IEHP.

2.02. Assure plan providers are informed of applicable Federal, State and local public health laws and regulations based on information provided by CONTRACTOR regarding such laws and regulations.

2.03. Reimburse CONTRACTOR at Medi-Cal rates for specified services rendered by CONTRACTOR to IEHP Members as applicable per Attachments.

2.04. Inform members of the availability of services and referrals.

2.05. Appoint a staff member as the primary liaison between IEHP and CONTRACTOR. In addition, IEHP will appoint liaison personnel as needed to coordinate activities with CONTRACTOR for each service listed in Attachments A through I.

2.06. Disseminate to IEHP providers the information, forms, and any educational materials provided by CONTRACTOR regarding services programs and local community resources for low-income persons.

2.07. Coordinate with CONTRACTOR in conducting outreach efforts, especially to underserved populations.

3. **JOINT OPERATING MEETINGS** - Meetings including the Director of Health Administration or designee(s), primary CONTRACTOR liaison person, and primary IEHP liaison will be held on at least a quarterly basis to review all aspects of this MOU. At one of those meetings each year items to be re-negotiated or negotiated in relation to the MOU will be introduced.

4. **TERM** - It is mutually agreed and understood that the obligations of IEHP are limited by and contingent upon the availability of State and Federal funds. In the event that such funds are not forthcoming for any reason, IEHP shall immediately notify CONTRACTOR in writing. This MOU shall be deemed terminated and of no further force and effect immediately on IEHP's notification to CONTRACTOR. In the event of such termination, CONTRACTOR shall be entitled to reimbursement of costs for services rendered as applicable per Attachments.

4.01. This MOU shall be effective on the date noted on the first paragraph of page 1, and shall continue in effect until May 31, 2017. The term may be extended for up to four (4) additional one (1) year periods, in succession, at the mutual consent of the parties, without requiring further action of the governing entities of either party. The MOU may be terminated at any time pursuant to the provision herein. In the event that the term of the MOU is extended for the four (4) additional one (1) year periods, the MOU shall terminate on May 31, 2021.

4.02. In no event shall this MOU be extended past May 21, 2021 without a new MOU, or an amendment to this MOU, duly approved by the governing entities of both parties, as applicable, which specifically extends the term of the MOU.

5. **TERMINATION** - This MOU may be terminated by either party without cause, by giving at least sixty (60) days written notice, and may be terminated for cause by either party by giving ten (10) working days written notice of intention to terminate.

5.01. This MOU may be immediately terminated for cause should CONTRACTOR become listed on the Office of Inspector General for the Department of Health and Human Services' Cumulative Sanctions list (List of Excluded Individuals and Entities) or a federal debarment list, or is convicted of a crime involving reimbursement for or the provision of health care services

5.02. This MOU may be terminated due to the dissolution of IEHP by mutual action of the Riverside County and San Bernardino County Board of Supervisors. If IEHP has incurred no obligations, either County Board of Supervisors may terminate the JPA and IEHP by giving not less than sixty (60) days written notice thereof to the other party. Also, either County Board of Supervisors may terminate the JPA by written mutual consent, by giving twelve (12) months written notice thereof to the other party given that the JPA cannot be terminated until all forms of indebtedness incurred by IEHP have been paid, or adequate provision for such payment shall have been made.

Upon dissolution of IEHP by Riverside County and San Bernardino County Board of Supervisors, this MOU is rendered null and void. The debts, liabilities, and/or obligations of IEHP are those of IEHP alone. Neither Riverside County nor San Bernardino County assumes any of the debts, liabilities and/or obligations of IEHP. The IEHP Governing Board also may terminate this MOU and must approve any termination of this MOU required by IEHP.

6. **INDEMNIFICATION**- CONTRACTOR will indemnify, defend, and hold IEHP harmless from loss, costs, or expenses caused by the negligent or wrongful acts or omissions of CONTRACTOR officers, agents, and employees occurring in the performance of this MOU. IEHP will indemnify, defend, and hold harmless CONTRACTOR from loss, costs, or expenses caused by the negligent or wrongful acts or omissions of officers, agents, and employees occurring in the performance of this MOU.

6.01. CONTRACTOR agrees to hold harmless IEHP members and the California Department of Health Care Services for financial liability by IEHP for services provided by CONTRACTOR to IEHP members under the terms of this MOU.

7. **ACCESS TO BOOKS AND RECORDS** - CONTRACTOR and IEHP agree to maintain sufficient records, files and documentation necessary in case of audit by the Department of Managed Health Care (DMHC), Department of Health Care Services (DHCS) or other such regulatory agencies; such records shall also be available to IEHP.

7.01. CONTRACTOR agrees to maintain these records, files and documentation for a period of not less than five (5) years from the close of the fiscal year in which this MOU was in effect.

8. **CONFIDENTIALITY** - CONTRACTOR and IEHP shall observe all Federal and State laws and regulations concerning confidentiality of records.

9. **LICENSE AND CERTIFICATION** - CONTRACTOR verifies, upon execution of this MOU to maintain compliance with any local, State, and Federal laws and regulations. CONTRACTOR verifies that services will be performed at all times by properly trained and licensed or certificated staff. As applicable, CONTRACTOR agrees to fully participate in IEHP credentialing, quality assessment and utilization review processes, for those services directly contracted by IEHP for Medical Services.

10. **CONFLICT OF INTEREST** - The parties hereto and their respective employees or agents shall have no interest, and shall not acquire any interest, direct or indirect, which will conflict in any manner or degree with the performance of services required under this MOU.

11. **NONDISCRIMINATION** - Services and benefits shall be provided by CONTRACTOR and IEHP to individuals without reference to their religion, color, sex, national origin, age, physical or mental handicaps or condition. CONTRACTOR shall not discriminate in recruiting, hiring, promotion, demotion or termination practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this MOU, and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Government Code Section 12900 *et seq.*), and Federal Civil Rights Act of 1964.

