

## **IV Title V Medicaid IAA**

Maine's current IAA is outdated therefore we initiated planning meetings to begin documenting and formalizing a new version. Following is the version currently in place.

M

**Memorandum of Understanding  
Between the  
Office of Maine Care Services (OMS) and  
The Division of Family Health within the  
Maine Center for Disease Control (MCDC)**

**I. PURPOSE:**

The purpose of this Agreement is to outline the responsibilities of the MCDC and OMS to work in assuring that MaineCare members under the age of 21 who receive full MaineCare benefits are informed of and receive the services and assistance available to them under the MaineCare program. All MaineCare services provided will be delivered in a linguistic and culturally competent manner through the use of interpreters when needed.

**II. RESPONSIBILITIES OF EACH PARTY:**

**A. The MCDC shall:**

1. Inform eligible members/caretakers about the benefits for members under 21. All newly eligible MaineCare members under the age of 21 shall be informed through written material by the end of the first week of each month of their eligibility from the Office of MaineCare Services (OMS) to the MCDC. MCDC will design and update education material as appropriate to carry out the informing function. MCDC will seek OMS approval of all educational materials prior to printing and distribution. The informing material must include the following:
  - An explanation of the benefits for members under 21 to the eligible member/caretaker;
  - An explanation of how benefits for members under 21 can be obtained;
  - The Bright Futures periodic screening schedule;
  - An explanation of how MCDC will provide assistance, as requested, with arranging transportation, scheduling appointments and referral assistance for services not covered under MaineCare;
  - An explanation that a member who has the MaineCare managed care benefit, must go through his/her primary care provider (PCP) to obtain services as well as referrals to specialists;

- An explanation that a member who does not have the MaineCare managed care benefit, has a choice of MaineCare providers, but should try to establish a relationship with a PCP for continuity of care;
  - An explanation that all covered services under MaineCare benefits for members under 21 are available at no cost to eligible members;
  - An explanation that as long as the eligible member continues to be eligible for MaineCare benefits for members under 21 he/she may request services at any time in the future, if the individual is declining assistance at this time; and
  - An explanation of Optional Treatment Services which are available to eligible members under 21 as described in the Prevention, Health Promotion, and Optional Treatment policy.
2. Re-inform annually an eligible member/caretaker if: (these functions will be accomplished when ImmPact2 has the capability to process).
- No eligible member of the family receives a periodic screening within 12 calendar months after being informed and requesting services; or
  - If an eligible member/caretaker either refuses to be informed, cannot be located or declines to have a screening according to the Bright Futures periodic schedule.

These functions must be accomplished using written material in the same manner as described in Paragraph A.1. above.

Note: MCDC shall consider an eligible member who receives benefits for members under 21 to be participating whether or not the member/caretaker requested services directly from MCDC.

3. Notify eligible members/caretakers in writing 90 days before their 21<sup>st</sup> birthday that they will no longer receive benefits for members under 21 through MaineCare. The last informing material must include:
- An explanation that reminders will no longer be sent for Bright Futures visits or dental exams;
  - An explanation that MaineCare coverage has not ended;
  - An explanation that MaineCare Member Services is still available to assist with questions on coverage.
4. Ensure that eligible members receive initial, interval, and periodic screening, diagnosis and treatment. MCDC will establish the eligible member's health care status according to the Bright Futures periodic screening schedule. MCDC will make every effort to obtain the goal of 85% participation rate of eligible members. The participation rate indicates the

extent to which the number of eligibles who should be screened during the year receive at least one initial or periodic screening service.

MCDC will provide notification to the eligible member/caretaker in writing when a periodic visit is due according to the Bright Futures schedule. The notice shall be given in advance of the scheduled due date. The notice shall also include an offer of assistance with scheduling transportation and appointment scheduling.

MCDC will arrange for the following when requested by an eligible member/caretaker:

- Initial, interval and periodic screenings;
- Dental examinations and dental preventive services for members under 21;
- Immunizations according to MIP's immunization guidelines. (Guidelines can change as frequently as twice a year, so the most current guidelines must be utilized); and
- A home visit by a public health nurse when written material is not sufficient to meet the member's needs.

