

**ATTACHMENT E:**

**MEMORANDUM OF UNDERSTANDING TEMPLATE**

**COVER PAGE**

**Memorandum of Understanding  
between Blue Cross of California Partnership Plan, Inc.,  
Health Net Community Solution, Inc., and  
the County of Mono, through its Department of Behavioral Health**

This Memorandum of Understanding (“MOU”) is entered into by Blue Cross of California, Partnership Plan, Inc. (“Anthem”), Health Net Community Solution, Inc. as Managed Care Plans (collectively, “MCPs”), and Mono County Behavioral Health as the Mental Health Plan (“MHP”), effective when fully executed (“Effective Date”). MHP, MCPs, and MCPs’ relevant Subcontractors and/or Downstream Subcontractors may be referred to herein as a “Party” and collectively as “Parties.”

WHEREAS, the Parties are required to enter into this MOU, a binding and enforceable contractual agreement under the Medi-Cal Managed Care Contract Exhibit A, Attachment III, All Plan Letters (“APL”) 18-015, 22-005, 22-006, 22-028, and MHP is required to enter into this MOU pursuant to Cal. Code Regs. tit. 9 § 1810.370, MHP Contract, Exhibit A, Attachment 10, Behavioral Health Information Notice (“BHIN”) 23-056 and any subsequently issued superseding BHINs, to ensure that Medi-Cal beneficiaries enrolled in MCPs who are served by MHP (“Members”) are able to access and/or receive mental health services in a coordinated manner from MCPs and MHP;

WHEREAS, the Parties desire to ensure that Members receive MHP services in a coordinated manner and to provide a process to continuously evaluate the quality of the care coordination provided; and

WHEREAS, the Parties understand and agree that any Member information and data shared to facilitate referrals, coordinate care, or to meet any of the obligations set forth in this MOU must be shared in accordance with all applicable federal and state statutes and regulations, including, without limitation, 42 Code of Federal Regulations Part 2.

In consideration of mutual agreements and promises hereinafter, the Parties agree as follows:

**1. Definitions.** Capitalized terms have the meaning ascribed by MCPs’ Medi-Cal Managed Care Contract with the California Department of Health Care Services (“DHCS”), unless otherwise defined herein. The Medi-Cal Managed Care Contract is available on the DHCS webpage at [www.dhcs.ca.gov](http://www.dhcs.ca.gov).

a. “MCPs Responsible Person” means the person designated by MCPs to oversee MCPs coordination and communication with MHP and ensure MCPs’ compliance with this MOU as described in Section 4 of this MOU.

b. “MCPs-MHP Liaison” means MCPs’ designated point of contact responsible for acting as the liaison between MCPs and MHP as described in Section 4 of this MOU. The MCPs-MHP Liaison must ensure the appropriate communication and care coordination is ongoing between the Parties, facilitate quarterly meetings in accordance with Section 9 of this MOU, and provide updates to the MCPs Responsible Person and/or MCPs compliance officer as appropriate.

c. “Member” means a Medi-Cal beneficiaries enrolled in one of the two MCPs covered by this MOU, who are served by MHP.

d. “MHP Responsible Person” means the person designated by MHP to oversee coordination and communication with MCPs and ensure MHP’s compliance with this MOU as described in Section 5 of this MOU.

e. “MHP Liaison” means MHP’s designated point of contact responsible for acting as the liaison between MCPs and MHP as described in Section 5 of this MOU. The MHP Liaison should ensure the appropriate communication and care coordination are ongoing between the Parties, facilitate quarterly meetings in accordance with Section 9 of this MOU, and provide updates to the MHP Responsible Person and/or MHP compliance officer as appropriate.

f. “Network Provider” as it pertains to MCPs, has the same meaning ascribed by the MCPs’ Medi-Cal Managed Care Contract with the DHCS; and as it pertains to MHP, has the same meaning ascribed by the MHP Contract with the DHCS.

g. “Subcontractor” as it pertains to MCPs, has the same meaning ascribed by the MCPs’ Medi-Cal Managed Care Contract with the DHCS; and as it pertains to MHP, has the same meaning ascribed by the MHP Contract with the DHCS.

h. “Downstream Subcontractor” as it pertains to MCPs, has the same meaning ascribed by the MCPs’ Medi-Cal Managed Care Contract with the DHCS; and as it pertains to MHP, means a subcontractor of a MHP Subcontractor.

**2. Term.** This MOU is in effect as of the Effective Date and continues unless terminated by any party upon provision of thirty (30) calendar days’ written notice, or as amended in accordance with Section 14.f of this MOU.

**3. Services Covered by This MOU.** This MOU governs the coordination between MCPs and MHP for Non-specialty Mental Health Services (“NSMHS”) covered by MCPs and further described in APL 22-006, and Specialty Mental Health Services (“SMHS”) covered by MHP and further described in APL 22-003, APL 22-005, and BHIN 21-073, and any subsequently issued superseding APLs or BHINs, executed contract amendments, or other relevant guidance. The population eligible for NSMHS and SMHS set forth in APL 22-006 and BHIN 21-073 is the population served under this MOU.