12. **OSHA REGULATIONS** – as applicable, CONTRACTOR certifies awareness of the Occupational Safety and Health Administration (OSHA) of the U.S. Department of Labor, the derivative Cal/OSHA standards and laws and regulations relating thereto, and shall comply therewith as to all relative elements under this MOU.

13. **DMHC REGULATIONS** - CONTRACTOR agrees to follow all required regulations including those of the DMHC as follows:

13.01. CONTRACTOR or provider facilities are subject to on-site inspection by the DMHC (Health and Safety Section 1380).

13.02. All books, records and papers of CONTRACTOR or provider providing health care or other services shall be available for inspection and copying by the DMHC during normal business hours or at such other mutually agreeable location in California (Health and Safety Section 1381). CONTRACTOR shall maintain such records and provide such information to IEHP or to the DMHC as necessary for compliance with the Knox-Keene Act and rules thereunder, and such records must be retained by CONTRACTOR for at least five (5) years (which obligation is not terminated by termination of this MOU, whether by rescission or otherwise).

13.03. The provisions above only apply if not in conflict with other applicable State or Federal statutes.

14. **HEALTH INSURANCE PORTABILITY ACCOUNTABILITY ACT (HIPAA) AND HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH)** – IEHP and CONTRACTOR are subject to all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009 (HITECH), and the laws and regulations promulgated subsequent hereto, for purposes of services rendered pursuant to this MOU. Both parties agree to cooperate in accordance with the terms and intent of this MOU for implementation of relevant law(s) and/or regulation(s) promulgated under HIPAA and HITECH. Both parties further agree that they shall be in compliance with the requirements of HIPAA, HITECH, and the laws and regulations promulgated subsequent hereto.

15. **ENTIRE AGREEMENT** - This MOU, including all attachments and/or exhibits, which are hereby incorporated in this MOU, constitutes the entire agreement between the parties and supersedes any and all other agreements, promises, negotiations or representations, either oral or written, between the parties with respect to the subject matter and period governed by this MOU. No other agreement, statement or promise relating to this MOU shall be binding or valid.

16. **NOTICES** - Unless expressly provided otherwise, all notices herein provided to be given, or which may be given, by any party to the other, will be deemed to have been fully given when written and personally delivered or deposited in the United States mail, certified and postage prepaid and addressed as follows:

To IEHP: Inland Empire Health Plan
10801 6th Street, Suite 120
Rancho Cucamonga, CA 91730
(909) 890-2000
Attn: Bradley P. Gilbert, CEO

To: Riverside County, Department of Public Health
4065 County Circle Drive, 4th Floor
Riverside, CA 92503
(951) 358-7036
Attn: Susan Harrington, M.S., R.D., Director

17. **ASSIGNMENT** - This MOU and the rights, interests, and benefits hereunder shall not be assigned, transferred, pledged, or hypothecated in any way by CONTRACTOR or IEHP, and shall not be subject to execution, attachment or similar process, nor shall the duties imposed herein be subcontracted or delegated without the written consent of the other party, as approved by the IEHP Governing Board. Any assignment or delegation of this MOU by CONTRACTOR to a third party shall be void unless prior written approval is obtained from IEHP, and approved by the DHCS and DMHC, as applicable.

18. **INVALIDITY OF SECTIONS OF MOU** - The unenforceability or invalidity of any Section or provision of this MOU shall not affect the enforceability and validity of the balance of this MOU.

19. **GOVERNING LAW/VENUE** - The provisions of this MOU are construed in accordance with the laws of the State of California, excluding its conflicts of law provisions.

19.01. The provisions of the Government Claims Act (Government Code Section 900, *et seq.*) must be followed first for any disputes under this MOU.

19.02. All actions and proceedings arising in connection with this MOU shall be tried and litigated exclusively in the State or Federal (if permitted by law and a party elects to file an

action in federal court) courts located in the counties of San Bernardino or Riverside, State of California.

19.03. IEHP is subject to the requirements of Title 28 of the California Code of Regulations pertaining to licensed health care service plans and any provision required to be in the MOU by these requirements shall bind IEHP whether or not provided in the MOU.

20. **OFFICERS, OWNERS, STOCKHOLDERS AND CREDITORS** - On an annual basis CONTRACTOR shall identify the names of the following persons by listing them on Attachment B, attached hereto and incorporated by this reference:

- A. CONTRACTOR officers and owners who own greater than 5% of the CONTRACTOR;
- B. Stockholders owning greater than 5% of any stock issued by CONTRACTOR;
- C. Major creditors holding more than 5% of any debts owed by CONTRACTOR.

In addition, CONTRACTOR shall notify IEHP in writing within thirty (30) days of any changes in the information provided in Attachment.

21. **INSURANCE** – Throughout the term of this Agreement, CONTRACTOR shall maintain, at its sole cost and expense, policies for insurance providing coverage for CONTRACTOR’s general liability and professional liability (errors and omissions), and any other insurance coverage CONTRACTOR deems prudent and customary in the exercise of CONTRACTOR’s business operations, in amounts as may be necessary to protect CONTRACTOR and its officers, agents, and employees in the discharge of its responsibilities and obligations under this MOU. Upon request, CONTRACTOR shall furnish IEHP with evidence of such insurance coverage.

22. **INDEPENDENT CONTRACTOR** – The relationship between IEHP and CONTRACTOR is an independent contractor relationship. Neither CONTRACTOR nor its employee(s) and/or agent(s) shall be considered to be an employee(s) and/or agent(s) of IEHP, and neither IEHP nor any employee(s) and/or agent(s) of IEHP shall be considered to be an employee(s) and/or agent(s) of CONTRACTOR. None of the provisions of this MOU shall be construed to create a relationship of agency, representation, joint venture, ownership, control or employment between the parties other than that of independent parties contracting for the purposes of effectuating this MOU.

23. **STATUS OF IEHP** – It is understood and acknowledged by CONTRACTOR that IEHP is a public entity and subject to all applicable open meeting and record laws, including but not limited to the California Public Records Act and the Ralph M. Brown Act.

24. **MODIFICATION OF MOU** – Any modifications to the terms of this MOU must be in writing and signed by the parties herein.

