AGENDA ITEM or FINAL CONTRACT REVIEW SUBMITTAL FORM

Agenda Item: Memorandum of Understanding; RMHP

Action Requested: Board of County Commissioners' Signature

Parties to the Agreement: Rocky Mountain Health Plans and BOCC

Term Begins: Upon execution **Term Ends:** **Grant Contract #:** 2019

Summary:

The purpose of the MOU is for further coordination of efforts between Rocky Mountain Health Plans and Gunnison County to ensure that the goals of the program are achieved.

Fiscal Impact:

Submitted by: Office of the County Attorney **Submitter's Email Address:** rmagruder@gunnisoncounty.org

Finance Review: ○ Required ◉ Not Required

Comments:

Reviewed by: Discharge Date:

County Attorney Review: ○ Required ◉ Not Required

Comments:

Reveiwed by: Discharge Date: Certificate of Insurance Required Yes ○ No ○

County Manager Review:

Comments:

Reveiwed by: GUNCOUNTY1\mbirnie Discharge Date: 12/12/2018

◉ Consent Agenda ○ Regular Agenda ○ Worksession Time Allotted: 0

Agenda Date: 12/18/2018

Revised April 2015

Memorandum of Understanding Between Rocky Mountain Health Plans and the Board of County Commissioners of the County of Gunnison, Colorado

The Rocky Mountain Health Plans ("RMHP") as the Regional Accountable Entity ("RAE") for Region 1 and the Board of County Commissioners of the County of Gunnison, Colorado through its Department of Health and Human Services ("Healthy Communities Contractor") agree to work collaboratively to align and coordinate onboarding and outreach activities.

The goal of this partnership is to improve the experience of Health First Colorado (Colorado's Medicaid Program) Members through seamless coordination between Healthy Communities Contractor and RMHP. In addition, Healthy Communities Contractor and RMHP will align around key Health First Colorado priorities. Specifically, outreach from both partners will seek to ensure:

- Children and their parents are accessing regular well care including annual well visits for all ages, annual dental visits, and prenatal care.
- Members with behavioral health concerns are connected to and supported in accessing behavioral health services. All foster care children should be referred for a behavioral health assessment.
- Parents and youth with Substance Use Disorders are connected to substance use treatment.
- Emergency Department use is reserved for true emergencies, based on the prudent layperson definition.

<u>RMHP's Educational Responsibilities</u>

- RMHP will employ materials from the Department of Health Care Policy and Financing to inform Network Providers on the benefits of well-child care and EPSDT.
- RMHP will train Healthy Communities Contractor about the Accountable Care Collaborative and RMHP's unique interventions and processes.

<u>Coordinated Outreach / Onboarding Activities</u>

RMHP and Healthy Communities Contractor have established a collective goal of reducing duplication around the onboarding process. To meet this goal:

- RMHP will provide copies of pertinent member materials to Healthy Communities Contractor, including but not limited to welcome letters, welcome call scripts, and care management letters that RMHP sends to RAE Members. Healthy Communities Contractor are welcome to use these materials in their outreach activities as they see fit.
- Healthy Communities Contractor will establish a warm hand off with RMHP once a Member has been engaged and introduced to Health First Colorado, if Healthy

Communities Contractor believes that the Member could benefit from RMHP care coordination.

- Healthy Communities Contractor will identify gaps and let RMHP know how RMHP can help them meet their unique regional needs and typical member-centric needs.
- RMHP and Healthy Communities Contractor will coordinate on outreach to mothers of newborn babies, using a person-centered approach. RMHP and Healthy Communities Contractor will also coordinate with other applicable organizations, such as Community Centered Boards, Family Resource Centers, Nurse-Family Partnership, and the Health Care Program for Children with Special Health Care Needs, as appropriate to the Member.
- RMHP will assist Healthy Communities Contractor with connecting Members to specialists in the RAE network, particularly in rural areas where care providers are often limited, upon request of Healthy Communities Contractor.

RMHP and Healthy Communities Contractor will coordinate with each other when needs including, but not limited to, the following arise:

- Supporting Members with non-emergent transportation
- Supporting Members who are not able to see a provider
- Educating Members about all Health First Colorado benefits available to them
- Training providers regarding alternatives to dismissing Members from their practice (due to no-show appointments, etc.)
- Community resource referrals
- Bilingual staff who can communicate in a Member's primary language
- Supporting Members in understanding their EPSDT benefits (see EPSDT section below for more details)

<u>EPSDT (Early and Periodic Screening, Diagnostic and Treatment)</u>

A) <u>EPSDT Overview</u>

RMHP will partner with Healthy Communities Contractor to improve access, education and awareness for eligible Members regarding the comprehensive EPSDT benefit. The EPSDT benefit is exclusive to Health First Colorado members.