#### **4. MCPs Obligations.**

a. **Provision of Covered Services.** MCPs are responsible for authorizing Medically Necessary Covered Services, including NSMHS, ensuring MCPs’ Network Providers coordinate care for their respective Members as provided in the applicable Medi-Cal Managed Care Contract, and coordinating care from other providers of carve-out programs, services, and benefits.

b. **Oversight Responsibility.** The designated MCP’s Responsible Person listed in Exhibit A of this MOU, are responsible for overseeing MCP’s compliance with this MOU. Each MCP Responsible Persons must:

i. meet at least quarterly with MHP, as required by Section 9 of this MOU;

ii. report on their respective MCPs' compliance with the MOU to MCP's compliance officer no less frequently than quarterly. MCP's compliance officer is responsible for MOU compliance oversight reports as part of MCPs' compliance program and must address any compliance deficiencies in accordance with MCPs' compliance program policies;

iii. ensure there is a sufficient staff at the respective MCPs who support compliance with and management of this MOU;

iv. ensure the appropriate levels of respective MCPs leadership (i.e., person with decision-making authority) are involved in implementation and oversight of the MOU engagements and ensure the appropriate levels of leadership from MHP are invited to participate in the MOU engagements, as appropriate;

v. ensure training and education regarding MOU provisions are conducted annually for MCPs' employees responsible for carrying out activities under this MOU, and as applicable for Subcontractors, Downstream Subcontractors, and Network Providers; and

vi. serve, or may designate a person at MCPs to serve, as the MCP-MHP Liaison, the point of contact and liaison with MHP. The MCP-MHP Liaisons are listed in Exhibit A of this MOU. MCPs must notify MHP of any changes to the MCP-MHP Liaison(s) in writing as soon as reasonably practical but no later than the date of change and must notify DHCS within 5 Working Days of the change.

**c. Compliance by Subcontractors, Downstream Subcontractors, and Network Providers.** MCPs must require and ensure that their Subcontractors, Downstream Subcontractors, and Network Providers, as applicable, comply with all applicable provisions of this MOU.

## **5. MHP Obligations.**

**a. Provision of Specialty Mental Health Services.** MHP is responsible for providing or arranging for the provision of SMHS.

**b. Oversight Responsibility.** The designated MHP Responsible Person, listed on Exhibit B of this MOU, is responsible for overseeing MHP's compliance with this MOU. The MHP Responsible Person serves, or may designate a person to serve, as the designated MHP Liaison, the point of contact and liaison with MCPs. The MHP Liaison is listed on Exhibit B of this MOU. The MHP Liaison may be the same person as the MHP Responsible Person. MHP must notify MCPs of changes to the MHP Liaison as soon as reasonably practical but no later than the date of change. The MHP Responsible Person must:

i. meet at least quarterly with each MCPs, as required by Section 9 of this MOU;

ii. report on MHP's compliance with the MOU to MHP's compliance officer no less frequently than quarterly. MHP's compliance officer is responsible for MOU compliance oversight and reports as part of MHP's compliance program and must address any compliance deficiencies in accordance with MHP's compliance program policies;

- iii. ensure there is sufficient staff at MHP to support compliance with and management of this MOU;
  - iv. ensure the appropriate levels of MHP leadership (i.e., persons with decision-making authority) are involved in implementation and oversight of the MOU engagements and ensure the appropriate levels of leadership from MCPs are invited to participate in the MOU engagements, as appropriate;
  - v. ensure training and education regarding MOU provisions are conducted annually to MHP's employees responsible for carrying out activities under this MOU, and as applicable for Subcontractors, Downstream Subcontractors, and Network providers; and
  - vi. be responsible for meeting MOU compliance requirements, as determined by policies and procedures established by MHP, and reporting to the MHP Responsible Person.
- c. **Compliance by Subcontractors, Downstream Subcontractors, and Network Providers.** MHP must require and ensure that its Subcontractors, Downstream Subcontractors, and Network Providers, as applicable, comply with all applicable provisions of this MOU.

## 6. Training and Education.

- a. To ensure compliance with this MOU, the Parties must provide training and orientation for their employees who for carry out activities under this MOU and, as applicable, Network Providers, Subcontractors, and Downstream Subcontractors who assist each respective MCPs with carrying out that MCPs' responsibilities under this MOU. The training must include information on MOU requirements, what services are provided or arranged for by each Party, and the policies and procedures outlined in this MOU. For persons or entities performing responsibilities as of the Effective Date, the Parties must provide this training within *60 Working Days* of the Effective Date. Thereafter, the Parties must provide this training prior to any such person or entity performing responsibilities under this MOU and to all such persons or entities at least annually thereafter. The Parties must require its Subcontractors and Downstream Subcontractors to provide training on relevant MOU requirements and MHP services to their contracted providers.
- b. In accordance with health education standards required by the Medi-Cal Managed Care Contract, the Parties must provide Members and Providers with educational materials related to accessing Covered Services, including for services provided by MHP.
- c. MCPs must each provide the MHP, their Members, and Network Providers with training and/or educational materials on how MCPs Covered Services and MHP services may be accessed, including during nonbusiness hours.

## 7. Screening, Assessment, and Referrals.

- a. **Screening and Assessment.** The Parties must develop and establish policies and procedures that address how Members must be screened and assessed

for mental health services, including administering the applicable Screening and Transition of Care Tools for Medi-Cal Mental Health Services as set forth in APL 22-028 and BHIN 22-065.

i. MCPs and MHP must use the required screening tools for Members who are not currently receiving mental health services, except when a Member contacts the mental health provider directly to seek mental health services.

ii. MCPs and MHP must use the required Transition of Care Tool to facilitate transitions of care for Members when their service needs change.

iii. The policies and procedures must incorporate agreed-upon and/or required timeframes; list specific responsible parties by title or department; and include any other elements required by DHCS for the mandated statewide Adult Screening Tool for adults aged 21 and older, Youth Screening Tool for youth under age 21, and Transition of Care Tool, for adults aged 21 and older and youth under age 21, as well as the following requirements:

1. MCPs and MHP must conduct mental health screenings for Members who are not currently receiving mental health services when they contact MCPs or MHP to seek mental health services. The MCP which was contacted and MHP must refer such Members to the appropriate delivery system using the Adult or Youth Screening Tool for Medi-Cal Mental Health Services based on their screening result.