IN WITNESS WHEREOF, the parties hereto have executed this MOU in as set forth below.

RCDOPH:

INLAND EMPIRE HEALTH PLAN

By: _____
Board of Supervisors
Riverside County

By: Bradley P. Gilbert
Bradley P. Gilbert
Chief Executive Officer

Date: _____

Date: 6/2/14

ATTEST: Kecia Harper-Ihem, Clerk

By: Maureen Ashley
Chairperson, IEHP Governing Board

By: _____

Date: 6-9-14

FORM APPROVED COUNTY COUNSEL

BY: Neal R. Kipnis
NEAL R. KIPNIS DATE

Attest: Julie Hargrove
Secretary, IEHP Governing Board

Date: 6-10-14

Approved as to Form:

By: Jinny R. Yang
Jinny R. Yang
Staff Counsel for the Inland Empire Health Plan

Date: 6/10/14

ATTACHMENT A

SCOPE OF SERVICES

PERINATAL SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Outreach</p>	<ul style="list-style-type: none"> DOPH shall inform IEHP of outreach activities, including special education or outreach campaigns, directed to hard to reach perinatal populations or populations at risk for problems such as late entry to prenatal care. 	<ul style="list-style-type: none"> IEHP shall participate in the planning and implementation of such outreach as jointly agreed. 	<ul style="list-style-type: none"> IEHP and DOPH will work together in developing and implementing a joint health education and outreach program that would focus on promoting perinatal services. IEHP and DOPH will also cooperate in the development of resources for perinatal providers.
<p>Coordination of Perinatal Services</p>	<ul style="list-style-type: none"> DOPH shall appoint a liaison for coordination with IEHP of local needs, activities, and services related to women of childbearing age. DOPH will assist IEHP in the development of standardized tools and protocols for assessing the risk status of women receiving obstetrical services. Areas of assessment will include nutrition, health education, and psychosocial. DOPH will assist IEHP in the development of standardized intervention protocols for women assessed to be at risk for poor perinatal outcome in the areas of nutrition, health education and psychosocial. The protocols will include referrals to specialists and appropriate resources. DOPH will assist IEHP in the development of a standardized 	<ul style="list-style-type: none"> IEHP shall appoint a liaison to coordinate the plan activities regarding services for women of childbearing age. IEHP OB providers shall provide comprehensive initial and follow-up risk assessment in medical, nutrition, health education and psychosocial areas consistent with current standards for the Medi-Cal Program's Comprehensive Perinatal Services Program (CPSP). IEHP will provide current information to plan providers about CPSP services and encourage providers to become certified as State providers. IEHP shall inform members of childbearing age of the availability of CPSP services, how to access CPSP services, and that participation is voluntary. 	<ul style="list-style-type: none"> DOPH and IEHP shall appoint liaisons to jointly collaborate on the provision of perinatal services.

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
	<p>perinatal care plan form to be used by IEHP providers in the provision of perinatal support services.</p> <ul style="list-style-type: none"> DOPH will provide updated information to IEHP about standards for CPSP services and provider certification standards. DOPH shall provide training and technical assistance to IEHP. DOPH will assist IEHP in conducting training of Plan providers on the requirements of the perinatal services, and the provision of perinatal services including use of assessment tools protocols and care plans. DOPH shall provide IEHP with a list of current State certified CPSP providers in the County. DOPH shall assist IEHP in certifying providers for the State CPSP. 	<ul style="list-style-type: none"> IEHP will provide DOPH a list of obstetric providers and will notify DOPH if new providers are enrolled or existing providers deleted. 	
Referrals	<ul style="list-style-type: none"> DOPH shall provide IEHP with information on community resources and referral requirements for programs serving women of childbearing age. 	<ul style="list-style-type: none"> IEHP will inform its members and providers of available community resources and referral requirements. IEHP and its providers shall refer eligible women to the Supplemental Nutrition Program for Women, Infants and Children (WIC). 	
Provider Education	<ul style="list-style-type: none"> DOPH shall provide IEHP with educational resources for use with plan providers. These resources may include educational materials, technical assistance in the development of educational materials, development and/or provision of provider training programs, and 		

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Quality Assessment and Improvement</p>	<p>assistance with issues such as cultural competency.</p> <ul style="list-style-type: none"> DOPH will assist IEHP in the development of standards and tools for the evaluation of IEHP perinatal providers and determination of training needs. DOPH will assist with provider on-site visits to assess current levels of perinatal services. DOPH will participate in the review of provider data to identify needs of women and children and develop plans related to improvement of access to services. DOPH will contact and advise, after consultation with IEHP staff, IEHP providers not in compliance with perinatal services requirements regarding health information and referral to the perinatal services program. DOPH will inform IEHP of current needs of high-risk perinatal populations residing in IEHP's service areas based upon assessment of needs. 	<ul style="list-style-type: none"> IEHP will encourage all obstetric and pediatric IEHP providers not completing referrals with required <i>health</i> information to do so within agreed-upon time frames. IEHP will participate in local community efforts to improve the health of mothers and children, including participation in provider needs assessments, Child Death Review Board and other appropriate maternal and child health programs. 	