Healthy Communities supports families in obtaining both preventive (screening, diagnosis) and sick care/mitigation (treatment). Healthy Communities is not a medical provider and does not conduct the screening or provide other medical services directly.

B) <u>EPSDT Referral Provisions</u>

Healthy Communities will provide:

- Assistance accessing transportation resources
- Contacts to newly eligible Healthy Communities clients within 60 days of enrollment
- Explanation of benefits and referral for providers

- Referrals to food resources and other community agencies as needed
- Coordination with WIC, Nurse Family Partnership, Head Start, DHS and other agencies
- Focus on holistic support for the entire family, not just the child

RMHP care coordination and partners will provide:

- Care coordination assistance as defined in the care coordination referral section of this MOU. Please see section Referral Criteria.

Referral Criteria

RMHP's RAE Care Coordination Model is designed to address the needs of RAE Members across the spectrum, from basic needs related to accessing preventive care and services, to complex acute and chronic care needs related to physical health behavioral health and addressing social determinants.

RMHP can receive referrals from Healthy Communities Contractor to do any of the following:

- Person-centered care planning and collaborative SMART[1] goal setting
- Assistance in finding a provider and appointment scheduling (including behavioral health)
- Addressing social determinants of health
- Health Neighborhood navigation
- Navigation of health services and benefits
- Communication facilitation between Members, providers, community resources, and other systems like criminal justice
- Periodic follow up as needed to address care plan goals
- "Graduating" Members from care coordination once SMART goals are met and Member is stable

Referral Processes

A) Referrals from RMHP to Healthy Communities Contractor:

RMHP's care coordination teams and Healthy Communities Contractor will work together at the local level to establish a process for understanding the county specific resources and services provided by the Healthy Communities Contractor and the Healthy Communities Contractor's preferred method of receiving referrals. RMHP will refer to the Department of Health Care Policy and Financing website for Healthy Communities team contact information when necessary. Current URL: https://www.colorado.gov/pacific/hcpf/family-health-coordinator-list

B) Referrals from Healthy Communities Contractor to RMHP:

[1] A SMART goal is defined as one that is specific, measurable, achievable, results-focused, and time-bound.

- Call the RMHP Care Management (CM) referral line at 970-248-8718 and RMHP will identify the correct team to which the member should be referred *
- Fax the referral to RMHP CM at: 800-972-5839
- Required information to include:
    - Member Name
    - Member DOB
    - Medicaid ID Number
    - Reason for the referral
    - Healthy Communities Coordinator Name
    - Healthy Communities Coordinator contact information
    - Member's valid contact information
- Optional information to include:
    - Turnaround time you gave the Member for an outreach call
    - Member's Primary Care Medical Provider (PCMP)
    - Copy of assessments
    - Specific member-centric needs and history
    - Parent's name
    - Guardian's name
    - Is this a foster family?
        - Name of the Department of Human Services (DHS) Case Manager
        - DHS Case Manager contact information

* If Healthy CommunitiesContractor has a relationship with an Integrated Community Care Team (ICCT) they are welcome to do a warm handoff or direct referral to that team, instead of sending the referral to RMHP.

Data Sharing

- The Healthy Communities Program and Contracts Manager at the Department of Health Care Policy and Financing will create and share a monthly report with Rocky Mountain Health Plans/RAE Region 1 containing a log of interactions between all mutual member interactions and Healthy Communities program Contractor.
- On a quarterly basis, RMHP will provide Healthy Communities Contractor with linkages to sites with information about well child care use, prenatal care use, dental care use, ER visits, and behavioral health engagement in the population that they serve.

Meeting Facilitation and Attendance

RMHP will facilitate region-wide meetings on a quarterly basis and be responsive to ad hoc meeting requests by Healthy Communities Contractor. At least one representative from each Healthy Communities Contractor (e.g. Family Health Coordinator, Supervisor) will attend the quarterly meetings unless there are extenuating circumstances.

Term of Agreement

This Agreement will have a term of one (1) year from execution by the Parties. The Parties reserve the right to amend the Agreement from time to time as needed. All amendments or renewals shall be written and signed by the Parties.

Please sign and date. Keep one copy and return one copy to Rocky Mountain Health Plans attention: Molly Siegel, molly.siegel@rmhp.org

Board of County Commissioners of the County of Gunnison, Colorado

Printed Name: _____

Signature: _____

Date: _____

RMHP Representative Printed Name: _____

Signature: _____

Date: _____