

**ATTACHMENT B: COUNTY SOCIAL SERVICES AGENCIES FOR CHILD WELFARE  
MEMORANDUM OF UNDERSTANDING TEMPLATE**

**COVER PAGE**

**Key:**

**Yellow Highlight** = Changes from DHCS version

## Memorandum of Understanding

### between [Managed Care Plan] and [County Social Services Agency for Child Welfare]

This Memorandum of Understanding ("MOU") is entered into by [name of Managed Care Plan] ("MCP") and [name of County Social Services Agency for Child Welfare or other relevant agency], ("County"), effective as of [date] ("Effective Date"). ~~[Where MCP has a Subcontractor or Downstream Subcontractor arrangement delegating part or all of the responsibilities related to effectuating this MOU to a Knox-Keene licensed health care service plan(s), this Subcontractor or Downstream Subcontractor must be added as an express party to this MOU and named in this MOU as having the responsibilities set forth herein that are applicable to this Subcontractor or Downstream Subcontractor.]~~ County, MCP, and MCP's Subcontractor and/or Downstream Subcontractor are referred to herein as a "Party" and collectively as "Parties."

WHEREAS, MCP is required under the Medi-Cal Managed Care Contract Exhibit A, Attachment III, to enter into this MOU, a binding and enforceable contractual agreement, to ensure that Medi-Cal Members enrolled, or eligible to enroll, in MCP and who are County Child Welfare involved and/or receive foster care services ("Members") are able to access and/or receive services in a coordinated manner from MCP and County; and

WHEREAS, the Parties desire to ensure that Members receive MCP and County services set forth in this MOU in a coordinated, non-duplicative manner and to provide a process to continuously evaluate the quality of the care coordination provided.

~~[Notation: This MOU template includes language, notated in italics and bracketed, that the Parties may want to add to this MOU to increase collaboration and communication. MCP and Other Party may also agree to additional provisions provided that they do not conflict with the requirements of this MOU.]~~

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

1. **Definitions.** Capitalized terms have the meaning ascribed by MCP's Medi-Cal Managed Care Contract with the 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. "County Child Welfare Services" means the services provided by the State's program for child protection services and interventions, including foster care, that are administered by County and monitored by the California Department of Social Services ("CDSS"), Children and Family Services Division. Any reference in this MOU to County is for County Child Welfare Services and no other county department or agency.

b. "MCP Responsible Person" means the person designated by MCP to oversee MCP coordination and communication with County and ensure MCP's compliance with this MOU as described in Section 4 of this MOU.

c. “MCP-County Liaison” means MCP’s designated point of contact responsible for acting as the liaison between MCP and County as described in Section 4 of this MOU. The MCP-County Liaison must 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 MCP Responsible Person and/or MCP’s compliance officer as appropriate.

d. “MCP Child Welfare Liaison” means the MCP’s designated individual(s) assigned to ensure the needs of children and youth involved with child welfare are met as outlined in the Medi-Cal Managed Care Contract, DHCS All Plan Letters (“APL”s), or other similar instructions.

e. “County Responsible Person” means the person designated by County to oversee coordination and communication with MCP and ensure County’s compliance with this MOU as described in Section 5 of this MOU. **If County experiences resource constraints that may impact its ability to fulfill obligations under this MOU, County shall promptly notify MCP to develop a mutually agreeable remediation plan.**

f. “County Liaison” means County’s designated point of contact responsible for acting as the liaison between County and MCP as described in Section 5 of this MOU. The County 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 County Responsible Person as appropriate. **If County experiences resource constraints that may impact its ability to fulfill obligations under this MOU, County shall promptly notify MCP to develop a mutually agreeable remediation plan.**

g. **“MCP-LTSS (Long Term Services and Supports) Liaison” means the person or persons designated by the MCP to provide assistance to support care coordination and transitions from institutional settings as defined by All Plan Letter 23-004 or any subsequent guidance.<sup>1</sup>**

h. **“MCP-Tribal Liaison” means the person or persons designated by the MCP dedicated to working with each contracted and non-contracted Indian Health Care Provider (IHCP) in its service area. The MCP-Tribal Liaison is responsible for coordinating referrals and payment for services provided to American Indian MCP Members who are qualified to receive services from an IHCP as defined by All Plan Letter 24-002 or any subsequent guidance.<sup>2</sup>**

2. **Term.** This MOU is in effect as of the Effective Date and continues for a term of **one year and automatically renews annually unless amended in accordance with**

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<sup>1</sup> MCP-LTSS Liaison is defined in [APL 23-004](#). Including Managed Care Plan (MCP) LTSS liaisons in child welfare cases provides essential coordination for vulnerable children with complex health needs. These liaisons offer Medi-Cal expertise to ensure eligible foster children receive all entitled services, maintain healthcare continuity during placement transitions, and identify long-term support needs for children with disabilities or chronic conditions. They also provide crucial guidance to foster and kinship caregivers navigating complex healthcare systems, while integrating LTSS coordination with child welfare case management creates more holistic care addressing physical, behavioral, and social needs simultaneously.