ATTACHMENT B

SCOPE OF SERVICES

CALIFORNIA CHILDREN SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>General Responsibilities</p>	<ul style="list-style-type: none"> DOPH administers the California Children Services (CCS) Program for residents of Riverside County. The CCS Program provides for specialized medical care and rehabilitation for persons under age 21, with eligible physically handicapping conditions whose families are partially or wholly unable to pay for such services. 	<ul style="list-style-type: none"> IEHP is responsible for the provision of health care services for the community's Medi-Cal population under contract with the California Department of Healthcare Services. Under the terms of IEHP's contract with the State, medical services for children eligible under the CCS Program are excluded from coverage by the Plan. The child remains enrolled in the Plan for health services including primary care and for needs unrelated to a CCS-eligible medical condition. IEHP will appoint a liaison to coordinate the plan's policies, procedures and activities regarding children with a potentially CCS-eligible medical condition and children referred to or covered by the CCS Program. 	
<p>Identification of Eligible Children and Referral to CCS</p>		<ul style="list-style-type: none"> IEHP will develop procedures for identifying children with CCS eligible conditions and arrange for their timely referral to the CCS Program, following the CCS Chapter 2, Eligibility Criteria. IEHP will inform all providers of eligible conditions and referral process. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Service Responsibility and Coordination</p>	<ul style="list-style-type: none"> • DOPH will determine medical and other eligibility for program services and will notify IEHP, the referral source, and the family when a child is determined eligible. • Determination of medical eligibility by the CCS Program will be based upon the review of appropriate medical documentation and other evidence submitted with the CCS referral and request for services. • The DOPH will assign a nurse liaison for children referred by IEHP. • DOPH will facilitate onsite eligibility determination and authorization at high volume hospitals, including assignment of personnel as available. • Upon determination of eligibility for the CCS Program, DOPH will be responsible for case management (including prior authorization) of all services related to the CCS condition, including condition-related 	<ul style="list-style-type: none"> • IEHP will utilize the CCS Referral/Service Authorization Request (SAR) Form in making referrals to the CCS Program. • IEHP will assure that its providers provide complete baseline health assessment and diagnostic evaluations sufficient to ascertain the evidence or suspicion of a CCS-eligible condition, including but not limited to: specific physical findings, laboratory test results, radiology findings, etc. 	
		<ul style="list-style-type: none"> • IEHP and its providers remain responsible for the total care of the enrolled child until the CCS Program eligibility is determined. • Once a member is determined CCS eligible, the Primary Care Provider is responsible for non-CCS conditions. • IEHP will notify CCS of the assigned individual with primary case management responsibility for enrollees referred to or covered by the CCS Program. • IEHP is responsible for the continued provision of case management of all services (primary care and specialty care) until eligibility has been established with the CCS Program. • IEHP remains responsible for the continued provision of primary case management, coordination of services, and health care services other than those required for the CCS condition, including EPSDT supplemental services. 	<ul style="list-style-type: none"> • The CCS Program has the sole authority to make CCS Program eligibility decisions.

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
	<p>EPSDT supplemental services.</p> <ul style="list-style-type: none"> • CCS case management includes but is not limited to: <ul style="list-style-type: none"> • Determination of the most appropriate and accessible paneled provider(s) to provide care. • Authorizations of medically necessary services for CCS eligible condition. • Linkage and coordination of the child's care with the authorized provider(s) and agencies in the community. 		
Record Sharing	<ul style="list-style-type: none"> • DOPH will provide a courtesy copy of the CCS authorization on plan enrollees to IEHP to facilitate coordination of care and avoid duplication of services, when the authorization is not available on the Provider Electronic Data Interchange (PEDI) system. 	<ul style="list-style-type: none"> • IEHP will implement procedures to ensure transfer of appropriate medical documentation from the primary care provider to the CCS Program. 	
Authorization of Services	<ul style="list-style-type: none"> • The CCS Program has responsibility for authorization of services related to the CCS eligible condition upon determination of CCS eligibility. • CCS authorizes treatment and services to appropriate State-approved CCS providers, facilities and special care centers. • Authorization by CCS for Neonatal Intensive Care Unit (NICU) services will be limited to Medi-Cal eligible infants who meet the CCS Program's NICU acuity criteria, and are in a CCS-approved NICU. CCS does not issue authorization for continuing NICU care for infants who no 	<ul style="list-style-type: none"> • IEHP and its providers have responsibility for authorization of services prior to the determination of CCS Program eligibility. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Claim Submission and Audit</p>	<p>longer meet CCS NICU acuity criteria.</p>	<ul style="list-style-type: none"> • Services authorized by the CCS Program are eligible for fee-for-service reimbursement from the State Medi-Cal Program. • Claims for authorized services will be submitted following the directions provided in the CCS section of the Medi-Cal Provider Manual. • IEHP and its providers agree to submit CCS-authorized claims for review, verification and payment in compliance with CCS Program policies and procedures. This includes compliance with CCS Program policies on billing other third party carriers prior to claim submission. 	
<p>Provider Education and Training</p>			<ul style="list-style-type: none"> • DOPH and IEHP will jointly conduct training of IEHP providers on CCS policies and procedures.
<p>Problem Resolution</p>	<ul style="list-style-type: none"> • DOPH will be represented by the appropriate DOPH liaison for initial problem resolution. 	<ul style="list-style-type: none"> • IEHP will specify a liaison for problem resolution with the CCS Program. 	<ul style="list-style-type: none"> • Both parties agree to meet, at a minimum, quarterly to ensure ongoing communication; to resolve operational and administrative problems; and identify policy issues needing resolution at the management level. • DOPH and IEHP agree to address problems or disagreements with regard to CCS Program eligibility, responsibility for services, and payments for treatment at the local level before referral of a disagreement to the State CCS

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
			Program or Medi-Cal Program.

