

# CoC MOU Template – Stakeholder Webinar

# Objectives for Today's Discussion



Review the Continuum of Care (CoC) MOU template



Review the MOU execution timeline



Q&A regarding the MOU template and execution timeline

# Goals of the Memorandums of Understanding (MOUs)

The 2024 Medi-Cal Managed Care Contract (Contract) requires all managed care plans (MCPs) to enter into MOUs with counties and third-party entities (Other Parties) to contractually ensure the provision of whole-system, person-centered care.

## DHCS Goals for Requiring MOUs

- **Establish minimum requirements** around key Contract provisions for MOUs (e.g., training, data-sharing)
- Clarify **roles and responsibilities for coordination of the delivery of care and services** of all Members, including across MCP carved out services
- Establish **formal processes for how MCPs and Other Parties will collaborate and coordinate on population health programs**, including referring and linking Members to Community Supports
- Establish **data sharing pathways** between MCPs and Other Parties to support care coordination and enable robust monitoring
- Provide mechanisms to ensure **overall oversight and accountability** for MCPs to execute MOUs with Other Parties
- **Provide transparency** into roles/responsibilities and relationships between MCPs and Other Parties

MOU templates incorporate **existing service and program requirements into a single document** to support MCP/Other Party decision-making and relationship building. Templates are more robust where DHCS has promulgated detailed policies/guidance.

# MOU Requirements & Structure

**The CoC MOU Template is part of a broader set of documents and additional items focused on the release and execution of the MOUs. These items include:**

## APL on MOU Requirements

APL 23-029 explains the Base MOU Template and Bespoke MOU Templates

- Explains the intent and purpose of the provisions set forth in the MOUs
- Sets expectations of MCPs, such as an annual review of the MOU
- Details requirements related to MOU execution and submission to DHCS
- Lays out a monitoring plan for how DHCS will oversee MCP compliance with the MOU requirements

## Base MOU Template

Contains provisions that must be included in all MOUs

- Clarifies roles and responsibilities of MCP and Other Parties
- Establishes “rules of engagement” to cooperate and address disputes
- Includes DHCS recommended optional provisions that parties may consider for execution

## Bespoke MOU Templates

Specific to MCP and Other Party’s relationship and programs applicable under the MOU (e.g., CoC)

- Contains the general **and** program-specific required provisions, including incorporating Other Party requirements based on existing guidance
- Contains DHCS recommended optional provisions that parties may consider for that particular MOU
- Links to specific policies incorporated in the MOU

**For more information, see the [DHCS MOU Webpage](#)**

# Overview of MOU Resources

## DHCS is releasing resources to assist MCPs and Other Parties with implementing the MOUs

### » [DHCS MOU Webpage](#)

- Houses the DHCS issued APL 23-029, Base MOU Template and Bespoke MOU Templates
- [MOU FAQs](#)
  - Provide additional guidance on the APL, Base MOU, and Bespoke MOU Templates
  - Clarifies aspects of MOUs in response to stakeholder feedback
  - Examples of questions answered include: “What are the optional provisions?”; “How can the parties share data?”; and “How will the MOUs be enforced?”
- Other updates will also be posted on the webpage as they become available

### » **Technical Assistance**

- DHCS will be providing technical assistance as needed
- DHCS MOU email address: [MCPMOUS@dhcs.ca.gov](mailto:MCPMOUS@dhcs.ca.gov)



# Purpose of the CoC MOU Template

## Level Setting

**The CoC MOU template seeks to improve care coordination between MCPs and CoC through the following:**

- » Opening channels of and improving communication between MCPs and CoC to coordinate care for individuals receiving services from both parties and to address concerns related to non-duplication of services, referrals, and data sharing to ensure whole-person care.
  - For example, in addition to standard MOU provisions the parties have the option to add provisions that improve care coordination that go beyond those set forth in the MOU template. As examples, DHCS has included some optional provisions throughout the MOU, denoted in brackets and italics, that the parties may consider as they work to execute the MOUs.
- » Enhancing each party's understanding of the other's respective services, eligibility criteria, referral processes, and operations.
  - For instance, each party should provide training and education resources for their respective services to the other party to increase timely coordination and decrease process inefficiencies.