2. MCPs and MHP must ensure that Members receiving mental health services from one delivery system receive timely and coordinated care when their existing services are being transitioned to another delivery system or when services are being added to their existing mental health treatment from another delivery system in accordance with APL 22-028 and BHIN 22-065.

b. **Referrals.** The Parties must work collaboratively to develop and establish policies and procedures that ensure that Members are referred to the appropriate MHP services and MCP Covered Services.

i. Each MCP, together with the MHP, must adopt a “no wrong door” referral process for Members and work collaboratively to ensure that Members may access services through multiple pathways and are not turned away based on which pathway they rely on, including, but not limited to, adhering to all applicable No Wrong Door for Mental Health Services Policy requirements described in APL 22-005 and BHIN 22-011. The Parties must refer Members using a patient-centered, shared decision-making process.

ii. Each MCP, together with the MHP, must develop and implement policies and procedures addressing the process by which MCPs and MHP coordinate referrals based on the completed Adult or Youth Screening Tool in accordance with APL 22-028 and BHIN 22-065. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU. The policies and procedures shall include:

1. The process by which MHP and MCPs transition Members to the other delivery system.

2. The process by which Members who decline screening are assessed.
3. The process by which the MCPs:
  - a. Accepts referrals from MHP for assessment, and the mechanisms of communicating such acceptance and that a timely assessment has been made available to the Member.
  - b. Provides referrals to MHP for assessment, and the mechanisms of sharing the completed screening tool and confirming acceptance of referral and that a timely assessment has been made available to the Member by MHP.
  - c. Provides a referral to an MHP Network Provider (if processes agreed upon with MHP), and the mechanisms of sharing the completed screening tool and confirming acceptance of the referral and that a timely assessment has been made available to the Member by MHP.
4. The process by which MHP:
  - a. Accepts referrals from MCPs for assessment, and the mechanisms for communicating such acceptance and that a timely assessment has been made available to the Member.
  - b. Provides referrals to MCPs for assessment, and the mechanisms of sharing the completed screening tool and confirming acceptance of the referral and that a timely assessment has been made available to the Member by MCPs.
  - c. Provides a referral to an MCPs Network Mental Health Provider (if processes agreed upon with MCPs), and the mechanisms of confirming the MCPs Network Mental Health Provider accepted the referral and that a timely assessment has been made available to the Member by MCPs.
  - d. Provides a referral to MCPs when the screening indicates that a Member under age 21 would benefit from a pediatrician/Primary Care Physician (“PCP”) visit.
5. The process by which MCPs and MHP coordinate referrals using the Transition of Care Tool in accordance with APL 22-028 and BHIN 22-065.
6. The process by which MCPs (and/or its Network Providers):
  - a. Accepts referrals from MHP, and the mechanisms of communicating such acceptance, including that the Member has been connected with a Network Provider who accepts their care and that services have been made available to the Member.
  - b. Provides referrals to MHP and the mechanisms of sharing the completed transition tool and confirming acceptance of the referral, including that the Member has been connected with a provider who accepts their care and that services have been made available to the Member.
  - c. Provides a referral to an MHP Network Provider (if processes have been agreed upon with MHP), and the mechanisms of sharing the completed transition tool and confirming acceptance of the referral, including that the

Member has been connected with a provider who accepts their care and that services have been made available to the Member.

d. Each MCP must coordinate with MHP, as it relates to the Members of that MCP, to facilitate transitions between MCPs and MHP delivery systems and across different providers, including guiding referrals for Members receiving NSMHS to transition to an SMHS provider and vice versa, and the new provider accepts the referral and provides care to the Member.

7. The process by which MHP (and/or its Network Providers):

a. Accepts referrals from MCPs, and the mechanisms of communicating such acceptance, including that the Member has been connected with a Network Provider who accepts their care and that services have been made available to the Member.

b. Provides referrals to MCPs, and the mechanisms of sharing the completed transition tool and confirming acceptance of the referral, including that the Member has been connected with a Network Provider who accepts their care and that services have been made available to the Member.

c. Provides a referral to an MCP's Network Provider (if processes have been agreed upon with MCPs), and the mechanisms of sharing the completed transition tool and confirming acceptance of the referral, including that the Member has been connected with a Network Provider who accepts their care and that services have been made available to the Member.

iii. MHP must refer Members to their respective MCP for MCP's Covered Services, as well as any Community Supports services or care management programs for which Members may qualify, such as Enhanced Care Management ("ECM"), Complex Care Management ("CCM"), or Community Supports. However, if MHP is also an ECM Provider, MHP provides ECM services pursuant to a separate agreement between MCPs and MHP for ECM services; this MOU does not govern MHP's provision of ECM.

iv. MCPs must have a process for referring eligible Members for substance use disorder ("SUD") services to a Drug Medi-Cal-certified program or a Drug Medi-Cal Organized Delivery System ("DMC-ODS") program in accordance with the Medi-Cal Managed Care Contract.