ATTACHMENT C

SCOPE OF SERVICES

CHILD AND ADOLESCENT HEALTH SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Early and Periodic Screening, Diagnosis, and Treatment Services (EPSDT)</p>	<ul style="list-style-type: none"> DOPH will assist IEHP in the development of protocols to be used by providers in delivering health assessments to IEHP members under age 21. 	<ul style="list-style-type: none"> IEHP and its providers are responsible for ensuring that all members under 21 years of age have access to, and receive, periodic health assessments in accordance with the most recent recommendations of the American Academy of Pediatrics. IEHP and its providers are responsible for documenting all referrals and referral outcomes on members receiving health screenings through the plan or referred by other health professionals, including the local Child Health and Disability Prevention Program (CHDP). IEHP will provide for or arrange any medically necessary services identified through a required health assessment or episodic visit. Diagnosis and treatment of any medical conditions identified through health assessments will be initiated within 60 days of identification of need. The protocols developed by IEHP shall keep with the CHDP Health Assessment Guidelines, 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Relationship with County Child Health and Disability Prevention Program</p> <ul style="list-style-type: none"> The Child Health and Disability Prevention Program (CHDP) is a preventive health program for children and youth. The CHDP Program is administered by the DOPH. The CHDP Program provides periodic preventive health services to children and adolescents. 	<ul style="list-style-type: none"> State CMS Provider correspondence is available on the State's CHDP website. DOPH will assist IEHP, if needed, in obtaining copies. 	<p>CHDP Provider Manual, and the CCR Title 17.</p> <ul style="list-style-type: none"> IEHP will notify its members in writing of the availability of health assessment services and how to access the services. IEHP will provide information to the CHDP Program regarding the member's primary care provider and services provided to the member upon request. IEHP will inform its providers of the CHDP 200% Assessment Program including eligibility standards, how and when to refer patients, and telephone numbers for the program. IEHP will provide information to plan providers about the benefits of becoming a state certified CHDP provider. IEHP shall inform its providers of the continuity of care benefits to patients of becoming CHDP providers and encourage them to become certified. 	<ul style="list-style-type: none"> The CHDP Program will provide information, referral and assistance with appointment scheduling and transportation information to persons referred from the local Department of Public Social Services. Appointment scheduling will be coordinated with the primary care provider or IEHP.
<p>Outreach and Community Education</p>	<ul style="list-style-type: none"> DOPH will cooperate with IEHP and share information relating to local resources and community outreach and education activities targeting hard to reach populations or preventative health services. DOPH shall appoint a liaison for coordination with IEHP of local needs, activities and services related to children and adolescents. 	<ul style="list-style-type: none"> IEHP shall appoint a liaison to coordinate the plan's activities regarding services for children and adolescents from birth through 21 years of age. 	<ul style="list-style-type: none"> DOPH and IEHP shall appoint liaisons to jointly collaborate on the provision of child health services.
<p>Data Collection and Reporting</p>		<ul style="list-style-type: none"> IEHP will require its providers to report data on pediatric health 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
		<p>assessments and findings on the Confidential Screening/Billing Report (PM 160).</p> <ul style="list-style-type: none"> IEHP shall retain a record of completed PM 160s for a minimum of three years and make records available to DOPH on request, within 30 calendar days . 	
Provider Education and Technical Assistance	<ul style="list-style-type: none"> DOPH is available to assist IEHP in the development and implementation of a provider training program to inform providers of the requirements of pediatric health assessments. 	<ul style="list-style-type: none"> IEHP will provide DOPH, with a list of pediatric providers and update it as needed. IEHP shall participate with DOPH in planning and implementation of provider and provider staff training and education. 	
Case Management	<ul style="list-style-type: none"> DOPH will assist IEHP in follow up with members with serious health problems, who do not complete or maintain a physician prescribed treatment plan as a result of a CHDP health assessment. 	<ul style="list-style-type: none"> IEHP is responsible for primary case management of medical problems detected or suspected during a pediatric health assessment (including dental and mental health). 	
Referrals	<ul style="list-style-type: none"> DOPH shall provide IEHP with information on community resources and referral requirements for programs serving children and adolescents. 	<ul style="list-style-type: none"> IEHP will inform its members and providers of available community resources and referral requirements. IEHP and its providers will refer eligible children to the Supplemental Nutrition Feeding Program for Women, Infants and Children (WIC). Childhood Lead Poisoning Prevention Program referrals - Children will be routinely tested at 12 and 24 months of age. Children between the ages of 25-72 months will be screened once for venous blood lead level, if testing at 12 or 24 months was missed. IEHP providers will refer all 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Quality Assessment and Improvement</p>	<ul style="list-style-type: none"> • DOPH will assist IEHP in the development of standards and tools for the evaluation of IEHP pediatric providers and determination of training needs. • DOPH will inform IEHP of current needs of at-risk pediatric populations residing in IEHP's service areas based upon assessment of needs. • DOPH will advise IEHP staff of those IEHP providers not in compliance with well-child services requirements regarding required health information and referral to well-child programs. 	<p>children with a blood lead level equal to or greater than 10 ug/dl to the Childhood Blood Lead Poisoning Prevention Program for follow up/case management services. The referral will be documented on the PM 160 form and in the member's medical record.</p> <ul style="list-style-type: none"> • IEHP will participate in local community efforts to improve the health of children and adolescents, including participation in provider needs assessments, community advisory groups and other appropriate activities. 	

ATTACHMENT D

SCOPE OF SERVICES

HUMAN IMMUNODEFICIENCY VIRUS SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
Guidelines		<ul style="list-style-type: none"> IEHP has established polices to address the areas highlighted by the State. 	<ul style="list-style-type: none"> IEHP and the Counties agree to meet on a periodic basis to review current standards, develop protocols to address the needs of HIV infected patients, and establish procedures for IEHP-County joint training of providers. During upcoming meetings with the Counties, our joint coordination efforts to implement these policies (see attached policies) will be established.
HIV Services and Payment	<ul style="list-style-type: none"> DOPH will provide confidential HIV counseling and testing services to IEHP members presenting for service. Services will be provided without prior authorization from the plan, IPA, medical group, or primary care physician. DOPH will provide HIV Specialty medical care to IEHP members who have received prior authorization from their primary care provider. 	<ul style="list-style-type: none"> Individuals known to IEHP who test HIV positive will be referred for assistance in the development of risk strategies, behavior modification support, etc, to their IEHP primary care provider for initiation and coordination of care. IEHP will cooperate with and assist DOPH to identify, educate, counsel, and test members who are sex and/or needle sharing partners of HIV positive Plan members. 	<ul style="list-style-type: none"> Reimbursements - - Claim submissions and payment shall be consistent with Term 7 of the General Agreement.
Provider Education and Training		<ul style="list-style-type: none"> IEHP will ensure that network providers and relevant support staff are knowledgeable about their responsibilities to assess all members for risk factors for HIV infection and to appropriately counsel and offer routine HIV 	<ul style="list-style-type: none"> The Plan may request technical assistance, training and material related to HIV prevention, education, counseling, and testing from the DOPH.