# Base MOU Template Requirements

**Every MOU template contains the following provisions as required under the Contract:**

- » **Definitions.** Sets forth the defined terms used in the MOU such as the "MCP-CoC Liaison." This section also provides that capitalized terms not otherwise defined have the meaning ascribed by MCP's Medi-Cal Managed Care Contract.
- » **Services Covered by This MOU.** Describes the services that MCP and the other party must coordinate for members.
- » **Party Obligations.** Describes each party's provision of services and oversight responsibilities (e.g., each party must designate a point of contact to act as the liaison for coordinating with the other party).
- » **Training and Education.** Requires MCP to provide education to members and Network Providers about covered services and other party's services available. MCP must also train employees who carry out responsibilities under the MOU and, as applicable, Network Providers, Subcontractors and Downstream Subcontractors on the MOU requirements and services provided by the other party.
- » **Referrals.** Requires the parties to refer to each other as appropriate and describes each party's referral pathways.
- » **Care Coordination.** Describes the policies and procedures for coordinating care between the parties, addressing barriers to care coordination, and ensuring ongoing monitoring and improvement of care coordination.
- » **Quarterly Meetings.** Requires the parties to meet at least quarterly to address care coordination, Quality Improvement (QI) activities, QI outcomes, and systemic and case-specific concerns, and to communicate with others within their organizations about such activities.

# Base MOU Template Requirements

Every MOU template contains the following provisions as required under the Contract:

- » **Quality Improvement (QI).** Requires the parties to develop QI activities specifically for oversight of the MOU requirements, including any applicable performance measures and QI initiatives, such as those to prevent duplication of services, as well as reports that track referrals, Member engagement, and service utilization. MCP must document these QI activities in its policies and procedures.
- » **Data Sharing and Confidentiality.** Requires the MCP to have policies and procedure for sharing the minimum data and information necessary to ensure the MOU requirements are met and describes the data and information the other party may share with MCP to improve care coordination and referral processes. Requires the parties to implement policies and procedures for how the minimum necessary information and data (determined by the parties) will be shared in accordance with applicable law.
- » **Disaster and Emergency Preparedness.** Requires parties to have policies and procedures to ensure the continued care coordination for services in the event of a disaster or emergency.
- » **Dispute Resolution.** Describes the policies and procedures for resolving disputes between the parties and the process for bringing the disputes to DHCS when the parties are unable to resolve disputes.
- » **Equal Treatment.** Provides that nothing in this MOU is intended to benefit or prioritize members over persons who are not members also receiving services from the other party.
- » **General.** Sets forth additional general contract requirements, such as the requirements that the MCP must publicly post the executed MOU, the MCP must annually review the MOU, and the MOU cannot be delegated.



# CoC MOU Template

## The CoC MOU template contains the following provisions specific to the MCP relationship

- » **Definitions.** Adds definitions for "CoC Providers," "Coordinated Entry System," "MCP-contracted Community Supports/ECM Providers," and ""Housing-Related Community Supports" which will include Transitional Rent pending approval of the CalAIM Section 1115 Waiver amendment.
- » **MCP Obligations.** Requires MCP to comply with the requirements set forth in the [Community Supports Policy Guide](#) for the Community Supports the MCP has elected to cover. If the Community Supports Policy Guide is amended and MCP is subject to new or different obligations in relation to CoC, MCP is required to update its policies and procedures or develop new policies and procedures as needed to comply with applicable requirements in relation to CoC.
- » **Identification of and Outreach to Members At Risk of or Experiencing Homelessness**
  - Requires MCP to utilize the Homeless Management Information System (HMIS) to determine which of their members are at risk of or experiencing homelessness and should be referred for Enhanced Care Management.
  - Requires MCP to proactively identify members who meet the ECM Population of Focus of Individuals Experiencing Homelessness and may benefit from ECM.

**The parties are encouraged to consider additional provisions beyond those included in the CoC MOU template. For example, DHCS has included optional provisions, denoted in brackets and italics, that the parties may choose to add to their executed CoC MOUs.**

# MOU Next Steps

- » Stakeholder review of the CoC MOU Template
  - **Please submit any feedback on the CoC MOU using the provided Feedback Matrix by Monday 7/1/24 to [MCPMOUs@dhcs.ca.gov](mailto:MCPMOUs@dhcs.ca.gov)**
- » DHCS will review feedback and make any necessary modifications to the MOU template
- » DHCS to release final MOU template
- » DHCS will hold an additional webinar after final CoC MOU is released

# Questions?