***Closed Loop Referrals.*** *By January 1, 2025, or future date set by DHCS, the MHP and each MCP must develop a process to implement DHCS guidance regarding closed loop referrals to applicable Community Supports, ECM benefits, and/or community-based resources, as referenced in the CalAIM Population Health Management Policy Guide,<sup>1</sup> APL 22-024, or any subsequent version of the APL, and as set forth by DHCS through APL, or other, similar guidance. The Parties must work collaboratively to develop and implement a process to ensure that MCPs and MHP comply with the applicable provisions of closed loop referrals guidance within 90 Working Days of issuance of this*

---

<sup>1</sup> CalAIM Population Health Management Policy Guide available at <https://www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Policy-Guide.pdf>



*guidance. The Parties must establish a system that tracks cross-system referrals and meets all requirements as set forth by DHCS through an APL or other, similar guidance.*

## **8. Care Coordination and Collaboration.**

### **a. Care Coordination.**

i. Each MCP and the MHP must adopt policies and procedures for coordinating Members' access to care and services that incorporate all the specific requirements set forth in this MOU and ensure Medically Necessary NSMHS and SMHS provided concurrently are coordinated and non-duplicative. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU. In developing the policies and procedures:

ii. The Parties must discuss and address individual care coordination issues or barriers to care coordination efforts at least quarterly.

iii. The Parties must establish policies and procedures to maintain collaboration with each other and to identify strategies to monitor and assess the effectiveness of this MOU. The policies and procedures must ensure coordination of inpatient and outpatient medical and mental health care for all Members enrolled in MCPs and receiving SMHS through MHP, and must comply with federal and State law, regulations, and guidance, including Cal. Welf. & Inst. Code Section 5328.

iv. The Parties must establish and implement policies and procedures that align for coordinating Members' care that address:

1. The specific point of contact from each Party, if someone other than each Party's Responsible Person, to act as the liaison among and between Parties and be responsible for initiating, providing, and maintaining ongoing care coordination for all Members under this MOU;

2. A process for coordinating care for individuals who meet access criteria for and are concurrently receiving NSMHS and SMHS consistent with the No Wrong Door for Mental Health Services Policy described in APL 22-005 and BHIN 22-011 to ensure the care is clinically appropriate and non-duplicative and considers the Member's established therapeutic relationships;

3. A process for coordinating the delivery of medically necessary Covered Services with the Member's PCP, including, without limitation, transportation services, home health services, and other Medically Necessary Covered Services for eligible Members;

4. Permitting Members to concurrently receive NSMHS and SMHS when clinically appropriate, coordinated, and not duplicative consistent with the No Wrong Door for Mental Health Services Policy described in APL 22-005 and BHIN 22-011.

5. A process for ensuring that Members and Network Providers can coordinate coverage of Covered Services and carved-out services outlined by this MOU outside normal business hours, as well as providing or arranging for 24/7 emergency access to admission to psychiatric inpatient hospital.

### **v. Transitional Care.**

1. Each MCP, together with the MHP, must establish policies and procedures and develop a process describing how MCPs and MHP will coordinate transitional care services for Members. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU. A “transitional care service” is defined as the transfer of a Member from one setting or level of care to another, including, but not limited to, discharges from hospitals, institutions, and other acute care facilities and skilled nursing facilities to home or community-based settings,<sup>2</sup> or transitions from outpatient therapy to intensive outpatient therapy. For Members who are admitted to an acute psychiatric hospital, psychiatric health facility, adult residential, or crisis residential stay, including, but not limited to, Short-Term Residential Therapeutic Programs and Psychiatric Residential Treatment Facilities, where MHP is the primary payer, MHPs are primarily responsible for coordination of the Member upon discharge. In collaboration with MHP, the applicable MCP is responsible for ensuring transitional care coordination as required by Population Health Management,<sup>3</sup> including, but not limited to:

a. Tracking when Members are admitted, discharged, or transferred from facilities contracted by MHP (e.g., psychiatric inpatient hospitals, psychiatric health facilities, residential mental health facilities) in accordance with Section 11(a)(iii) of this MOU.

b. Approving prior authorizations and coordinating services where MCP is the primary payer (e.g., home services, long-term services and supports for dual-eligible Members);

c. Ensuring the completion of a discharge risk assessment and developing a discharge planning document;

d. Assessing Members for any additional care management programs or services for which they may qualify, such as ECM, CCM, or Community Supports and enrolling the Member in the program as appropriate;

e. Notifying existing CCM Care Managers of any admission if the Member is already enrolled in ECM or CCM; and

f. Assigning or contracting with a care manager to coordinate with behavioral health or county care coordinators for each eligible Member to ensure physical health follow up needs are met as outlined by the Population Health Management Policy Guide.

2. The Parties must include a process for updating and overseeing the implementation of the discharge planning documents as required for Members transitioning to or from MCP or MHP services.

---

<sup>2</sup> Expectations for transitional care are defined in the PHM Policy Program Guide: <https://www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Program-Guide-a11y.pdf>

<sup>3</sup> Expectations for transitional care are defined in the PHM Policy Program Guide: <https://www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Program-Guide-a11y.pdf>; see also PHM Roadmap and Strategy: <https://www.dhcs.ca.gov/CalAIM/Documents/Final-Population-Health-Management-Strategy-and-Roadmap.pdf>

3. For inpatient mental health treatment provided by MHP or for inpatient hospital admissions or emergency department visits known to the applicable MCP, the process must include the specific method to notify the applicable MCP/MHP within 24 hours of admission and discharge and the method of notification used to arrange for and coordinate appropriate follow-up services.

4. Each MCP, together with the MHP, must have policies and procedures for addressing changes in a Member's medical or mental health condition when transferring between inpatient psychiatric service and inpatient medical services, including direct transfers. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU.

vi. **Clinical Consultation.**

1. Each MCP, together with the MHP, must establish policies and procedures for MCPs and MHP to provide clinical consultations to each other regarding a Member's mental illness, including consultation on diagnosis, treatment, and medications. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU.