<sup>2</sup> MCP-Tribal Liaison is defined in [APL 24-002](#).

Section 14(f) of this MOU or notice of termination by one of the parties in accordance with section 14(c) of this MOU. [The Parties may agree to a term of three years or another term as agreed to by MCP and County.] ~~[The Parties may agree to a term of three years or another term as agreed to by MCP and County.]~~ Each Party is responsible for tracking their own oversight agency guidance and assessing the need for amendments or modifications to this MOU.

3. **Services Covered by This MOU.** This MOU governs the coordination between County and MCP for the delivery of care and services for Members who are receiving County Child Welfare Services.

#### 4. MCP Obligations.

a. **Provision of Covered Services.** MCP is responsible for authorizing Medically Necessary Covered Services, and for coordinating care for Members provided by MCP's Network Providers and other providers of carve-out programs, services, and benefits. MCP must ensure Members, and/or their caregivers or legal guardian(s), are provided with information regarding Covered Services for which they are eligible, including Medi-Cal for Kids and Teens (the Early and Periodic Screening, Diagnostic and Treatment benefit) services and Medically Appropriate MCP covered services when indicated based on screening findings.

i. MCP must provide and cover, or arrange for, as appropriate, all Medically Necessary Medi-Cal for Kids and Teens services, including Behavioral Health Treatment services.

For Members currently receiving Specialty Mental Health Services ("SMHS") or enrolled in an existing care management program, such as California Wraparound, Full Service Partnership, or Health Care Program for Children in Foster Care ("HCPFC"), if the Mental Health Plan ("MHP") for SMHS, a SMHS provider contracted to the MHP, or the care management program has contracted with MCP to be an Enhanced Care Management ("ECM") Provider, MCP must assign the Member to the MHP, SMHS provider contracted to the MHP, or existing care management program as the ECM Provider unless the Member (or parent, legal guardian, or caretaker) requests otherwise.<sup>3</sup>

ii. If a Member is enrolled in more than one existing care management program and those programs are each contracted ECM Providers, MCP must assign the Member to the MHP or existing care management program that the Member identifies as the Member's preferred ECM Provider or, if necessary, another ECM Provider that has capacity to accept the Member. However, if County is also an ECM Provider pursuant to a separate agreement between MCP and County for ECM services, this MOU does not govern County's provision of ECM services.

b. **Oversight Responsibility.** The *[insert title]*, the designated MCP Responsible Person listed in Exhibit A of this MOU, is responsible for overseeing MCP's compliance with this MOU. The MCP Responsible Person must:

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<sup>3</sup> Additional information available at CalAIM Enhanced Care Management Policy Guide (p. 74): <https://www.dhcs.ca.gov/CalAIM/ECM/Documents/ECM-Policy-Guide.pdf> (Aug 2024 updated)

- i. Meet at least quarterly with the County Responsible Person and appropriate County program executives, as required by Section 9 of this MOU;
- ii. Report on MCP's compliance with the MOU to MCP's compliance officer no less frequently than quarterly. The compliance officer is responsible for MOU compliance oversight reports as part of MCP's compliance program and must address any compliance deficiencies in accordance with MCP's compliance program policies;
- iii. Ensure there is sufficient staff at MCP who support compliance with and management of this MOU;
- iv. Ensure the appropriate level of MCP leadership (e.g., persons with decision-making authority) are involved in implementation and oversight of the MOU engagements and ensure the appropriate levels of leadership from County are invited to participate in the MOU engagements, as appropriate;
- v. Ensure training and education regarding MOU provisions are conducted annually for MCP's employees responsible for carrying out activities under this MOU, and as applicable for Subcontractors, Downstream Subcontractors, and Network Providers; and
- vi. Serve, or designate a person at MCP to serve, as the MCP-County Liaison, the point of contact and liaison between MCP and County to coordinate care for children and youth receiving County Child Welfare Services. The MCP-County Liaison is listed in Exhibit A of this MOU. As appropriate, the MCP-County Liaison must also serve as a family advocate. MCP must notify County of any changes to the MCP- County Liaison in writing as soon as reasonably practical but no later than the date of change and must notify DHCS within five Working Days of the change.

c. **Child Welfare Liaison.** MCP must designate an individual(s) to serve as the MCP Child Welfare Liaison, to ensure the needs of children and youth involved with child welfare are met, in accordance with DHCS-issued standards and expectations for this role as set forth in the Medi-Cal Managed Care Contract, DHCS APLs, or other similar instructions. The MCP-County Liaison and the MCP Child Welfare Liaison roles may be assigned to the same designated individual.

d. **Compliance by Subcontractors, Downstream Subcontractors, and Network Providers.** MCP must require and ensure that its Subcontractors, Downstream Subcontractors, and Network Providers, as applicable, comply with all applicable provisions of this MOU.

e. **Coordination with County AB 2083 Efforts.** MCP and County will coordinate to ensure alignment of this MOU with County's Interagency Leadership Team's efforts in implementing the System of Care (SOC) MOU (AB2083 MOU) as required by All County Letter No. 19-116/Behavioral Health Information Notice ("BHIN") 19-053 to increase Members' ability to receive timely, coordinated care.