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
		testing. • IEHP is responsible for providing appropriate HIV information and training to their providers. • IEHP will keep DHCS apprised of provider training meetings as they occur.	

ATTACHMENT E

SCOPE OF SERVICES

SEXUALLY TRANSMITTED DISEASES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Guidelines for the Diagnosis and Treatment of Sexually Transmitted Diseases (STDs)</p>	<ul style="list-style-type: none"> DOPH will provide IEHP with updated guidelines. 	<ul style="list-style-type: none"> IEHP will provide the STD Guidelines to plan providers in its Provider Manual and provide copy of manual to DOPH. 	<ul style="list-style-type: none"> IEHP providers and DOPH will utilize current STD Guidelines from the U.S. Public Health Service in the diagnosis and treatment of sexually transmitted diseases including the use of the Expedited Partner Therapy when applicable.
<p>STD Screening Services and Treatment</p>		<ul style="list-style-type: none"> IEHP will provide training and review of protocols during regular training meetings with providers. IEHP providers will cooperate with DOPH in the screening and treatment of plan members who are contacts of confirmed STD cases and will assist with compliance related activities concerning the treatment of members for STDs. IEHP will inform providers of the need to perform appropriate diagnostic procedures for Plan members being evaluated for STDs. 	<ul style="list-style-type: none"> IEHP providers and DOPH will follow the recommended screening protocols of the U.S. Public Health Services/U.S. Preventive Services Task Force in the screening of STDs.
<p>Reporting of STD Cases</p>	<ul style="list-style-type: none"> DOPH will provide technical assistance to Plan providers and forms for the reporting of STDs. DOPH will monitor providers' adherence with reporting requirements and inform IEHP if problems arise. 	<ul style="list-style-type: none"> IEHP providers will report STD cases to DOPH according to State mandates. IEHP will inform providers that negative action taken by the Medical Board of California or IEHP may result for failing to report. 	
<p>Contact Investigations</p>	<p>DOPH is responsible for conducting case contact investigations, including the</p>	<ul style="list-style-type: none"> IEHP providers will cooperate with DOPH and provide information needed for case investigations 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
	assurance of appropriate treatment, when indicated.	involving IEHP members or contacts. <ul style="list-style-type: none"> • IEHP will inform providers of the importance of the notification and treatment/management of sexual partner. 	

ATTACHMENT F

SCOPE OF SERVICES

TUBERCULOSIS CONTROL SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>Reporting of Known or Suspected TB Cases</p>	<ul style="list-style-type: none"> The DOPH will provide technical assistance to plan providers and forms for the reporting of TB. DOPH will monitor provider's adherence with reporting requirements and inform IEHP if problems arise. 	<ul style="list-style-type: none"> IEHP providers will report known or suspected cases of TB to the DOPH for any plan member residing within Riverside County within one day of identification. 	
<p>TB Treatment and Payment</p>	<ul style="list-style-type: none"> The DOPH will provide IEHP with the most recent ATS/CDC recommendations on diagnosis, treatment, and control of TB. DOPH will provide diagnostic and treatment services of all active or potentially active (ATS TB3 and TB5) tuberculosis cases occurring in plan members. These outpatient services include physical examination, drug therapy, laboratory testing, HIV testing (unless the patient ops-out), radiology and compliance related support services, including direct observed therapy. DOPH will coordinate the provision of TB treatment and related services with the member's primary care physician or other assigned clinical services provider. DOPH will coordinate the admission of IEHP members being treated for TB for inpatient care. Acute care facilities will obtain DOPH approval prior to 	<ul style="list-style-type: none"> IEHP providers will utilize current California Tuberculosis Controllers Association (CTCA) and Centers for Disease Control and Prevention recommendations in the diagnostic evaluation of tuberculosis. IEHP providers will refer TB3 and TB5 tuberculosis cases to DOPH within one day of identification for evaluation, treatment and follow-up. IEHP will utilize a standard TB Referral Form, provided by DOPH, to refer suspect or diagnosed TB patients for treatment services. IEHP providers to continue with all non-related TB health care for members in TB treatment with DOPH. If TB treatment is provided by IEHP (for TB cases not meeting criteria for referral to DOPH), plan providers must obtain sputum cultures from TB cases at least monthly until results are 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
	<p>hospital transfer or discharge of any patient with known or suspected TB consistent with California Health and Safety Code, Section 121361 and 121362. Requests for hospital transfer or discharge will be reviewed by DOPH within 24 hours of receipt of the request.</p> <ul style="list-style-type: none"> DOPH will submit claims for reimbursement of directly observed therapy to the State Medi-Cal Program. 	<p>negative.</p> <ul style="list-style-type: none"> IEHP will reimburse the DOPH for treatment services specified in Attachment F per Section 2.03 of the MOU. Directly observed therapy services (HCPCS code Z0318) are a non-covered service by IEHP. IEHP will inform providers of their responsibility to get prior approval from DOPH prior to hospital transfer or discharge of any patient with known or suspected TB. 	
<p>Case Management of Suspected and Active TB Cases</p>	<ul style="list-style-type: none"> DOPH will assign a TB case manager and notify the IEHP designee. The TB case manager will be the primary DOPH contact for coordination of care with IEHP. Case management services provided by DOPH include initial and ongoing assessment of TB transmission risk, patient home visits for assessment, treatment and compliance services as needed, and investigation and follow-up of contacts. The TB case manager will respond to information requests in a timely manner. DOPH will provide a monthly log of all IEHP Members being managed by DOPH. DOPH will refer members back to the IEHP primary care physician for non-TB related health care. 	<ul style="list-style-type: none"> IEHP will notify DOPH of the case manager responsible for coordination of care for each diagnosed TB patient. This person will be the primary IEHP contact for coordination of care with DOPH. 	<ul style="list-style-type: none"> Coordinate medical care for IEHP members with active TB (ATS TB3 and TB5). Maintain Plan member confidentiality.
<p>Medical Record Management</p>	<ul style="list-style-type: none"> DOPH will provide a written treatment plan to IEHP's case manager. This plan will include the prescribed drug therapy, routine laboratory (including 	<ul style="list-style-type: none"> The IEHP case manager will provide DOPH with any applicable and available test results or reports requested within 72 hours of request. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
	<p>periodic sputum smears and cultures) and radiological follow-up. The treatment plan and results will be updated and sent to IEHP on a monthly basis. Updates to the treatment plan will include medication in medication orders, adverse reactions to medications and patient compliance information records, and any changes.</p>		
Directly Observed Therapy	<ul style="list-style-type: none"> • DOPH will provide IEHP with current protocols and criteria regarding directly observed therapy for assurance of patient compliance with treatment. 	<ul style="list-style-type: none"> • IEHP will share DOT protocols with its providers. 	
Case Investigation	<ul style="list-style-type: none"> • DOPH conducts case investigation activities for all suspect or confirmed TB cases. 	<ul style="list-style-type: none"> • IEHP agrees to cooperate with DOPH's investigations, including the timely provision of medical records as needed. 	
Contact Investigation and Treatment of Latent TB Infection (LTBI)	<ul style="list-style-type: none"> • DOPH, is responsible for identifying, screening, and other follow-up investigation activities for contacts of suspected or confirmed active cases, and child (<3 years) tuberculin reactors. • DOPH will provide IEHP with written procedures and guidelines for examination of contacts and Latent TB Infection (LTBI). • DOPH will provide field-based TB testing on IEHP members as needed to assure proper evaluation. • DOPH will collect and analyze data regarding TB incidence in the community, conduct epidemiology investigations of disease outbreak and share such information with IEHP and its providers. 	<ul style="list-style-type: none"> • IEHP will cooperate with DOPH's contact and outbreak investigations. IEHP providers will report within 72 hours results of tuberculin or Interferon Gamma Release Assay (IGRA) tests conducted as part of a DOPH investigation. IEHP will notify DOPH when contacts of plan members are referred to DOPH for examination. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
Laboratory Services	<ul style="list-style-type: none"> DOPH will provide IEHP with current laboratory reporting and isolate submission requirements. 	<ul style="list-style-type: none"> IEHP and its providers will utilize laboratories that conform to all provisions of CCR, Title 17, Section 2505 and ATS and CDC guidelines. Note: Page 1 states: "DOPH will provide diagnostic and treatment services of all active or potentially active [TB] cases". 	
Tuberculosis Screening	<ul style="list-style-type: none"> DOPH will provide IEHP with current TB screening protocols. 	<ul style="list-style-type: none"> IEHP will inform its providers of the requirement to utilize Mantoux skin testing to screen patients for tuberculosis. Trained personnel will administer, read and interpret the results of the skin test. IGRA may be used instead of Mantoux skin tests. Established protocols must be followed. IEHP will screen plan members 0-21 years for assessment of risk factors for developing TB. IEHP will assess adult plan members for risks of developing TB as part of the initial health assessment required within 120 days of enrollment. TB testing will be offered to all individuals at increased risk for TB unless there is documentation of a prior TB test result or the presence of TB Disease. IEHP will inform its providers that children entering preschool/Head Start must have a TB test if they are assessed to be at risk for TB. 	
Technical Assistance and Provider Training	<ul style="list-style-type: none"> DOPH will provide IEHP with current standards, protocols and health education resources 		<ul style="list-style-type: none"> IEHP and DOPH will provide continuing education to its providers using these materials.

