

## Renewing the CCO and APD/AAA MOU

### **Why are we being asked to update the CCO and AAA/APD MOU by June 30, 2014?**

OHA and DHS are committed to improving the coordination of care for consumers served by Coordinated Care Organizations (CCOs) and local Aging and People with Disabilities (APD) or Area Agencies on Aging (AAA) offices. Requiring these partners to revisit the MOU established when CCOs were forming a year ago creates an opportunity to reassess the local partnership and continue to strengthen it as needed.

### **Are there new expectations or requirements for the MOU?**

CCOs and APD/AAAs are being asked to reassess their MOU and determine how well it has or has not worked over the last year and make refinements as needed, but the current contractual requirements regarding the MOU remain unchanged. (*Note: These requirements are listed at the bottom of this document.*)

There are no new requirements, but there are expectations about the process for renewing the MOU. All stakeholders are expected to work together on a locally-driven, collaborative process, which includes a review of performance under the existing MOU in order to identify areas of strength as well as opportunities for improvement.

### **Can current MOUs be renewed without changes?**

Yes, MOUs may be renewed without change as long as both the APD/AAA local office and the CCO agree that no changes are needed. The CCO and APD/AAA office should prepare a joint letter and email it to APD SIM Analyst Naomi Sacks at [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us), confirming that the existing MOU will be renewed without changes. Please be aware that:

- Renewals can be made for a maximum of one year. Monitoring and evaluation of performance and outcomes must occur.
- Over time, MOUs are expected to reflect evolving coordination, best practice, communication and other strategies for improved consumer outcomes.

### **What is the deadline for the MOU?**

Existing MOUs are valid until June 30, 2014. The next completed MOUs are due by June 30, 2014 with an effective date of July 1, 2014. Drafts should be submitted for review in June so that draft approval or feedback may be given and signatures may occur before the due date.

### **What if we need more time to meet this requirement?**

If more time is needed to complete the MOU, there is an option to receive automatic approval of a 2-month extension to complete the MOU (until August 30<sup>th</sup>) by requesting one. Requests for extensions

of time for more than two months but no greater than six months ( December 30<sup>th</sup>) may also be submitted but will require a written explanation of the need for additional time (including a plan for completion) and approval by a joint APD and OHA management team. The need for an extension should be communicated to the MOU partner (CCO or APD/AAA office) first and submitted by email to APD SIM Analyst Naomi Sacks at [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us).

**What is the MOU approval process?**

The LTSS Innovator Agent will submit the draft MOU to APD & OHA who will review it. Submission is by email to APD SIM Analyst Naomi Sacks at [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us). Notification of draft approval (or any feedback) will be provided to both the CCO and the APD/AAA for the production of a final document for signature by the CCO, APD/AAA office and APD.

**What are the next steps if the CCO and APD/AAA are not in agreement within the timeframe (or an approved extension)?**

- Technical assistance from the APD & OHA management will be provided to convene stakeholders to support a successful conclusion to an agreement.
- The APD SIM Analyst will keep the contracting office apprised on any MOU status changes and any challenges to contract compliance.

**May several APD or APD/AAA offices work together with a CCO that operates in each of their geographic areas? Is it permissible for there to be one MOU with all signing?**

Regional planning is permissible and encouraged, but the MOU must be agreed upon and signed by all parties, with equitable services across offices.

**What if the CCO only covers one or a few zip codes within an APD/AAA area?**

Unless addressed through a regional planning process (described above) and/ or if another APD/AAA area agrees to cover (with documentation of this in the MOU), each local LTSS office and CCO must have an agreement in place even if only a few consumers are involved. This is for the protection of those consumers and their access to coordinated LTSS and CCO services.

**Questions? Your CCO Innovator Agent or LTSS Innovator Agent can help. You may also contact Naomi Sacks, APD SIM Analyst at [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us).**

**The CCO and APD/AAA MOU Requirements**

The CCO contract requires a MOU between each CCO and each local APD/AAA area served. The MOU is an agreement between CCOs and APD/AAA offices to improve coordination and care for consumers served by both organizations. There are five core, required domains that must be addressed in the MOU:

- Prioritization of high needs members in LTSS
- Development of individualized care plans
- Transitional care practices
- Member engagement and preferences
- Establishing member care teams.

For each domain, there must also be documentation of how and when the systems will hold each other accountable to ensure that the activities are taking place and provide a mechanism for evaluation.

There are eight additional, optional domains that a CCO and APD/AAA may choose to include. These elements may become required elements in the future:

- Use of best practices
- Use of health information technology
- Member access and provider responsibilities
- Outcome and quality measures
- Governance structure
- Learning collaboratives
- Role of primary care home
- Safeguards for members

### References

The CCO and APD/AAA coordination expectations are defined and discussed in the following documents available through these web links:

- [Strategic Framework for Coordination and Alignment between Coordinated Care Organizations and Long Term Care](#)
- [OHA/DHS MOU Guidance: Shared Accountability for LTC, April 2012](#)

Current MOUs are posted on the web site: [APD Shared Accountability web page](#).

Joint OHA and DHS stakeholder workgroup December 2013 report to the Centers for Medicare & Medicaid Services on the integration of LTSS and CCOs is available at:  
<http://www.oregon.gov/DHS/cms/pages/index.aspx>