~~The Parties may agree to additional requirements such as:~~

- **Background: Assembly Bill (AB) 2083 (Chapter 815, Statutes of 2018), Children and Youth System of Care (SOC), requires each county to develop**

and implement a MOU setting forth roles and responsibilities of agencies and other entities, such as regional centers, county offices of education, county child welfare, juvenile probation, and behavioral health agencies, that serve children and youth in foster care who have experienced severe trauma as outlined in the All County Letter No. 19-116/Behavioral Health Information Notice ("BHIN") 19-

053. The purpose of the AB 2083 MOU ("SOC MOU") is to ensure that children and youth in foster care receive coordinated, timely, and trauma-informed services. While AB 2083 focuses on children and youth in foster care who have experienced severe trauma, it reflects a priority to build a locally governed interagency or interdepartmental model on behalf of all children and youth across California who have similar needs and who interact with and are served by multiple agencies. These MOUs between County and other local entities that serve children in child welfare/foster care include California's Integrated Core Practice Model which establishes leadership behaviors and practices through which individuals and organizations must partner and collaborate with one another, and with children and families, to ensure an integrated approach to meeting the needs of children and families:

- ~~MCP must collaborate with County to identify opportunities for coordination and alignment of this MOU with County's Interagency Leadership Team's efforts in implementing the SOC MOU to increase Members' ability to receive timely, coordinated care.~~
- County must include MCP as a party to its SOC MOU with local entities to ensure coordination between MCP, County, and local entities as necessary and applicable to ensure Members receive whole person care.]

## 5. County Obligations.

a. **Provision of Services.** County is responsible for delivering and coordinating County Child Welfare Services, which may include coordination with an ECM Provider to ensure timely and appropriate access to Member benefits and services beyond the scope of County program(s), including services provided or arranged for by County.

i. County Foster Care Public Health Nurses ("PHNs"), County-assigned probation officers, Community Health Workers, HCPCFC PHNs, child welfare case workers, and other county staff and/or secondary case managers, as applicable, should assist Members in accessing ECM, and, as appropriate, refer youth and children involved in child welfare to MCP for ECM.

b. **Oversight Responsibility.** The [insert title], the designated County Responsible Person, listed in Exhibit B of this MOU, is responsible for overseeing compliance with this MOU. The County Responsible Person serves, or may designate a person to serve, as the designated County Liaison, the point of contact and liaison with MCP. The County Liaison is listed in Exhibit B of this MOU. County may designate one or more liaisons by program or service line. County must notify MCP of changes to the County Liaison as soon as reasonably practical but no later than the date of

change.

**c. Care Coordination.** County shall implement mechanisms to identify barriers to care coordination for discussion with the MCP.

(i) County shall ensure training and education regarding MOU provisions are provided to County's employees who carry out responsibilities under this MOU, as applicable.

(ii) County shall ensure Members, and/or their caregivers or legal guardian(s), are provided with information regarding Covered Services, including Medi-Cal for Kids and Teens services, for which they are eligible. County must refer Members to MCP for Medi-Cal for Kids and Teens services and other MCP Covered Services when indicated based on screening findings. If the child or youth indicates a need for mental health or substance use services, Member may be served by MCP and/or MHP in accordance with Section 8(d) of this MOU.

~~[The Parties may agree to additional requirements such as:~~

- ~~• County must develop and implement MOU compliance policies and procedures, including oversight reports and mechanisms to address barriers to care coordination.~~
- ~~• The County Responsible Person must ensure training and education regarding MOU provisions are conducted annually for County's employees who carry out responsibilities under this MOU, as applicable.~~
- ~~• County must ensure Members, and/or their caregivers or legal guardian(s), are provided with information regarding Covered Services, including Medi-Cal for Kids and Teens services, for which they are eligible. County must refer Members to MCP for Medi-Cal for Kids and Teens services and other MCP Covered Services when indicated based on screening findings. If the child or youth indicates a need for mental health or substance use services, Member may be served by MCP and/or County's MHP in accordance with Section 8(d) of this MOU.]~~

## **6. Training and Education.**

a. To ensure compliance with this MOU, MCP must provide training and orientation for its employees who carry out MCP's responsibilities under this MOU and, as applicable, for MCP's Network Providers, Subcontractors, and Downstream Subcontractors who assist MCP with carrying out 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 these responsibilities as of the Effective Date, MCP must provide this training within ~~[The Parties may agree to 30, 45, or 60 Working Days]~~ of the Effective Date. Thereafter, MCP must provide this training prior to all such persons or entities performing responsibilities under this MOU and to all such persons or entities at least annually thereafter. MCP must require its Subcontractors and Downstream Subcontractors to provide training on relevant MOU requirements and County services to their Network Providers. ~~[The Parties may agree to make this~~