Task	Riverside County Department of Public Health (DOPH) regarding the screening, treatment and control of TB.	IEHP	Both organizations collaboratively

ATTACHMENT G

SCOPE OF SERVICES

OTHER COMMUNICABLE DISEASE CONTROL SERVICES

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
Reporting Responsibility	<ul style="list-style-type: none"> DOPH will carry out State disease reporting requirements. The local health officer is responsible for assuring the reporting, treatment, and follow-up of certain communicable diseases as specified by State regulations. DOPH will provide an updated list of reportable conditions to IEHP on an annual basis. DOPH will provide technical assistance to Plan providers and forms for the reporting of communicable diseases. DOPH will monitor Plan provider's adherence with reporting requirements and inform IEHP if problems arise. 	<ul style="list-style-type: none"> Inform providers to report communicable diseases according to State laws and regulations. Inform providers that failure to report communicable diseases can result in a citation and fine. If informed by DOPH or other sources that specific IEHP providers are not complying with those State laws and regulations, IEHP will take appropriate steps through its QM process and respond back to DOPH in writing. 	<ul style="list-style-type: none"> DOPH and IEHP will train and update providers about reportable communicable diseases.
Case Investigations and Outbreak Control	<ul style="list-style-type: none"> DOPH will determine standards for the conduct of investigations and follow-up based on the disease and extent of threat to the health of the public. DOPH will exclude Plan members in sensitive work or other sensitive settings (e.g. Pre-school) until freedom from disease is documented. DOPH will investigate suspect or confirmed cases of communicable diseases, including vaccine-preventable diseases. 	<ul style="list-style-type: none"> Inform its providers of their responsibility to report cases of communicable diseases per Title 17, Code of Regulations. IEHP will inform providers they can be cited and fined for failing to report. IEHP providers will provide access to medical records and other information to County staff during investigations, consistent with applicable State and Federal laws. If informed by DOPH or other sources that specific IEHP 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
		<p>providers are not complying with those State laws and regulations, IEHP will take appropriate steps through its QM process and respond back to DOPH in writing.</p> <ul style="list-style-type: none"> If informed by DOPH or other sources that specific IEHP Providers are not completing Confidential Morbidity Reports per State Laws and Regulations, IEHP will a) inform its Providers of the importance of including the Member's occupation on the Confidential Morbidity Report; and b) inform its Providers that Members who work in sensitive settings (food service, health care, day care, school, correctional facility, etc.) be excluded until cleared by DOPH. 	
Diagnosis Treatment and Payment	<ul style="list-style-type: none"> DOPH will notify IEHP providers of appropriate diagnostic, treatment, and/or prophylaxis recommendations necessary for communicable disease control. DOPH will monitor compliance by plan patients and providers and notify IEHP of specific providers who are not providing these services. Medical treatment or prophylaxis will be provided by DOPH if, in the judgment of the County Health Officer, the plan fails to assure appropriate diagnostic, treatment or prophylactic services. Diagnostic, prophylactic, and treatment services provided by DOPH to IEHP members in response to a disease outbreak or 	<ul style="list-style-type: none"> If informed by DOPH or other sources that specific IEHP providers are not providing appropriate diagnostic testing, treatment or prophylaxis for members, IEHP will take appropriate steps through its QM Process. If for any reason the member does not receive timely and appropriate care from IEHP participating providers, DOPH will provide such services and bill IEHP IEHP will reimburse the DOPH for treatment services specified in Attachment G per Section 2.03 of the MOU. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
Laboratory	<p>a situation that is life threatening or represents a risk of significant morbidity, as determined by the County Health Officer, will be reimbursed by IEHP subject to appropriate documentation.</p> <ul style="list-style-type: none"> DOPH will provide IEHP with a laboratory reporting and isolate submission requirements. 	<ul style="list-style-type: none"> IEHP will inform its providers and their contracted laboratories to send specimens to the public health laboratory per current regulations. 	

