

# Ensuring Coordinated Care between San Mateo County Health & Health Plan of San Mateo

MOU Training for HPSM Network providers

*Last Updated March 2026*



# Training Objectives



Provide an overview of SMCH & HPSM MOU requirements



Describe services & referral pathways for SMCH programs



Clarify expectations for HPSM network providers

# Overview

- Introduction to the Memorandum of Understanding (MOU)
- MOU Requirements
- San Mateo County Health Programs
  - Tuberculosis Screening & Control
  - Childhood Lead Poisoning Prevention Program (CLPPP)
  - Women, Infants, & Children (WIC)
  - Maternal, Child, and Adolescent Health Programs (MCAH)
- Resources

# Introduction to the MOU

# What is a Memorandum of Understanding?

A Memorandum of Understanding (MOU) is a binding, contractual agreement between two parties which outlines the responsibilities and obligations of parties to coordinate and facilitate whole-system, person-centered care for HPSM members.

## Why is it important?

- Clarifies roles and responsibilities between HPSM and the San Mateo County Health systems of care
- Facilitates care coordination and the exchange of information necessary to enable coordination
- Defines and improves referral processes between HPSM and San Mateo County Health programs
- Improves transparency and accountability



# Helpful Acronyms



- **HPSM:** Health Plan of San Mateo
- **MCP:** Managed Care Plan
- **SMCH:** San Mateo County Health departments including Family Health Services, Women, Infants, & Children, and Public Health, Policy, & Planning
- **TB:** Tuberculosis
- **LTBI:** Latent Tuberculosis Infection
- **QI:** Quality Improvement
- **CLPPP:** Childhood Lead Poisoning Prevention Program
- **MCAH:** Maternal, Child, and Adolescent Health
- **WIC:** Women, Infants, and Children

# Who is required to complete MOU training?



All those who carry out activities or have responsibilities under the Memorandum of Understanding (MOU)

This includes:

- Health Plan of San Mateo (HPSM) staff
- The Other Party (WIC, FHS, MCAH, CLPPP, TB Control) staff
- HPSM and the Other Party's Network Providers, Subcontractors, and Downstream Subcontractors who assist with carrying out responsibilities under the MOUs, as applicable.

# General MOU Requirements

# Overview of MOU Requirements

The MOU specifies requirements for:

|                                   |   |                                    |
|-----------------------------------|---|------------------------------------|
| Training & Education              | Obligation and Oversight Responsibility | Screening, Assessment, & Referrals |
| Care Coordination & Collaboration | Quarterly Meetings                      | Quality Improvement & Data Sharing |
| Disaster & Emergency Preparedness | Dispute Resolution                      | Equal Treatment                    |

Detailed requirements can be found in the [executed MOU](#) posted on the HPSM website.

# MOU Requirements

## Training & Education

- HPSM must provide training for employees who carry out responsibilities under the MOU within 60 working days of effective date & annually thereafter
- HPSM must provide SMCH, member, and network providers with information related to accessing covered services and programs, including during non-business hours

## Obligation & Oversight

- HPSM is responsible for authorizing medically necessary covered services and coordinating member care provided by HPSM network providers and other providers of carve-out programs, services, and benefits.
- Liaisons from HPSM and SMCH must ensure that all MOU requirements are met

# MOU Requirements

## Screening, Assessment & Referrals

- HPSM & SMCH must work collaboratively to develop policies, procedures, and referral pathways between HPSM & SMCH programs

## Care Coordination & Collaboration

- HPSM & SMCH must work to adopt policies and procedures for coordinating member access to care
- Individual care coordination issues and barriers to care must be addressed at least quarterly

# MOU Requirements

**HPSM and SMCH** must meet at least quarterly to ensure proper oversight of the MOUs.

| Quarterly Meeting   |   |   |
|---|---|---|
| Focus   | Participation   | Transparency  |
| <ul style="list-style-type: none"><li>• Screening &amp; Referral Pathways</li><li>• Care Coordination</li><li>• Quality Improvement</li><li>• Data Exchange</li><li>• Systemic &amp; Case Specific Concerns</li></ul> | <ul style="list-style-type: none"><li>• Responsible People &amp; Program Executives from HPSM &amp; Other Party</li></ul> | <ul style="list-style-type: none"><li>• Meeting dates posted on website</li><li>• Summaries &amp; Follow up actions distributed by HPSM</li></ul> |

# MOU Requirements

## Quality Improvement

- HPSM and SMCH will develop and implement QI activities to oversee the requirements of the MOU
- QI Activities include referral tracking, member engagement, & service utilization

## Data Sharing

- HPSM and SMCH will share the minimum necessary data to facilitate referrals & coordinate care

# San Mateo County Health Programs



# Tuberculosis Screening & Control Program

## Overview

### The San Mateo County TB Control program

- Provides evaluation, treatment and case management services for County residents with active tuberculosis or latent tuberculosis infection
- Identifies, notifies and ensures follow up of individuals determined to have been contacts of a case of active tuberculosis disease
- Investigates outbreaks of tuberculosis
- Provides consultation to medical providers regarding the diagnosis and treatment of tuberculosis cases
- Provides tuberculosis education to the public



# Tuberculosis Screening & Control Program

## Reporting Requirements



Tuberculosis is a reportable disease, as mandated by Title 17 California Code of Regulations (CCR)

### Active Tuberculosis Disease

- All confirmed or suspected cases of active TB disease must be reported by phone and/or fax within 1 working day to TB Control