~~requirement mutual.]~~

b. In accordance with health education standards as required by the Medi-Cal Managed Care Contract, MCP must provide Members and Network Providers with educational materials related to accessing Covered Services, including for services provided by County. In addition, MCP must provide its Network Providers with training on Medi-Cal for Kids and Teens services, utilizing the newly developed DHCS Medi-Cal for Kids and Teens Outreach and Education Toolkit as required by APL 23-005 or any subsequent version of the APL.

c. MCP must provide County, Members, and Network Providers with training and/or educational materials on how MCP's Covered Services, and any carved-out services, may be accessed, including during nonbusiness hours.

d. The Parties may together develop training and education resources covering the services provided or arranged for by the Parties. The Parties may share their training and educational materials with each other to ensure the information in their respective training and education materials includes an accurate set of services provided or arranged for by each Party and is consistent with MCP and County policies and procedures and developed guidelines, and with clinical practice standards.

i. The Parties may share outreach communication materials and develop initiatives to share resources about MCP and County with individuals who may be eligible for MCP's Covered Services and/or County services.

ii. County must distribute MCP's current training and educational materials in a timely manner to support the County Liaison, County-assigned social workers, County behavioral health providers, HCPCFC Public Health Nurses, Community Health Workers, County Health Education Specialists, and child welfare case workers in assisting Members with accessing Covered Services. The materials must include information on MCP's Covered Services, including nonemergency medical transportation and non-medical transportation; Community Supports; and/or other care management programs and services for which Members may qualify, such as ECM or Complex Care Management ("CCM").

~~[The Parties may agree to additional requirements such as:~~

- ~~• The Parties must together develop training and education resources covering the services provided or arranged for by the Parties. The Parties must share their training and educational materials with each other to ensure the information in their respective training and education materials includes an accurate set of services provided or arranged for by each Party and is consistent with MCP and County policies and procedures, and with clinical practice standards.~~
- ~~• The Parties must develop and share outreach communication materials and develop initiatives to share resources about MCP and County with individuals who may be eligible for MCP's Covered Services and/or County services.~~
- ~~• County must distribute MCP's current training and educational materials in a timely manner to support the County Liaison, County-assigned social workers,~~



~~County behavioral health providers, HCPFC PHNs, Community Health Workers, County Health Education Specialists, and child welfare case workers in assisting Members with accessing Covered Services. The materials must include information on MCP's Covered Services, including nonemergency medical transportation and non-medical transportation; Community Supports; and/or other care management programs and services for which Members may qualify, such as ECM or Complex Care Management ("CCM").~~

- ~~• MCP and County must annually provide education to Members about the requirements and obligations set forth in this MOU.]~~

## **7. Referral Process.**

a. MCP Child Welfare Liaison and County Responsible Person will collaboratively identify referral pathways for child welfare involved children and families to promote timely access to MCP covered services.

~~[The Parties may agree to additional requirements such as:~~

~~**Closed Loop Referrals.** By January 1, 2025, the Parties 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>4</sup> APL 22-024 or any subsequent version of the APL, and as set forth by DHCS through an APL or other, similar guidance. The Parties must work collaboratively to develop and implement a process to ensure that MCP and County comply with the applicable provisions of closed loop referrals guidance within 90 Working Days of issuance of this 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.**

- The Parties must adopt policies and procedures for coordinating Members' access to care and services that incorporate all the requirements set forth in this MOU.
- The Parties must discuss and address individual care planning and coordination issues or barriers to care coordination efforts at least quarterly [but can agree to more frequent meetings].
- MCP must have policies and procedures in place to maintain collaboration with County and to identify strategies to monitor and assess the effectiveness of this MOU.
- iv.** MCP and County must collaborate to ensure that Members receiving County Child Welfare Services continue to receive all Medically Necessary Covered Services, including, without limitation, dental, behavioral, and

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<sup>4</sup> CalAIM Population Health Management Policy Guide, available at <https://www.dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf> (May 2024 edition).

developmental services, when they move to a new location or they transition or age out of receiving County foster care services. The parties may co-develop guidelines and training ensure continued services when children move between counties.

v. MCP must have processes for ensuring the continuation of Basic Population Health Management<sup>5</sup> and care coordination of all Medically Necessary Covered Services to be provided or arranged for by MCP for Members receiving County Child Welfare Services, with special attention to Members transitioning out of receiving foster care services and Members changing foster care placements.

vi. MCP's policies and procedures must include processes for coordinating with County to ensure Members who are enrolled into a MCP (children, transition-aged foster youth, parents and caregivers) receive ECM, CCM, behavioral health and/or Community Supports and/or other case management services for which they may qualify and can help address social drivers of health.

vii. MCP must ensure Members' Medical Records are readily accessible and up to date for Members transitioning or aging out of receiving County foster care services.

viii. MCP will obtain input from the County regarding the county's network of community providers for child welfare services, to inform MCP in capacity building for its network of providers, including ECM, Community Supports, and Community Health Workers. MCP will strive to align its network of providers serving the child welfare population of focus so that Members can receive services from a provider with whom they already have a trusted relationship. County will provide MCP a list of these providers. MCP retains ultimate responsibility for contracting decisions related to provider networks.

