

## **EXHIBIT A SCOPE OF WORK**

### **1. BACKGROUND**

The Department of Managed Health Care's (DMHC) mission is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 26 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

With the number of timely access concerns, enrollee grievances and Independent Medical Reviews (IMRs) received by the DMHC trending upward, the need for ongoing, critical and time sensitive clinical (medical and behavioral health), network and analytics consultation has arisen. In addition, there is increased focus on access to behavioral health services and the Department has prioritized understanding the barriers consumers face navigating the health care system. A Clinical Consultant is necessary to assist with ensuring health plan medical, behavioral health and administrative compliance with statutory and regulatory requirements, in order to drive improvement in clinical outcomes for health plan enrollees and improve the DMHC's effectiveness.

### **2. SERVICE OVERVIEW**

The Clinical Consultant's actions have a direct impact on the reputation, confidence and effectiveness of DMHC operations statewide. The Clinical Consultant is positioned to provide information, advice and support on a regional and statewide basis regarding value creation, delivery system reform, clinical guidelines, and network management. Because of this, the Clinical Consultant will develop, plan and advise on implementation of policies that advance and improve the health of Californians and strengthen the health care delivery system.

The Clinical Consultant agrees to:

- a. Consult on medical and behavioral health issues including mental health parity, provider network adequacy and timely access issues, and advise on clinical integrity in DMHC programs, contracts and activities;
- b. Advise the DMHC on how to develop processes for reviewing clinical guidelines to drive continuous quality improvement in medical and behavioral health outcomes for health plan enrollees and assist the DMHC in setting policies related to medical and behavioral health care.

- c. Review health plan clinical guidelines for consistency with professionally recognized standards of practice and good professional practice.
- d. Provide consultation for DMHC clinical contracts including but not limited to IMRs, medical consulting, medical surveys, focused investigations, enforcement expert witness and claims examinations; and,
- e. Coordinate with other DMHC and health plans clinical staff to resolve disputes on behalf of consumers.

3. SERVICE LOCATION AND HOURS

The services shall be performed at the DMHC or offsite at the Clinical Consultant's place of business.

4. CONTRACT TERM

The term of this contract shall be Upon Approval through June 30, 2022.

5. CONTRACT MANAGERS

The Contract Managers during the term of this contract will be:

Department of Managed Health Care	Clinical Consultant Name:
Division/Unit: Office of the Director	Division/Unit:
Name: Erica Eisenhut	Name:
Address: 980 9 <sup>th</sup> Street, Suite 500 Sacramento, CA 95814	Address:
Phone: (916) 322-5393	Phone:
Fax: (916) 322-2579	Fax:
E-mail: <a href="mailto:Erica.Eisenhut@dmhc.ca.gov">Erica.Eisenhut@dmhc.ca.gov</a>	E-mail:

The parties may change their Contract Manager upon providing 10 days written notice to the other party. Said changes shall not require an amendment to this contract.

6. ADMINISTRATIVE REQUIREMENTS

The Clinical Consultant agrees to complete the Administrative Requirements outlined in Exhibit D – Special Terms and Conditions, Section 9. The Clinical Consultant agrees to abide by the terms and conditions outlined in both Exhibit C – General Terms and Conditions and Exhibit D – Special Terms and Conditions.

7. SERVICES TO BE PERFORMED

This is a time and material contract and payment will be made in accordance with,

and within the time specified in, Government Code Chapter 4.5, commencing with Section 927.

In Consultation with the Executive Team, the Clinical Consultant will:

- a. Advise on medical and behavioral health policies, provide clinical technical assistance on proposed legislation and regulatory actions and coordinate with and provide clinical comments on draft federal and state regulations.
- b. Provide leadership and expert analysis, evaluation and recommendations on the design, methodologies and findings of research studies and program evaluation papers.
- c. Act as a clinical advisor to the DMHC's offices on matters that have complex medical and behavioral health components, including but not limited to, licensing filings, claims audits, financial exams, medical surveys, focused investigations, access to care issues, network adequacy, enforcement cases, clinically complex consumer complaints and implementation of the DMHC's IMR process.
- d. Review health plan clinical guidelines for consistency with professionally recognized standards of practice and good professional practice.

#### 8. CLINICAL CONSULTANT RESPONSIBILITIES

The Clinical Consultant:

- a. Understands that all recommendations and contract deliverables must comply with the Knox Keene Health Care Service Plan Act of 1975, as amended, and the California Code of Regulations Title 28, Division 1, Chapter 1 (sections 1300.41-1300.826), as amended, as well as all other laws under which DMHC operates.
- b. Shall provide all deliverables within the timeframe specified and required by the State.
- c. Understands and acknowledges that all deliverables must be reviewed, approved and accepted by the State prior to payment.

#### 9. DMHC RESPONSIBILITIES

- a. Provide access to DMHC staff and management, offices and operation areas, as required, to complete the tasks and activities defined under this SOW.
- b. Review and approve/reject invoices for all services completed.

#### 10. ACCEPTANCE CRITERIA

- a. The contract deliverables will be delivered on mutually agreed dates.
- b. The Clinical Consultant understands that any State-requested revisions to any deliverable shall be incorporated by the Clinical Consultant within 7 calendar days from the date on which the State provided its feedback, unless a different timeframe is required and specified by the State.
- c. Upon completion of each deliverable, the Clinical Consultant and DMHC Contract Manager or designee will schedule the review and approval of the deliverable.
- d. If a deliverable is not accepted, the DMHC Contract Manager shall provide rejection rationale within 10 days of deliverable review.