2. Each MCP, together with the MHP, must establish policies and procedures for reviewing and updating a Member's problem list, as clinically indicated (e.g., following crisis intervention or hospitalization), including when the care plan or problem list must be updated, and coordinating with outpatient mental health Network Providers. Each MCP, together with the MHP will attempt to align policies and procedures to the requirements of this MOU.

a.

vii. **Enhanced Care Management.**

1. Delivery of the ECM benefit for individuals who meet ECM Population of Focus definitions (including, but not limited to, the Individuals with Severe Mental Illness and Children Populations of Focus) must be consistent with DHCS guidance regarding ECM, including:

a. That MCPs prioritize assigning a Member to an SMHS Provider as the ECM Provider if the Member receives SMHS from that Provider and that Provider is a contracted ECM Provider, unless the Member has expressed a different preference or MCPs identifies a more appropriate ECM Provider given the Member's individual needs and health conditions;

b. That each MCP, together with the MHP, implement a process for SMHS Providers to refer their patients to MCPs for ECM if the patients meet Population of Focus criteria; and

c. That each MCP, together with the MHP, implement a process for avoiding duplication of services for individuals receiving ECM with SMHS Targeted Case Management ("TCM"), Intensive Care Coordination ("ICC"), and/or Full-Service Partnership ("FSP") services as set forth in the CalAIM ECM Policy Guide, as revised or superseded from time to time, and coordination activities.

viii. **Community Supports.**

1. Coordination must be established with applicable Community Supports providers under contract with each MCP, including:
  - a. The identified point of contact, from each Party to act as the liaison to oversee initiating, providing, and maintaining ongoing coordination as mutually agreed upon in MCP and MHP protocols;
  - b. Identification of the Community Supports covered by the applicable MCP; and
  - c. A process specifying how MHP will make referrals for Members eligible for or receiving Community Supports.

**ix. Eating Disorder Services.**

1. MHP is responsible for the SMHS components of eating disorder treatment and MCPs are responsible for the physical health components of eating disorder treatment and NSMHS for their respective Members, including, but not limited to, those in APL 22-003 and BHIN 22-009, and any subsequently issued superseding APLs or BHINs, and must develop a process to ensure such treatment is provided to eligible Members, specifically:
  - a. MHP must provide for medically necessary psychiatric inpatient hospitalization and outpatient SMHS.
  - b. The applicable MCP must also provide or arrange for NSMHS for Members requiring eating disorder services.
2. For partial hospitalization and residential eating disorder programs, MHP is responsible for medically necessary SMHS components, while the applicable MCP is responsible for the medically necessary physical health components.
  - a. The applicable MCP is responsible for the physical health components of eating disorder treatment, including emergency room services, and inpatient hospitalization for Members with physical health conditions, including those who require hospitalization due to physical complications of an eating disorder and who do not meet criteria for psychiatric hospitalization.

**x. Prescription Drugs.**

1. Each MCP, together with the MHP, must establish policies and procedures to coordinate prescription drug, laboratory, radiological, and radioisotope service procedures. Each MCP together with the MHP will attempt to align policies and procedures to the requirements of this MOU. The joint policies and procedures must include:
  - a. MHP is obligated to provide the names and qualification of prescribing physicians to MCPs.
  - b. MCPs are obligated to provide MCP's procedures for obtaining authorization of prescribed drugs and laboratory services, including a list of available pharmacies and laboratories.

**9. Quarterly Meetings.**

- a. The MCPs together with the MHP, must meet as frequently as necessary to ensure proper oversight of this MOU but not less frequently than quarterly to address care coordination, Quality Improvement ("QI") activities, QI outcomes, systemic and

case-specific concerns, and communication with others within their organizations about such activities. These meetings may be conducted virtually.

b. Within 30 Working Days after each quarterly meeting, the Parties must each post on its website the date and time the quarterly meeting occurred, and, as applicable, distribute to meeting participants a summary of any follow-up action items or changes to processes that are necessary to fulfill the Parties' obligations under the Medi-Cal Managed Care Contract, the MHP Contract, and this MOU.

c. The Parties must invite the other Parties' Responsible Person and appropriate program executives to participate in quarterly meetings to ensure appropriate committee representation, including local presence, to discuss and address care coordination and MOU-related issues. The Parties' Subcontractors and Downstream Subcontractors should be permitted to participate in these meetings, as appropriate.

d. The Parties must report to DHCS updates from quarterly meetings in a manner and frequency specified by DHCS.

e. **Local Representation.** MCPs must participate, as appropriate, in meetings or engagements to which MCPs is invited by MHP, such as local county meetings, local community forums, and MHP engagements, to collaborate with MHP in equity strategy and wellness and prevention activities.

**10. Quality Improvement.** The Parties must develop QI activities specifically for the oversight of the requirements of this MOU, including, without limitation, any applicable performance measures and QI initiatives, including those to prevent duplication of services, as well as reports that track referrals, Member engagement, and service utilization. Such QI activities must include processes to monitor the extent to which Members are able to access mental health services across SMHS and NSMHS, and Covered Service utilization. The Parties must document these QI activities in policies and procedures.