ix. As deemed appropriate by the County and local Interagency Leadership Team (ILT), the Parties and the local ILT may collaborate to ensure the responsibilities of this MOU are carried out in alignment and coordination with County's SOC MOU and to ensure Members receive timely, coordinated care.

x. The Parties must coordinate to identify Members not receiving periodic preventive services in accordance with the American Academy of Pediatrics ("AAP") Bright Futures Periodicity Schedule using a data-informed methodology that considers social drivers of health (such as economic stability, education access, healthcare access, neighborhood environment, and social context), and develop a plan to help providers reach out to assigned Members who are not receiving periodic preventive services while addressing these underlying social factors that may contribute to care gaps. The Parties must share guidelines and training for implementing care coordination across multiple providers, including a shared comprehensive point of contact list or other mechanisms for supporting cross communication, and for coordinating with HCPFC in particular, as applicable.

~~The Parties may agree additional requirements such as:~~

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<sup>5</sup> Basic Population Health Management is defined as described in the CalAIM Population Health Management Policy Guide, available at: <https://www.dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf>

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<sup>3</sup> Basic Population Health Management is defined as described in the CalAIM Population Health Management Policy Guide, available at: <https://www.dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf>.

- ~~The Parties must coordinate with the local Interagency Leadership Team to ensure the responsibilities of this MOU are carried out in alignment and coordination with County's SOC MOU as appropriate, to ensure Members receive timely, coordinated care.~~
- ~~The Parties must coordinate to identify Members not receiving periodic preventive services in accordance with the American Academy of Pediatrics ("AAP") Bright Futures Periodicity Schedule using a data-informed methodology and develop a plan to help providers reach out to assigned Members who are not receiving periodic preventive services.~~
- ~~The Parties must coordinate with county social services agencies for child welfare and Medi-Cal MCPs in other counties to ensure Members' utilization of Covered Services, especially evidence-based services that are specific to the needs of children who have experienced trauma.~~
- ~~The Parties must implement mechanisms for implementing care coordination across multiple providers, including a shared comprehensive point of contact list or other mechanisms for supporting cross communication, and for coordinating with HCPCFC in particular, as applicable.]~~

**b. Coordination of Medi-Cal for Kids and Teens Services.<sup>6</sup>**

i. Where MCP and County have overlapping responsibilities to coordinate services for Members under age 21, MCP must do the following:

1. Assess the Member's medical and/or behavioral needs, or follow the Member's physician's or licensed behavioral health professional's recommendations, for Medi-Cal for Kids and Teens Medically Necessary Covered Services
2. Determine what types of services (if any) are being provided by County, or other third-party programs or services;
3. Coordinate the provision of services with County to ensure that MCP and County are not providing or ensuring the provision of duplicative services and that the Member is receiving all Medically Necessary Medi-Cal for Kids and Teens services within 60 calendar days following the preventive screening or other visit identifying a need for treatment, whether or not the services are Covered Services under the Medi-Cal Managed Care Contract. All Medi-Cal for Kids and Teens services are Covered Services unless expressly excluded under the Medi-Cal Managed Care Contract;
4. Notify the appropriate child welfare case worker and HCPCFC PHN if the Member (or parent, legal guardian, or caregiver) when the Member refuses services or is unable to be reached to ensure County has information necessary

<sup>6</sup> Additional guidance available in APL 23-005:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23>

to inform investigations, guide County placement decisions, and/or alert County staff to issues of safety or neglect; and

5. Notify the appropriate child welfare case worker and HCPCFC PHN at the assumption of care to ensure that the appropriate person is aware of all services being provided to the Member.

**c. Care Coordination for Youth and Children involved in child welfare and their families/caregivers.**

i. MCP must implement policies and procedures to track Members receiving County Child Welfare Services by maintaining an up-to-date database of Members who are involved with child welfare and/or foster care as identified by the CDSS in collaboration with MCP. The MCP shall coordinate with the County to identify and track any children and youth and their families served by the County Family Maintenance program (with or without court involvement) and who are referred for services.

ii. The MCP-County Liaison must oversee coordination of care for Members receiving County Child Welfare Services by:

1. Ensuring that each Member is assessed for medical and behavioral health needs which may include conferring with the County on any existing or needed assessments and jointly determine the appropriate pathway to obtaining the information.

2. Ensuring that each Member's needs as defined under Medi-Cal for Kids and Teens services and in their CANS assessment have been met through the provision of a care plan and warm hand offs to appropriate Providers. If services are needed, the first encounter must occur without unnecessary delay and in accordance with clinical standards (e.g., AAP Bright Futures Periodicity Schedule, Advisory Committee on Immunization Practices vaccination schedule). This includes collaborating with Providers, foster caregivers, and HCPCFC PHN as necessary to ensure medical and dental exams are provided within 30 calendar days in accordance with the Child Welfare Services Manual Division 31.206.36;

~~3.~~ Notifying group homes, Short Term Residential Therapeutic Programs, child welfare case worker, HCPCFC staff, and foster parents of Members regarding MCP and County services when a Member is placed outside MCP's Service Area; County and MCP will co-develop guidelines to determine the information to be shared and notification process.

