

**MEMORANDUM OF UNDERSTANDING
BETWEEN
Amerigroup Iowa, Inc.
AND
Eastern Iowa MH/DS Region**

This Memorandum of Understanding ("MOU") is entered into by and between Amerigroup Iowa, Inc. ("MCO") and Eastern Iowa MH/DS Region ("Region") to define the roles and responsibilities of Region and MCO in relation to the plan developed by Region.

I. BACKGROUND

Managed care organizations are responsible for providing services covered under Iowa's Medicaid managed care program known as "IA Health Link". Mental health and disability services regions have the financial and administrative responsibility for adult mental health and intellectual disability services that are not covered under IA Health Link.

A bill (Senate File 504) was passed in 2017 requiring the regional administrator of each mental health and disability services region ("Region") to enter into a MOU with each of Iowa's MCOs that delineates the roles and responsibilities of the Region and the MCOs in relation to the plan developed by the Region to address the services and supports necessary to meet the needs of individuals with mental health, disability, and substance use disorder needs, particularly individuals with complex mental health, disability, and substance use disorder needs. For purposes of this MOU, services hereunder shall only be provided to individuals who are enrolled with MCO ("MCO Member").

II. REGION RESPONSIBILITIES

MCO MEMBER CARE COORDINATION

A. Region will arrange for mental health and disability services as covered in the Region's Management Plan.

B. Region agrees to maintain confidentiality of medical records in accordance with all applicable federal and state laws and regulations. Region will enter into a Business Associate Agreement with MCO to ensure compliance with all privacy laws. Region understands and agrees that no MCO Member Protected Health Information ("PHI") shall be shared by MCO with Region until a BAA has been executed by both parties.

C. Region will participate in service coordination by engaging the MCO Member, including obtaining a release of information, to ensure appropriate care.

D. Region will identify a regional staff person to be the primary service coordination liaison to MCO in instances when MCO Members with complex service needs require immediate collaboration and coordination.

E. Region will work collaboratively with MCO to resolve timely access and coordination of care issues.

PROVIDER NETWORK MANAGEMENT

A. Region will work collaboratively with MCO in the development of expanded network services, including initial and ongoing funding of the service.

B. Region shall work collaboratively with MCO in providing training including informing MCO of trainings being offered to regional provider network.

C. Region will share available information on community resources with MCO.

D. Region will provide training as requested by MCO for MCO's staff concerning Region's services and requirements.

E. Region will identify a regional staff person to be the primary liaison to MCO. The liaison will meet not less than quarterly with MCO to ensure continuous communication and to make efforts to resolve operational, administrative, and policy complications.

III. MCO RESPONSIBILITIES

MCO MEMBER CARE COORDINATION

A. MCO will arrange for medically necessary contracted benefits covered under IA Health Link.

B. MCO agrees to maintain confidentiality of medical records in accordance with all applicable federal and state laws and regulations. MCO will enter into a Business Associate Agreement with Region to ensure compliance with all privacy laws. MCO shall not share any MCO Member Protected Health Information ("PHI") with Region until a BAA has been executed by both parties.

C. MCO will participate in care coordination by engaging the MCO Member, including obtaining a release of information, to ensure appropriate care.

D. MCO will identify a staff position to be the primary liaison to Region in instances when MCO Members with complex service needs require immediate collaboration and coordination.

E. MCO will work collaboratively with Region to resolve timely access and coordination of care issues.

PROVIDER NETWORK MANAGEMENT

A. MCO will work collaboratively with Region in the development of expanded network services, including initial and ongoing funding of the service.

B. MCO will work collaboratively with Region to provide training, including informing Region of trainings being offered to MCO's provider network.

C. MCO will share available information on community resources with Region.

D. MCO agrees to provide periodic training as requested by Region for Region's staff concerning MCO's services and requirements.

E. MCO will identify a staff position to be the primary liaison to Region. The liaison will meet regularly in person and by telephone with Region to ensure continuous communication and to make efforts to resolve operational, administrative, and policy complications.


IV. GENERAL PROVISIONS

A. MCO and Region agree to maintain confidentiality of medical records in accordance with all applicable federal and state laws and regulations. Both parties understand and agree that no MCO Member Protected Health Information ("PHI") shall be shared by MCO with Region until a BAA has been executed by both parties.


B. This MOU may be amended at any time by written, mutual consent of all parties.

C. This MOU may be terminated by either party upon 30 days written notice. This MOU will automatically terminate upon termination or expiration of MCO's contract with the State of Iowa to provide services covered under IA Health Link.

Eastern Iowa MH/DS Region

By:  Lori A. Elam
Title: CEO
Date: 3/28/18

Amerigroup Iowa, Inc.

By: 
Title: CEO
Date: 4/16/18

