

WIC MOU Template – Stakeholder Webinar

Objectives for Today's Discussion



Review the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) 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 WIC 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., WIC)

- 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

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 (forthcoming)
 - 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
- DHCS MOU email address: MCPMOUS@dhcs.ca.gov

Overview of MOU Resources

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

» Additional Opportunity for Engagement

- DHCS will host another webinar post-release of the MOU to discuss any changes made based on stakeholder input and to provide another opportunity for Q&A about the MOU



The screenshot shows the DHCS website header with the CA.GOV logo, navigation links for Home, About DHCS, and Translate, and a search icon. The main content area features the DHCS logo and a search icon. The page title is "Memoranda of Understandings Between Medi-Cal Managed Care Plans and Third Party Entities". Below the title is a link to "Return to the Managed Care All Plan Letters Homepage". The text below the link describes the Medi-Cal Managed Care Plans (MCPs) Contract with the Department of Health Care Services (DHCS) and mentions that the MCP Contract requires MCPs to build partnerships with Third Party Entities to ensure Member care is coordinated and Members have access to community-based resources in order to support whole-person care.

Purpose of the WIC MOU Template

Level Setting

The WIC MOU template seeks to improve care coordination between MCPs and WIC Agencies through the following:

- » Opening channels of and improving communication between MCPs and WIC Agencies to coordinate care for individuals receiving services from both parties and to address concerns related to care coordination.
 - This coordination will occur at the local level.
- » 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-Agency 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.
- » **Dispute Resolution**. Describes the policies and procedures for resolving disputes between the parties and the process for bringing the disputes to DHCS (and CDPH as appropriate) 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.

WIC MOU Template

The WIC MOU template contains the following provisions specific to the MCP relationship with WIC Agencies:

» **Care Coordination.**

- **Population Health Management Requirements.** MCP must coordinate with Agency to ensure Member access to EPSDT benefits and perinatal services. MCP must undertake such activities in accordance with the Medi-Cal Managed Care Contract, DHCS Population Health Management Program, and policy guidance, with a focus on high-risk populations such as infants and children with special needs and perinatal African Americans, Alaska Natives, and Pacific Islanders.
- **Maternity and Pediatric Care Coordination Requirements.** This section implements care coordination requirements specifically for WIC Participants requiring maternity and pediatric care, such as:
 - That parties work collaboratively to implement processes to coordinate care for WIC Participants in primary care; obstetrics-gynecology; pediatric care settings, and hospitals where WIC Participants deliver; and for WIC Participants transitioning from inpatient deliveries to outpatient postpartum and pediatric care settings.
 - That MCP provide care management services for high-risk WIC Participants, ensure its Network Providers arrange for lactation services, and identify and refer Members for therapeutic formulas as necessary.
 - That Agency advise MCP on the availability of breastfeeding peer counselors who are available to support WIC Participants and where necessary MCP must arrange for a breastfeeding peer counselor to be provided by another provider or Community Supports service.

WIC MOU Template

The WIC MOU template contains the following provisions specific to the MCP relationship with WIC Agencies:

- » **Data Sharing and Confidentiality.** MCP and Agency must enact policies and procedures for information sharing to streamline referral processes and reduce Agency's burden related to receiving referrals; to ensure information exchange processes facilitate necessary information from MCP (e.g., height and weight of Infants at birth, pregnant individual's pre-pregnancy height and weight, immunization history, wellness check information) to Agency; and ensure the parties have processes to obtain authorization from WIC Participants to share and use information.

WIC MOU Template

The WIC MOU template contains the following provisions specific to the MCP relationship with WIC Agencies:

- » **Definitions.** Adds the definitions for "WIC Services," "WIC Participants," and "WIC Applicants" as set forth in State and federal law.
- » **Training and Education Requirements.** This section implements the requirement that MCP provide Members and Network Providers with educational materials related to accessing WIC Services, including:
 - Information about WIC Services, such as who is eligible for WIC Services; how WIC Services can be accessed; WIC program referral processes; and care coordination approaches.
 - Information on nutrition and lactation topics, food insecurity screening, and cultural awareness.
 - Information on relevant MCP Covered Services and benefits such as doula services, Community Health Worker services, dyadic services, and related referral processes for such services.

WIC MOU Template

The WIC MOU template contains the following provisions specific to the MCP relationship with WIC Agencies:

- » **Referrals Requirements.** This section requires the parties to work collaboratively to develop policies and procedures that ensure WIC-eligible Members are referred to the appropriate WIC Services and MCP's Covered Services. The parties each have referral obligations under this Section of the MOU, including:
 - That MCP refer and document the referral of Members to Agency who are pregnant women, breastfeeding women, postpartum women, or the legal guardians for Members who are infants or children.
 - That MCP have policies and procedures to identify and refer, and to ensure its Network Providers identify and refer, those Members who may be eligible for WIC Services to Agency.
 - That MCP collaborate with Agency to update referral processes and policies designed to address barriers and concerns related to referrals and delays in service delivery.
 - That Agency conduct the applicable screening and assessments to determine whether the Member is eligible for WIC Services.
 - That Agency is responsible for the timely enrollment of, and follow-up with, Members eligible for WIC Services.
 - That Agency should refer Members to MCP for Covered Services, including any Community Supports services or care management programs for which Members may qualify, such as, Enhanced Care Management ("ECM") or Complex Case Management ("CCM").

MOU Next Steps

- » Stakeholder review of the WIC MOU Template 10/12 - 10/26
 - **Please submit any feedback on the WIC MOU using the provided Feedback Matrix by Thursday 10/12/23 to MCPMOUs@dhcs.ca.gov**
- » DHCS will review feedback and make any necessary modifications to the MOU template
- » DHCS to release final MOU template
- » DHCS to will hold an additional webinar after final WIC MOU is released

MOU Execution Timeline

Date	Requirement
As of 1/1/24	Requirement to Have Executed MOUs Go Live » MCPs submit Executed MOUs on a rolling basis
As of 3/31/24	First Quarterly Report Due » In addition to submitting Executed MOUs on a rolling basis, MCPs submit evidence of “good-faith efforts” to execute MOUs for any that are not yet executed
As of 6/30/24	Second Quarterly Report Due (same submission) » MCPs follow the same submission and review process
As of 9/30/24	Third Quarterly Report Due (same submission) » MCPs follow the same submission and review process

Questions?