ATTACHMENT H

SCOPE OF SERVICES

IMMUNIZATIONS

Task	Riverside County Health Services Agency (DOPH)	IEHP	Both organizations collaboratively
Childhood Immunization Guidelines	<ul style="list-style-type: none"> DOPH will provide IEHP updated guidelines from ACIP. 	<ul style="list-style-type: none"> Inform its providers of required ACIP standards. 	<ul style="list-style-type: none"> Utilize the most recent childhood immunization schedule approved by the Advisory Committee on Immunization Practices (ACIP) of the US Public Health Service.
Assessment of Immunization Rates	<ul style="list-style-type: none"> Monitor immunization rates of the County population. Provide IEHP with annual reports of County immunization rates, including data on subgroups. 	<ul style="list-style-type: none"> IEHP will track immunization rates per HEDIS standards and may elect to contract for Comprehensive Clinic Assessments Software Application (CoCASA) audit services. 	<ul style="list-style-type: none"> Utilize Immunization rates to target subgroups for increased education and outreach to improve low immunization levels.
Provider, Staff and Member Education	<ul style="list-style-type: none"> Assist IEHP in provider training through provision of technical assistance, including materials and coordination of State or Federally sponsored in- service for clinical personnel. Provide public education materials for targeted immunization outreach to IEHP members. 	<ul style="list-style-type: none"> Provide materials to its plan providers to support County- wide outreach efforts. Educate members about immunization recommendations and benefits. Encourage plan providers to participate in the CAIR. 	<ul style="list-style-type: none"> Train plan providers.
Vaccines for Children Program	<ul style="list-style-type: none"> DOPH may assist IEHP regarding the Vaccines for Children Programs process. Note: Providers sign up directly with VFC. 	<ul style="list-style-type: none"> Encourage providers to enroll in VFC program. Assist providers participating in VFC to comply with all inventory, storage and reporting requirements. 	

ATTACHMENT I

SCOPE OF SERVICES

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
<p>WIC Policies and Guidelines</p>	<ul style="list-style-type: none"> Act as a resource to IEHP and plan providers regarding WIC policies and guidelines, program locations and hours of operation. Provide IEHP with a re-certification schedule for all categories of participants. Inform IEHP of federal WIC, requirements for program eligibility including biochemical and anthropometric measurements. Distribute WIC referral forms 247A to IEHP. 	<ul style="list-style-type: none"> Inform members of the availability of WIC services. Providers will refer eligible members and document referral in member's medical record. Inform its providers of the Federal WIC anthropometric and biochemical requirements for program eligibility enrollment and re-certification. Providers will perform the hemoglobin or hematocrit test and height and weight measurements and document on the PM 160, WIC referral or physician prescription pad. Providers will document other medical conditions or lab info if authorized by patient. Providers will complete section I and II of the WIC Pediatric Referral Form (PM 247A) for members requiring noncontract therapeutic formula. They will indicate qualifying diagnosis, amount /day and expected duration of the request for therapeutic formula which will be provided through an IEHP contracted ancillary provider or pharmacy. 	

Task	Riverside County Department of Public Health (DOPH)	IEHP	Both organizations collaboratively
		<ul style="list-style-type: none"> Providers will send a copy of the member's health assessment and any nutrition risk assessment to WIC once patient consent is obtained to release information. Follow-up on reported inappropriate and questionable nutrition/medical information or counseling given to WIC participants by IEHP providers and provide a written response to WIC. Provide WIC with provider lists quarterly or when updated lists are available. 	
Provision of Services	<ul style="list-style-type: none"> Administer the WIC program and provide services to eligible clients. 	<ul style="list-style-type: none"> IEHP will provide therapeutic formulas as medically necessary through IEHP contracted ancillary providers. Requires pre-authorization through UM. 	
Case Management and Coordination	<ul style="list-style-type: none"> Coordinate with IEHP for the provision of prescribed therapeutic infant formulas to WIC participants. with special needs. 	<ul style="list-style-type: none"> Coordinate provision of medically prescribed therapeutic formula for members participating in WIC with documented conditions. 	
Provider Training	<ul style="list-style-type: none"> Assist IEHP in conducting provider training on WIC program services and federal regulations. 	<ul style="list-style-type: none"> Train plan providers on WIC services, referral requirements and federal regulations. 	<ul style="list-style-type: none"> Schedule joint training and outreach.
Quality Assessment and Improvement	<ul style="list-style-type: none"> Inform IEHP of collaborative meeting regarding QAP issues. 	<ul style="list-style-type: none"> Participate on the Breastfeeding Coalition. Appoint a liaison to work cooperatively with DOPH on QAP issues. Provide assistance to DOPH in updating WIC policies and guidelines as necessary. 	<ul style="list-style-type: none"> Conduct outreach efforts to underserved populations. Collaborate on special projects (health, nutrition education, breastfeeding promotion, teen interventions) at the community and individual service level.