**11. Data Sharing and Confidentiality.** The Parties must establish and implement policies and procedures to ensure that the minimum necessary Member information and data for accomplishing the goals of this MOU are exchanged timely and maintained securely and confidentially and in compliance with the requirements set forth below to the extent permitted under applicable state and federal law. The Parties will share protected health information ("PHI") for the purposes of medical and behavioral health care coordination pursuant to Cal. Code Regs. tit. 9, Section 1810.370(a)(3), and to the fullest extent permitted under the Health Insurance Portability and Accountability Act and its implementing regulations, as amended ("HIPAA") and 42 Code Federal Regulations Part 2, and other State and federal privacy laws. For additional guidance, the Parties should refer to the CalAIM Data Sharing Authorization Guidance.<sup>4</sup>

---

<sup>4</sup> CalAIM Data Sharing Authorization Guidance VERSION 2.0 June 2023 available at: <https://www.dhcs.ca.gov/Documents/MCQMD/CalAIM-Data-Sharing-Authorization-Guidance-Version-2-Draft-Public-Comment.pdf>.

a. **Data Exchange.** Except where prohibited by law or regulation, MCPs and MHP must share the minimum necessary data and information to facilitate referrals and coordinate care under this MOU. The Parties must have policies and procedures for supporting the timely and frequent exchange of Member information and data, including behavioral health and physical health data; for ensuring the confidentiality of exchanged information and data; and, if necessary, for obtaining Member consent, when required. The minimum necessary information and data elements to be shared as agreed upon by the Parties, are set forth in Exhibit C of this MOU. To the extent permitted under applicable law, the Parties must share with the appropriate other party, at a minimum, Member demographic information, behavioral and physical health information, diagnoses, assessments, medications prescribed, laboratory results, referrals/discharges to/from inpatient or crisis services and known changes in condition that may adversely impact the Member's health and/or welfare. The Parties must annually review and, if appropriate, update Exhibit C of this MOU to facilitate sharing of information and data. MHP and MCPs must establish policies and procedures to implement the following with regard to information sharing:

- i. A process for timely exchanging information about Members eligible for ECM, regardless of whether the Specialty Mental Health provider is serving as an ECM provider;
- ii. A process for MHP to send regular, frequent batches of referrals to ECM and Community Supports to the applicable MCP for the Member in as close to real time as possible;
- iii. A process for MHP to send admission, discharge, and transfer data to the applicable MCP when Members are admitted to, discharged from, or transferred from facilities contracted by MHP (e.g., psychiatric inpatient hospitals, psychiatric health facilities, residential mental health facilities), and for MCPs to receive this data. This process may incorporate notification requirements as described in Section 8(a)(v)(3);
- iv. A process to implement mechanisms to alert the appropriate other Party of behavioral health crises (e.g., MHP alerts the assigned MCP of Members' uses of mobile health, psych inpatient, and crisis stabilization and MCPs alerts MHP of Members' visits to emergency departments and hospitals); and
- v. A process for MCPs to send admission, discharge, and transfer data to MHP when Members are admitted to, discharged from, or transferred from facilities contracted by MCPs (e.g., emergency department, inpatient hospitals, nursing facilities), and for MHP to receive this data. This process may incorporate notification requirements as described in Section 8(a)(v)(3).
- vi. MCP and MHP will enter into the State's Data Exchange Framework Data Sharing Agreement ("DSA") for the safe sharing of information.

b. **Behavioral Health Quality Improvement Program.** If MHP is participating in the Behavioral Health Quality Improvement Program, then MCPs and MHP are encouraged to execute a DSA. If MHP and MCPs have not executed a DSA, MHP must sign a Participation Agreement to onboard with a Health Information

Exchange that has signed the California Data Use and Reciprocal Support Agreement and joined the California Trusted Exchange Network.

c. **Interoperability.** MCPs and MHP must make available to Members their electronic health information held by MCPs pursuant to 42 Code of Federal Regulations Section 438.10 and in accordance with APL 22-026 or any subsequent version of the APL. MCPs must make available an application programming interface that makes complete and accurate Network Provider directory information available through a public-facing digital endpoint on MCPs' and MHP's respective websites pursuant to 42 Code of Federal Regulations Sections 438.242(b) and 438.10(h).

## **12. Dispute Resolution.**

a. Each MCP, together with the MHP, must agree to dispute resolution procedures such that in the event of any dispute or difference of opinion regarding the Party responsible for service coverage arising out of or relating to this MOU, the applicable MCP and MHP must attempt, in good faith, to promptly resolve the dispute mutually between themselves. The applicable MCP and the MHP must document the agreed-upon dispute resolution procedures in policies and procedures. Pending resolution of any such dispute, MCPs and MHP must continue without delay to carry out all responsibilities under this MOU unless the MOU is terminated. If the dispute cannot be resolved within 15 Working Days of initiating such negotiations, either the applicable MCP or MHP may pursue its available legal and equitable remedies under California law. Disputes between MCPs and DMC-ODS that cannot be resolved in a good faith attempt between the Parties must be forwarded by MCP and/or DMC-ODS to DHCS.s

b. Disputes between MCPs and MHP that cannot be resolved in a good faith attempt between the Parties must be forwarded to DHCS via a written "Request for Resolution" by either MHP or MCPs within three business days after failure to resolve the dispute, consistent with the procedure defined in Cal. Code Regs. tit. 9, § 1850.505, "Resolutions of Disputes between MHPs and Medi-Cal Managed Care Plans" and APL 21-013. Any decision rendered by DHCS regarding a dispute between MCPs and MHP concerning provision of Covered Services is not subject to the dispute procedures set forth in the Primary Operations Contract Exhibit E, Section 1.21 (Contractor's Dispute Resolution Requirements);

c. A dispute between MHP and the respective MCP must not delay the provision of medically necessary SMHS, physical health care services, or related prescription drugs and laboratory, radiological, or radioisotope services to beneficiaries as required by Cal. Code Regs. tit. 9, § 1850.525;

d. Until the dispute is resolved, the following must apply:

- i. The involved MCP and the MHP may agree to an arrangement satisfactory to both Parties regarding how the services under dispute will be provided; or
- ii. When the dispute concerns MCP's contention that MHP is required to deliver SMHS to a Member either because the Member's condition would not be responsive to physical health care-based treatment or because MHP has incorrectly

determined the Member's diagnosis to be a diagnosis not covered by MHP, the involved MCP must manage the care of the Member under the terms of its contract with the State until the dispute is resolved. MHP must identify and provide the involved MCP with the name and telephone number of a psychiatrist or other qualified licensed mental health professional available to provide clinical consultation, including consultation on medications to MCPs provider responsible for the Member's care; or

iii. When the dispute concerns MHP's contention that the involved MCP is required to deliver physical health care-based treatment of a mental illness, or to deliver prescription drugs or laboratory, radiological, or radioisotope services required to diagnose or treat the mental illness, MHP is responsible for providing or arranging and paying for those services until the dispute is resolved.

e. If decisions rendered by DHCS find MCP is financially liable for services, MCP must comply with the requirements in Cal. Code Regs. tit. 9, § 1850.530.

f. The Parties may agree to an expedited dispute resolution process if a Member has not received a disputed service(s) and the involved MCP and MHP determine that the routine dispute resolution process timeframe would result in serious jeopardy to the Member's life, health, or ability to attain, maintain, or regain maximum function. Under this expedited process, the Parties will have one Working Day after identification of a dispute to attempt to resolve the dispute at the plan level. All terms and requirements established in APL 21-013 and BHIN 21-034 apply to disputes between MCP and MHP where the Parties cannot agree on the appropriate place of care. Nothing in this MOU or provision must constitute a waiver of any of the government claim filing requirements set forth in Title I, Division 3.6, of the California Government Code or as otherwise set forth in local, state, and federal law.

g. MHP must designate a person or process to receive notice of actions, denials, or deferrals from each MCP, and to provide any additional information requested in the deferral notice as necessary for a medical necessity determination. The person or process may be the same for both MCPs.

h. Each MCP must monitor and track the number of disputes with MHP where the MCP and the MHP cannot agree on an appropriate place of care and, upon request, must report all such disputes to DHCS.

i. Once MHP receives a deferral from MCP, MHP must respond by the close of the business day following the day the deferral notice is received, consistent with Cal. Welf. & Inst. Code § 14715.

j. Nothing in this MOU or provision constitutes a waiver of any of the government claim filing requirements set forth in Title I, Division 3.6, of the California Government Code or as otherwise set forth in local, State, or federal law.

**13. Equal Treatment.** Nothing in this MOU is intended to benefit or prioritize Members over persons served by MHP who are not Members. Pursuant to Title VI, 42 United States Code Section 2000d, et seq., MHP cannot provide any service, financial



aid, or other benefit, to an individual which is different, or is provided in a different manner, from that provided to others provided by MHP.

#### **14. General.**

a. **MOU Posting.** Each MCP and MHP must post this executed MOU on its website.

b. **Documentation Requirements.** MCPs and MHP must retain all documents demonstrating compliance with this MOU for at least 10 years as required by the Medi-Cal Managed Care Contract and the MHP Contract. If DHCS requests a review of any existing MOU, the Party that received the request must submit the requested MOU to DHCS within 10 Working Days of receipt of the request.

c. **Notice.** Any notice required or desired to be given pursuant to or in connection with this MOU must be given in writing, addressed to the noticed Party at the Notice Address set forth below the signature lines of this MOU. Notices must be (i) delivered in person to the Notice Address; (ii) delivered by messenger or overnight delivery service to the Notice Address; (iii) sent by regular United States mail, certified, return receipt requested, postage prepaid, to the Notice Address; or (iv) sent by email, with a copy sent by regular United States mail to the Notice Address. Notices given by in-person delivery, messenger, or overnight delivery service are deemed given upon actual delivery at the Notice Address. Notices given by email are deemed given the day following the day the email was sent. Notices given by regular United States mail, certified, return receipt requested, postage prepaid, are deemed given on the date of delivery indicated on the return receipt. The Parties may change their addresses for purposes of receiving notice hereunder by giving notice of such change to each other in the manner provided for herein.

d. **Delegation.** Either or both MCPs and MHP may delegate their respective obligations under this MOU to a Fully Delegated Subcontractor or Partially Delegated Subcontractor as permitted under the Medi-Cal Managed Care Contract, provided that such Fully Delegated Subcontractor or Partially Delegated Subcontractor is made a Party to this MOU. Further, the Parties may enter into Subcontractor Agreements or Downstream Subcontractor Agreements that relate directly or indirectly to the performance of the Parties' obligations under this MOU. Other than in these circumstances, the Parties cannot delegate the obligations and duties contained in this MOU.

e. **Annual Review.** Each MCP and MHP must conduct an annual review of this MOU with the MHP to determine whether any modifications, amendments, updates, or renewals of responsibilities and obligations outlined within are required. Each MCP and MHP must provide DHCS evidence of the annual review of this MOU as well as copies of any MOUs modified or renewed as a result.

f. **Amendment.** This MOU may only be amended or modified by the Parties through a writing executed by the Parties. However, this MOU is deemed automatically amended or modified to incorporate any provisions amended or modified in the Medi-Cal Managed Care Contract, the MHP Contract, and subsequently issued superseding

APLs, BHINs, or guidance, or as required by applicable law or any applicable guidance issued by a State or federal oversight entity.

g. **Governance.** This MOU is governed by and construed in accordance with the laws of the state of California.

h. **Independent Contractors.** No provision of this MOU is intended to create, nor is any provision deemed or construed to create any relationship between MHP and MCPs other than that of independent entities contracting with each other hereunder solely for the purpose of effecting the provisions of this MOU. Neither MHP nor MCPs, nor any of their respective contractors, employees, agents, or representatives, is construed to be the contractor, employee, agent, or representative of the other.

i. **Counterpart Execution.** This MOU may be executed in counterparts signed electronically, and sent via PDF, each of which is deemed an original, but all of which, when taken together, constitute one and the same instrument.

j. **Superseding MOU.** This MOU constitutes the final and entire agreement between the Parties and supersedes any and all prior oral or written agreements, negotiations, or understandings between the Parties that conflict with the provisions set forth in this MOU. It is expressly understood and agreed that any prior written or oral agreement between the Parties pertaining to the subject matter herein is hereby terminated by mutual agreement of the Parties.