4. Offering transportation information and resources, as needed, to Members, such as how Members can access non-emergency medical transportation for Medi-Cal services, which include, but are not limited to, appointments and medication, medical equipment, and supplies pickup;

5. Upon request by County or a Network Provider, facilitating scheduling of medical appointments and referrals for dental services for Members;

6. Informing Network Providers about the availability of benefits, including dental benefits, such as assisting Members with scheduling appointments, including behavioral health appointments, and arranging non-emergency medical transportation for Medi-Cal services;

7. Upon request, providing information regarding the

Member's Primary Care Physician ("PCP") or other Network Provider to County to assist with coordination of care.

**8. Facilitate coordination with the MCP-LTSS Liaison as appropriate when the Member is also receiving regional center services, and with the MCP-Tribal Liaison for tribal children and youth who are receiving child welfare services and to include the CWS Social Worker in this facilitated coordination.**

iii. County should, when requested by Members (or Members' parent(s) or legal guardian(s) and/or caregiver(s) of foster children), assist Members ages 0-21 years with scheduling appointments for medical services through their assigned PCP and/or alert MCP of barriers to Members' access to services.

**d. Care Coordination for Specialty Mental Health Services and Substance Use Disorder Services<sup>7</sup> for Youth and Children, non-minor dependents, enrolled member Parents and Caregivers of youth and children involved with child welfare.**

i. MCP and County must coordinate to ensure that Members receiving County Child Welfare Services are directly referred to MHP for an SMHS assessment pursuant to BHIN 21-073 if they, or an individual acting on their behalf, contacts the MCP access line or the MHP seeking help.

ii. MCP must ensure that Members are provided with all Medically Necessary Covered Services, as identified by the assessments and communicated to MCP, in a timely and coordinated manner and in accordance with DHCS APLs 22-005, 22-006, and 22-028 or other forthcoming instructions.

iii. The Parties must develop a process for coordinating care for Members receiving County Child Welfare Services who are eligible for or are concurrently receiving Non-Specialty Mental Health Services ("NSMHS") and SMHS consistent with the No Wrong Door for Mental Health Services Policy described in APL 22-005 and BHIN 22-011.

iv. MCP must adopt a "no wrong door" referral process for Members and work collaboratively to ensure that Members may access NSMHS and SMHS 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.

**v. The Parties will share policies and procedures (or guidelines and education) for linking parents and/or caregivers who are also their enrolled members to Medi-Cal reimbursable court-ordered services, such as non-specialty mental**

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<sup>7</sup> The addition of Substance Use Disorder (SUD) services to care coordination for child welfare-involved populations addresses a critical treatment gap. Significantly higher rates of substance use exist among foster youth and their parents compared to the general population, often co-occurring with mental health issues. Parental substance use is a leading factor in child welfare involvement, making treatment essential for family reunification. Additionally, youth in foster care face elevated risks for developing substance use problems. This integration ensures comprehensive behavioral health support for all affected family members, improving outcomes during care transitions and into adulthood.



health services. These policies and procedures (or guidelines and education) will also describe coordination around Medi-Cal services that can help prevent entry to Child Welfare, such as Community Health Workers, Community Supports, Enhanced Care Management, mental health, and primary care.

## **9. Quarterly Meetings.**

a. The Parties must meet as frequently as necessary to ensure proper oversight of this MOU, but not less frequently than quarterly, in order to address care coordination, Quality Improvement activities, Quality Improvement outcomes, systemic and case-specific concerns, and communicating with others within their organizations about such activities. *[Parties may agree to meet more frequently.]* These meetings may be conducted virtually. The length and frequency of such meetings shall be mutually agreed upon by both parties.

i. Within 30 Working Days after each quarterly meeting, MCP must 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 MCP's obligations under the Medi-Cal Managed Care Contract and this MOU.

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

iii. MCP must report to DHCS updates from quarterly meetings in a manner and frequency specified by DHCS and shall provide copies of these updates to the County Liaison.

iv. MCP and County will mutually agree upon data to be shared and tracked at the quarterly meetings to support quality improvement initiatives.

b. **Local Representation.** MCP must participate, as appropriate, in meetings or engagements to which MCP is invited by County, such as local county meetings, local community forums, Child and Family Team Meetings, and County engagements, to collaborate with County in equity strategy and wellness and prevention activities.

c. **AB 2083 SOC Local Interagency Leadership Team (ILT) Meetings.** As stated in Section 4(e), County may invite MCP to participate in the appropriate AB 2083 meetings at the discretion of the ILT to discuss aligning care coordination activities wherever possible.