5. Provide outreach to providers by holding provider in-services that include the following:

- Reinforcement and encouragement to adhere to the requirements of Bright Futures forms.
- Give assistance to providers on an as needed basis to assure completion and accuracy of the Bright Futures forms.
- Give assistance to providers on an as needed basis to facilitate and assure that follow-up treatment needed by a member is provided.
- Explain to providers that when it is discovered that a member should be screened further for possible mental health, mental retardation or other developmental issues, they must indicate on the Bright Futures form the member needs to be referred to the Children's Behavioral Services (CBS) in the Department of Health and Human Services. MaineCare Member Services will assist members with this referral to CBS who will perform a screening to determine if case management or other treatment services are required.
- Explain to providers about the work of Member Services in following up with abnormal screens, offering of assistance with broken appointments for dental and Bright Futures visits, and home visit referrals.

6. Provide follow-up with members and providers by:

- Inquiring whether initial and periodic screening visits and immunizations have occurred in accordance with Bright Futures guidelines. MCDC will work with

OMS to establish a mechanism to determine where to concentrate efforts in encouraging better participation in MaineCare Benefits for Members Under 21 Providing appropriate education and assistance when visits have not occurred.

- Inquiring whether dental examinations and preventative services have occurred in accordance with Bright Futures guidelines. Providing appropriate education and assistance where visits have not occurred.
  - Assuring that assistance with receiving follow-up treatment is accomplished when requested to do so by the member/caretaker.
  - Following up with providers who request assistance with families to share results of intervention.
  - Following up with dentists who request assistance with families to share results of intervention.
7. Offer support services at the time the eligible member/caretaker is informed, at the periodic notification and at any other contacts with the eligible member/caretaker. Support services may include but are not limited to the following, and are based on members/caretaker needs:
- Assisting an eligible member/caretaker to find a medical provider or dentist who accepts MaineCare;
  - Assisting an eligible member/caretaker to make and keep appointments;
  - Assisting an eligible member/caretaker to follow recommendations for treatment;
  - Providing age appropriate health education; submitting to OMS for review and approval, any written material used for this purpose.
  - Making referrals to all appropriate providers for follow up beyond the scope of the Bright Futures visit, which may include a home visit by a public health nurse.
  - Assisting an eligible member/caretaker, upon request, to obtain transportation to MaineCare covered services by:
    - Providing an eligible member/caretaker with the names, addresses, and telephone numbers of the transportation provider(s) in their area;
    - Instructing an eligible member/caretaker how to make requests to a transportation provider; and

- Assisting an eligible member/caretaker to make requests to a transportation provider, when necessary.
  - Assisting eligible members approved for orthodontic treatment, meaning:
    - Assisting in scheduling appointments for evaluations or treatment when requested by the eligible member/caretaker;
    - Following up on letters of approval for payment to be sure that the eligible member/caretaker knows how to obtain the treatment;
    - Interpreting letters and instructions for the eligible member/caretaker when requested;
    - Encouraging good dental hygiene and regular dental care; and
    - Assisting in obtaining transportation when requested.
  - Assisting members in understanding and interpreting denial notices when requests for prior authorization are denied by OMS as well as service denials received from private duty nursing providers as described in the Kelly Consent Judgment. MCDC must be able to explain to the member his or her rights to appeal and refer members to other resources as appropriate. MCDC will attend training sessions conducted by OMS as related to MaineCare Benefits for Members Under 21 as needed.
8. Provide referral assistance to eligible members/caretakers. MCDC shall inform eligible members/caretakers about available services from Maternal and Child Health Services, including Coordinated Care Services for Children with Special Health Care Needs, and the Special Supplemental Food Program for Women, Infants and Children (WIC). MCDC staff shall also make the appropriate referral to these units within their agency or other State agencies, for services upon request of the eligible member/caretaker.

MCDC must provide referral assistance for treatment not covered by MaineCare. (Please note that it has to be explored that services would not be covered under Optional Treatment in the Prevention, Health Promotion, and Optional Treatment Services policy.) The referral must include giving the eligible member/caretaker the names, addresses, and telephone numbers of identified providers who will provide treatment at little or no expense.