Phone: (650) 573-2346

Fax: (650) 573-2919

### Latent Tuberculosis Infection

- Report by fax or mail within 1 week to TB Control

Fax: (650) 573-2919

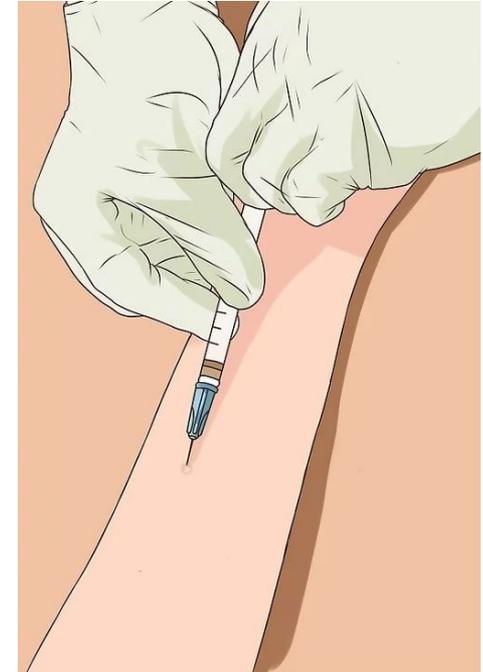
Mail: San Mateo County Health TB Control Program 225 37th Avenue San Mateo, CA 94403

# Tuberculosis Screening & Control

## Provider Responsibilities

HPSM network providers are responsible for:

- Screening for LTBI in all members with risk factors for TB as recommended by the [USPSTF](#) and the [AAP](#).
- Offering TB testing to members who are identified with [risk factors for TB infection](#).
- Providing access to LTBI and TB treatment in accordance with [USPSTF](#) & [CDC](#) guidelines.
- Reporting known or suspected cases of TB to [San Mateo County Health](#) within 1 day of identification as specified by Title 17 California Code of Regulations (CCR)
- Cooperating with San Mateo County Health TB contact investigations and providing requested information in a timely manner



# Women, Infants, & Children(WIC)

## Overview

WIC is a federally funded program that provides food assistance, nutrition education, and breastfeeding counseling to low-income pregnant people, new parents and guardians, and children up to age 5.

Providers can refer to WIC:

- By phone: (650) 573-2168
- By completing a Referral Form



# Childhood Lead Poisoning Prevention Program

## Overview



The San Mateo County Lead Prevention Program's mission is to prevent lead exposure for young children.

The program provides

- Home visits to identify triggers and prevent further exposure
- Support in scheduling blood lead tests
- Case management support
- Health education



# Childhood Lead Screening & Prevention

## Provider Responsibilities

HPSM network providers are responsible for:

- Providing patients with blood lead screenings in accordance with the California Code of Regulation Title 17, [APL 20-016](#), and [CDPH Lead Screening Guidelines](#)
- Documenting voluntary member refusals of lead screening tests in the patients' medical record
- Reporting instances of elevated blood lead levels as required by California Health & Safety Code Section 124130



# Black Infant Health Program

## Overview



The purpose of the Black Infant Health Programs (BIH) is to reduce infant and maternal mortality rates and improve birth outcomes in the African-American community.

Services include:

- Help with finding a doctor
- Referrals to community health and social services
- Public Health Nursing Services
- Home visiting and care coordination services
- Breastfeeding Education and Lactation Counseling
- Parenting classes and resources
- Peer Support groups

Referrals: Call (888) 840-0889



# Healthy Families Program

## Overview



- The Healthy Families program is an evidence-based home visiting program that provides support to families who are pregnant or parenting newborns.
- The program provides home visits delivered by trained community workers and public health nurses from birth up to age 3
- Referrals: Call (888) 840-0889



# Nurse Family Partnership

## Overview



- The Nurse Family Partnership (NFP) program helps first time parents prepare for the birth of their child and gives them the support they need to become confident parents.
- NFP services include:
  - Home visits throughout pregnancy up until the child is age 2
  - Support and education about home safety and parenting
  - Referrals for healthcare, childcare, and job training.
- Referrals: Call (888) 840-0889



# Promoting First Relationships

## Overview



- Promoting First Relationships is an evidence-based home visiting program that supports parents and their young children in building a healthy and secure relationship.
- The program is available to families with a child under 5 years old who are Medi-Cal eligible and live in San Mateo County
- Referrals: Call 888-840-0889



# Trauma Informed Public Health Nursing Overview



- Trauma-Informed Public Health Nursing serves families who are parenting children 0-17 years old.
- Services include:
  - Support and education for healthy lifestyle, stress management, and resilience
  - Support for complex medical or social situations
  - Connections to medical, dental, and community resources
  - Mental health screening and referral
- Referrals: Call 888-840-0889



# Resources

## Tuberculosis Screening & Control

- [Tuberculosis Screening Guidelines](#)
- [San Mateo County Health TB Control Program Website](#)
- [Confidential Morbidity Report- TB](#)
- [USPSTF LTBI Guidelines](#)
- [AAP TB Screening & Treatment Guidelines](#)

## WIC

- [California WIC](#)
- [San Mateo County WIC](#)
- [Pediatric WIC Referral Form](#)
- [Pregnancy WIC Referral Form](#)
- [Postpartum WIC Referral Form](#)

# Resources

## Lead

- [San Mateo County Health Lead Prevention Program](#)
- [Management Guidelines on Childhood Lead Poisoning](#)
- [Standard of Care Guidelines on Childhood Lead Poisoning](#)
- [Blood Lead Testing Sample Collection](#)
- [Anticipatory Guidance](#)

## MCAH

- [San Mateo County MCAH Programs](#)
- [Black Infant Health](#)
- [Nurse Family Partnership](#)
- [Promoting First Relationships](#)
- [Healthy Families San Mateo County](#)

Thank you!