~~[The Parties may agree to additional requirements such as that MCP must participate in AB 2083 SOC Local Interagency Leadership Team meetings to which MCP is invited by County to discuss aligning care coordination activities required by this MOU with County's efforts to coordinate care through SOC activities, wherever possible.]~~

10. **Quality Improvement.** The Parties must develop Quality Improvement activities specifically for the oversight of the requirements of this MOU, including, without limitation, any applicable performance measures and Quality Improvement initiatives, including those to prevent duplication of services, as well as reports that track referrals, Member engagement, and service utilization, grievance data and Health care Effectiveness Data and Information Set (HEDIS) measures (as determined by Managed Care Accountability Set per reporting year). MCP must document these Quality Improvement activities in policies and procedures. The QI provisions in the MOU Templates are intended to encourage the parties to develop and document activities for how they will assess whether the MOU is improving care coordination and whole-person care and to develop mechanisms to evaluate whether the MOU is effective in achieving its goals. MOU Quality Improvement activities does not need to meet the Quality Improvement regulations governing MCPs and/or Quality Improvement regulations governing specific Third Party Entities. Any data required from the County to meet these requirements will be contingent upon the availability of such data from the Child Welfare Services/Case Management System (CWS/CMS) or replacement case management system CWS-California Automated Response and Engagement System (CWS-CARES) or other data provided by the State.

~~[The Parties may agree to additional requirements such as the requirement that the Parties must adopt joint policies and procedures establishing and addressing Quality Improvement activities for coordinating the care of and delivery of services to Members.]~~

11. **Data Sharing and Confidentiality.** The Parties must 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. The Parties must share information in compliance with applicable law, which may include the Health Insurance Portability and Accountability Act and its implementing regulations, as

amended (“HIPAA”), 42 Code of Federal Regulations Part 2, and other State and federal privacy laws. For additional guidance related to sharing Members’ data and information, the Parties may reference the CalAIM Data Sharing Authorization Guidance.<sup>8</sup>

a. **Data and/or Information Exchange.** MCP must, and County is encouraged to, 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, which may include sharing authorization documentation and Member demographic, contact, behavioral, and physical health information; CANS data; diagnoses; relevant physical assessments and screenings for adverse childhood experiences; medications prescribed; documentation of social or environmental needs identified; individual nursing service plan (“INSP”)/Case Plan; and known changes in condition that may adversely impact the Member’s health and/or welfare; and, if necessary, obtaining

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<sup>5</sup> CalAIM Data Sharing Authorization Guidance VERSION 2.0, available at: <https://www.dhcs.ca.gov/CalAIM/ECM/Documents/CalAIM-Data-Sharing-Authorization-Guidance.pdf>.

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<sup>8</sup> CalAIM Data Sharing Authorization Guidance VERSION 2.0, available at: [CalAIM Data Sharing Authorization Guidance](#)

Member consent. 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. The Parties must annually review and, if appropriate, update Exhibit C of this MOU to facilitate sharing of information and data.

i. MCP must implement processes and procedures to ensure the Medical Records of those Members receiving County Child Welfare Services are readily accessible to ensure prompt information exchange and linkages to services, and to assist with ensuring that this population's complex needs remain met once Members are no longer involved with County Child Welfare and/or foster care.

ii. MCP must share the necessary information with County to ensure the County Liaison is made aware of Members who are enrolled in ECM and/or Community Supports and (i) are receiving County Child Welfare Services; (ii) have been involved with foster care in the past 12 months; (iii) are eligible for and/or enrolled in the Adoption Assistance Program;<sup>9</sup> or (iv) have received Family Maintenance services in the past 12 months, in order to improve collaboration between County and ECM to help ensure Members have access to all available services.

iii. MCP must collaborate with County to develop processes and implement strategies to ensure their systems share data, and work together to improve outcomes that require collaboration across systems, including process measures (such as appropriate cross-sector attendance at Child and Family Teams Meetings), utilization measures (such as timely and appropriate access to Medi-Cal for Kids and Teens services for each Member), and outcome measures (such as shorter intervals until placement stability, shorter time to reunification, social drivers of health disparity gap closure).

iv. If Member authorization is required, the Parties may agree to a standard consent form together to obtain a Member's authorization to share and use information for the purposes of treatment, payment, and care coordination protected under 42 Code of Federal Regulations Part 2. Understanding that investigations of abuse and neglect often require medical records, the County release of information form shall be acceptable by the MCP and subcontractor agencies. MCP will make efforts to facilitate records release to County to reach mandated 30-day emergency referral investigation period.

~~[The Parties may agree to additional requirements such as:~~

- ~~● MCP and County must enter into the State's Data Exchange Framework Data Sharing Agreement for the safe sharing of information.~~
- ~~● If Member authorization is required, the Parties must agree to a standard consent form together to obtain a Member's authorization to share and use information for the purposes of treatment, payment, and care coordination protected under 42 Code of Federal Regulations Part 2.]~~
- ~~● To the extent the Parties deem it necessary and/or appropriate, they can reference a business associate agreement (BAA) to be integrated into the~~

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<sup>9</sup> More information about the Adoption Assistance Program is available at <http://www.cdss.ca.gov/inforesources/adoptions/adoption-assistance-program>.