9. MCDC will report monthly to OMS on the following items, as they pertain to MCDC and PHN work recorded within the Registry:
- Number of initial informings;
  - Number of members notified of a periodic medical and dental screening;
  - Number of last informings sent to members who will be turning 21;

- Number of postcards received from members requesting assistance;
- Number of members assisted with finding a mental health provider;
- Number of members assisted with finding a dentist;
- Number of members assisted with orthodontia approvals or denials.
- Number of members assisted with durable medical equipment (DME) denials;
- Number of members assisted with finding a medical provider;
- Number of members assisted with scheduling appointments;
- Number of members assisted with finding transportation;
- Number of members assisted with Optional Treatment Services;
- Number of member contacts (telephone calls, Faxes, e-mails, letters);
- Number of provider calls requesting information regarding EPSDT and BF'19's.
- Number of providers assisted with broken appointments (medical and dental);
- Number of home visits referred to Public Health Nursing for follow up.

10. Maintain all records used to administer MaineCare benefits for members under 21 for a period of three years beginning 7/1/07.

11. Provide training to PHN on review and follow-up of Bright Futures forms.

12. MCDC is responsible for identifying and maintaining position lines for EPSDT responsibilities outlined in this MOU.

**C. The Office of MaineCare Services, or its Designee shall:**

1. Receive and answer calls from MaineCare members/caretakers regarding covered MaineCare services.
2. Transfer calls to MCDC when more extensive assistance is required.
3. Provide MaineCare eligibility data to the MCDC on eligible members under 21.
4. Provide training to MCDC staff on the requirements of the MaineCare benefits for members under 21.

5. Provide MCDC with current MaineCare computer tracking system and training, i.e. ImmPact2 and MECAPS.
6. Monitor the activity of MCDC staff involved in fulfilling the responsibilities as stated above by receiving reports and doing on-site visits.
7. Audit records of health care providers for compliance with the Bright Futures periodic schedule and the screening services required for each age-appropriate well child visit. OMS will provide all quality oversight of MaineCare providers. OMS will coordinate with MCDC on the auditing of providers as it relates to immunization records.
8. Review and approve education material printed to be mailed by MCDC to eligible members under 21.
9. Work in conjunction with MCDC expanding the Immunization Registry to encompass the needs of the MaineCare program.

### **III. CONFIDENTIALITY**

The disclosure of information regarding the protected health information (PHI) of members participating in the MaineCare program is strictly limited to purposes directly connected with the administration of the MaineCare program. MCDC shall maintain the confidentiality of information regarding these individuals in accordance with the federal Medicaid regulations at 42 CFR 431 Subpart F and the Health Insurance Portability Accountability Act (HIPPA) or Public Law 104-191 and other applicable sections of State and Federal law and regulations.

### **IV. REIMBURSEMENT**

**The following items will be direct paid by OMS via invoicing to the OMS account number and TAMS.**

#### **A. MCDC shall be reimbursed by OMS for:**

1. Postage and printing costs for MaineCare benefits for members under 21 informing and periodic mailings.
  - Personnel
    - Provider Relations Specialists - 100% of FTE
    - Medical Care Coordinator - 100% of FTE
    - Clerk Typist III - 100% of FTE
2. Completion of duties outlined in this MOU when the following information is provided on an invoice submitted to OMS reflecting actual expenditures for the quarter broken down in the following categories.
  - Rent
  - Technical Equipment
  - Telephones

- Office Supplies

## V. LIAISON


Each Office, the Office of MaineCare Services and the Family Health Division within the Maine Center for Disease Control and Prevention shall designate one staff person to serve in a liaison capacity to identify and resolve concerns and develop specific procedures to insure an orderly, ongoing process.

## VI. DURATION


The Agreement will be effective immediately upon execution and shall remain effective for one year from the latest date noted below when all interested parties will review it. The Agreement will then be renewed for subsequent periods of one year unless amended. The Agreement may be amended at any time at the request of either agency.

  
\_\_\_\_\_  
Anthony Marple, Director  
Office of MaineCare Services


2/25/09  
Date

  
\_\_\_\_\_  
Dora A. Mills, M.D., Director,  
Maine Centers for Disease Control and Prevention

3/12/09  
Date

  
\_\_\_\_\_  
Brenda McCormick, Director  
Division of Health Care Management  
Office of MaineCare Services

2-24-09  
Date

  
\_\_\_\_\_  
Valerie Ricker, Director  
Division of Family Health  
Maine Centers for Disease Control and Prevention

3/5/09  
Date

Updated 4/07