(Remainder of this page intentionally left blank)


The Parties represent that they have authority to enter into this MOU on behalf of their respective entities and have executed this MOU as of the Effective Date.

**Blue Cross of California Partnership  
Plan, Inc.**

**Signature:** *Les Ybarra*  
Les Ybarra (Sep 12, 2024 13:48 PDT)  
**Date:** Sep 12, 2024  
**Name:** Les Ybarra  
**Title:** President

**Notice Address:**  
**21215 Burbank Blvd. Suite 100**  
**Woodland Hills, CA 91367**

**MHP Mono County**

**Signature:**   
Robin Roberts (Sep 9, 2024 13:49 PDT)  
**Date:** Sep 9, 2024  
**Name:** Robin Roberts  
**Title:** Director, Mono County  
Behavioral Health Department

**Notice Address: 1290 Tavern Road,**  
**Suite 276, Mammoth Lakes, CA 93546**

**Health Net Community Solution, Inc.**

**Signature:** *Martha Santana-Chin*  
Martha Santana-Chin (Sep 9, 2024 13:52 PDT)  
**Name:** Martha Santana-Chin  
**Date:** Sep 9, 2024  
**Title:** Medicare and Medi-Cal President  
**Notice Address: 21281 Burbank Blvd.**  
**Woodland Hills, CA 91367**

**Exhibit A**

**MCPs-MHP Liaisons as referenced in Section 4.b of this MOU**

Blue Cross of California Partnership Plan, Inc.

MCP Responsible Person: Director of Program Management or Designee

MCP-MHP Liaison: County Account Program Manager

Health Net Community Solution, Inc.

MCP Responsible Person: Manager, County Programs & MOU Compliance

MCP-MHP Liaison: Service Coordination Liaison

**Exhibit B**

MHP Liaisons as referenced in Section 5.b of this MOU

MHP Responsible Person: Mono County Behavioral Health Quality Assurance Coordinator

MHP Liaison: Mono County Behavioral Health Quality Assurance Coordinator

## **Exhibit C**

### **Data Elements**

- a. *MCPs and County must share the following data elements:*
  - i. *Member demographic information (including Medi-Care ID, Medi-Care Beneficiary Identification (MBI) if applicable);*
  - ii. *Behavioral and physical health information;*
  - iii. *Diagnoses and assessments;*
  - iv. *Medications prescribed;*
  - v. *Laboratory results;*
  - vi. *Referrals/discharges to/from inpatient or crisis services; and*
  - vii. *Known changes in condition that may adversely impact the Member's health and/or welfare*

# Managed Care and Mental Health Plan Memorandum of Understanding

Final Audit Report


2024-09-12

Created:	2024-09-09
By:	Jimmy Lee (jlee@mono.ca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAA3ctOM9hXNfrt_tCaj_JCvt-lfE7fspgf


## "Managed Care and Mental Health Plan Memorandum of Understanding" History

-  Document created by Jimmy Lee (jlee@mono.ca.gov)  
2024-09-09 - 8:40:49 PM GMT- IP address: 47.209.20.49
-  Document emailed to Robin Roberts (rroberts@mono.ca.gov) for signature  
2024-09-09 - 8:42:59 PM GMT
-  Email viewed by Robin Roberts (rroberts@mono.ca.gov)  
2024-09-09 - 8:49:07 PM GMT- IP address: 47.152.118.148
-  Document e-signed by Robin Roberts (rroberts@mono.ca.gov)  
Signature Date: 2024-09-09 - 8:49:22 PM GMT - Time Source: server- IP address: 47.152.118.148
-  Document emailed to martha.santana-chin@healthnet.com for signature  
2024-09-09 - 8:49:25 PM GMT
-  Email viewed by martha.santana-chin@healthnet.com  
2024-09-09 - 8:50:05 PM GMT- IP address: 165.225.62.119
-  Signer martha.santana-chin@healthnet.com entered name at signing as Martha Santana-Chin  
2024-09-09 - 8:52:30 PM GMT- IP address: 165.225.62.119
-  Document e-signed by Martha Santana-Chin (martha.santana-chin@healthnet.com)  
Signature Date: 2024-09-09 - 8:52:32 PM GMT - Time Source: server- IP address: 165.225.62.119
-  Document emailed to les.ybarra@anthem.com for signature  
2024-09-09 - 8:52:34 PM GMT
-  Email viewed by les.ybarra@anthem.com  
2024-09-12 - 8:46:56 PM GMT- IP address: 162.95.216.222



 Signer les.ybarra@anthem.com entered name at signing as Les Ybarra

2024-09-12 - 8:48:42 PM GMT- IP address: 208.56.42.77

 Document e-signed by Les Ybarra (les.ybarra@anthem.com)

Signature Date: 2024-09-12 - 8:48:44 PM GMT - Time Source: server- IP address: 208.56.42.77

 Agreement completed.

2024-09-12 - 8:48:44 PM GMT