~~Agreement by a reference in this subsection to a BAA as Exhibit D.~~

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

~~[The Parties may agree to additional requirements such as:~~

~~**Disaster and Emergency Preparedness.** The Parties must develop policies and procedures to mitigate the effects of natural, man-made, or war-caused disasters involving emergency situations and/or broad health care surge events greatly impacting the Parties' ability to provide services to ensure the continued coordination and delivery of County programs and services and MCP Covered Services for impacted Members.]~~

## **12. Dispute Resolution.**

a. The Parties 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 Parties must attempt, in good faith, to promptly resolve the dispute mutually between themselves. MCP must, and County should, document the agreed-upon dispute resolution procedures in policies and procedures. Pending resolution of any such dispute, County and MCP must continue without delay to carry out all their responsibilities under this MOU, including providing Members with access to services under this MOU, unless the MOU is terminated. If the dispute cannot be resolved within ~~[suggested: 30 Working Days]~~ of initiating such dispute or such other time period as may be mutually agreed to by the Parties in writing, either Party may pursue its available legal and equitable remedies under California law.

b. Disputes between MCP and County that cannot be resolved in a good faith attempt between the Parties must be forwarded by MCP to DHCS and may be reported by County to CDSS ([CWSHealth@dss.ca.gov](mailto:CWSHealth@dss.ca.gov)). Until the dispute is resolved, the Parties may agree to an arrangement satisfactory to both Parties regarding how the services under dispute will be provided.

c. 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 otherwise set forth in local, State, and/or federal law.

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

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

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

- a. **MOU Posting.** MCP must post this executed MOU on its website.
- b. **Documentation Requirements.** MCP must retain all documents demonstrating compliance with this MOU for at least 10 years as required by the Medi-Cal Managed Care Contract. If DHCS requests a review of any existing MOU, MCP 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.** MCP may delegate its 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, MCP may enter into Subcontractor Agreements or Downstream Subcontractor Agreements that relate directly or indirectly to the performance of MCP's obligations under this MOU. Other than in these circumstances, MCP cannot delegate the obligations and duties contained in this MOU.
- e. **Annual Review.** MCP must conduct an annual review of this MOU to determine whether any modifications, amendments, updates, or renewals of responsibilities and obligations outlined within are required. Any recommendations for modifications, amendments, updates or renewals of responsibilities shall be brought forth to the county for consideration and discussion. MCP must provide DHCS evidence of the annual review of this MOU as well as copies of any MOU 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. This MOU shall be reviewed on an annual basis and as necessary upon issuance of new guidelines by the State, to determine the need to incorporate any changes pursuant to new policies issued by state agencies, MCP contract changes, or for other factors deemed appropriate by the MCP and CWS agency. However, this MOU is deemed automatically amended or



modified to incorporate any provisions amended or modified in the Medi-Cal Managed Care Contract, or as required by applicable law or any applicable guidance issued by a State or federal oversight entity. This MOU may be terminated by either Party with ninety (90) days' written notice to the other Party, or immediately upon mutual written agreement of both Parties, or as otherwise required by State or federal law.

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 County and MCP other than that of independent entities contracting with each other hereunder solely for the purpose of effecting the provisions of this MOU. Neither County nor MCP, 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.

**MCP**

**County**

**Signature:**

**Name:**

**Title:**

**Notice Address:**

**Signature:**

**Name:**

**Title:**

**Notice Address:**

***[Subcontractor or Downstream  
Subcontractor]***

**Signature:**

**Name:**

**Title:**

**Notice Address:**

***[Additional MCP, if multiple MCPs in  
County]***

**Signature**

**:**

**Name:**

**Title:**

**Notice Address:**

**Exhibits A and B**

**[Placeholder for exhibits to contain MCP and County Liaisons as referenced in  
Sections 4.b and 5.b of this MOU]**

## Exhibit C

### Data

### Elements

[The Parties may agree to additional data elements such as:

1. County and MCP will work collaborative within the first year of executing the MOU to develop protocols for sharing information and how often this information will be shared at a minimum monthly in accordance with this MOU and state and federal privacy laws. Examples of the type of information that will be shared include:

a. From the County to the MCP:

i. List of providers delivering child welfare services

ii. Additional data required to facilitate referrals and coordinate care, such as:

1. Member demographic information

2. Member contact information

3. Behavioral and physical health information

4. CANS data

b. From the MCP to the County:

i. Relevant individualized health information, such as diagnoses, medications, and utilization, on an as-needed basis with proper consent.

ii. Data reflecting utilization, access and outcome metrics for the Members receiving child welfare services that are to be tracked in the MCP's up-to-date database per Section 8(c)(i) of this MOU. Examples of metrics from Section 11(a) include:

1. Member demographic information

2. Member contact information

3. Diagnoses

4. Referral status

5. Behavioral and physical health information, including service utilization rates for non-specialty mental health services community supports, enhanced care management and community health worker services, emergency department and inpatient hospitalization data.

6. Medications prescribed

7. HEDIS measures in accordance with MCAS reporting requirements, as referenced in section 10 of this MOU.