

**EXHIBIT A(Sub-Exhibit A)-SCOPE OF WORK (SOW):
PROMOTING ACCESS TO HEALTH (PATH)**

Contractor Name	Account NameContractor Legal Name
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See Applicable Exhibit A Documents. Any additional specifications or variations in contracted service requirements applicable to this Exhibit A-SOW shall be contained herein.

I. PROGRAM NAME

Promoting Access to Health (PATH)

Additional Specifications Program Name - Add Specs
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II. CONTRACTED SERVICES

Primary Care Services

Medical Case Management Services

Additional Specifications Contracted Services - Add Specs

III. PROGRAM INFORMATION AND REQUIREMENTS

A. Program Goals

Contractor shall provide services to accomplish the following goals:

- i. Ensure that Service Team clients¹ have effective access to primary care by co-locating primary care medical services at Community Support Centers (CSCs);
- ii. Provide ongoing medical care management and treatment services for clients’ health conditions at PATH primary care clinics in order to promote establishment of a “medical home” for clients;
- iii. Improve health status among clients served by this program by providing coordinated care and referral to specialty services as necessary to address chronic health conditions; and
- iv. Support the integration of behavioral health, physical health, and substance use services for clients with co-occurring conditions.

Additional Specifications Program Goals - Add Specs

B. Target Population

Contractor shall provide services to the following populations:

¹ The term “client” is used in this Exhibit A to describe an individual with behavioral health issues being served.

1. Service Groups

Contractor shall provide services to adults with serious mental illness (SMI) and co-occurring chronic health conditions. For Primary Care Services, Contractor shall make it a priority to serve Adult Service Team clients enrolled in the identified CSCs.

Additional Specifications Service Groups - Add Specs
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2. Referral Process to Program

Clients shall be referred to the PATH Project by the CSC staff. Clients can also be referred by other Alameda County Behavioral Health Care Services (ACBH) contracted or County-operated programs as approved by ACBH Director of Integrated Health Care Services in the Office of the ACBH Medical Director or designee.

Additional Specifications Referral Process to Program - Add Specs

3. Program Eligibility

Primary Care Services

Contractor shall only serve clients who:

- i. Are residents of Alameda County;
- ii. Are 18 years of age and older;
- iii. Are enrolled in the Service Team at the specified CSC or at an ACBH-operated/contracted program serving behavioral health clients in Alameda County as approved by the ACBH Director of Integrated Health Care Services or designee; and
- iv. Have voluntarily selected Contractor as their medical home/primary care provider.

Medical Case Management Services

Contractor shall only serve clients who meet the above eligibility criteria and require additional medical case management services to assist them in the treatment of chronic health conditions.

Additional Specifications Program Eligibility - Add Specs

4. Limitations of Service

Not applicable for program area.

Additional Specifications Limitations of Service - Add Specs
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C. Program Description

Contractor shall maintain programmatic services at or above the following minimum levels:

1. Program Design

Contractor shall work with staff at the specified CSC and their caseload of clients to provide physical health screenings, routine primary care, and health and wellness education onsite using evidence-based and culturally-sensitive practices. Contractor shall provide voluntary preventive primary care screening for behavioral health clients and record those findings in the clients' medical record. Contractor shall provide voluntary treatment for identified physical health conditions within the specified CSC or at Contractor's main facility in order to support the concept of a "medical home" for behavioral health clients. Contractor shall provide voluntary ongoing medical case management services to clients with chronic physical health conditions. Contractor shall refer clients to Contractor's main facility or other licensed providers for physical health specialty care and dental services as needed. **Contractor's medical services shall not exceed more than two clients per hour.**

Contractor shall document in the client's chart efforts toward ensuring clients receive the following health screening assessments according to the minimum required timeframes specified below, or more frequently as medically necessary:

- i. Weight/Height/Body Mass Index (BMI) – Each clinic visit or quarterly
- ii. Blood Pressure – Each clinic visit or quarterly
- iii. Hemoglobin or HbA1c – Annually
- iv. Lipid Profile – Annually

Contractor shall have policy and procedures in areas including, but not limited to: client safety; medication safety, storage, and management; schedules; meetings; conflict resolution; and smoking.

Contractor shall provide services to meet the Community Services and Supports (CSS) requirements as specified in the Alameda County Mental Health Services Act (MHSA) Plan.

Contractor shall attend team meetings and clinic debriefings with staff from the specified CSC service delivery site daily to ensure timely care coordination.

Contractor shall work with ACBH staff to ensure primary care services become sustainable through the number of client encounters that are reimbursable through Medi-Cal and other third-party revenue sources.

Additional Specifications Program Design - Add Specs
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2. Discharge Criteria and Process

No client shall have a planned discharge from Contractor's program until an appropriate written Discharge Plan has been developed and another primary care provider has been identified to provide the client with ongoing primary health care services. Decisions to discharge a client from the PATH Project shall be determined

on a case by case basis in consultation with Contractor’s primary care team and the referring ACBH staff.

Additional Specifications
Discharge Criteria and Proc - Add Specs

3. Hours of Operation

Contractor shall provide ACBH with a list of holidays during which Contractor will not be available to operate PATH at the specified service sites.

Contractor shall not modify the identified hours of operation without prior written approval by ACBH.

Hours of Operation - Add Specs

4. Service Delivery Sites

Contractor shall provide services at the following location(s):

Service Delivery Sites - Add Specs

D. Minimum Staffing Qualifications

Contractor shall maintain the following minimum direct service positions:²

Minimum Staffing Qual - Add Specs

IV. CONTRACT DELIVERABLES AND REQUIREMENTS

A. Process Objectives

On an annual basis, Contractor shall deliver the following services/deliverables at each PATH site:

Contractor Deliverables	Evidence of Task Completion
In collaboration with staff at the identified CSC, Contractor shall provide Health Assessment Screening to all new PATH clients at the site.	Signed enrollment form from individuals who have received an orientation to the PATH Project and volunteer to participate in the health assessments and screening services to be kept on file
Contractor shall provide a minimum of six hours and a maximum of 20 hours per week of primary care services to a minimum of six clients.	Electronic health record system documentation that shows that clients served in the primary care clinic receive preventive care, urgent care, examinations, chronic disease management, medication management, and other health services

² The positions shall be maintained at the specified level or higher of direct FTE staff.

Contractor Deliverables	Evidence of Task Completion
Contractor's staff shall create and maintain an electronic/written appointment schedule for clients.	Electronic/written appointment schedule maintained by Contractor's staff so that clients have timely health screenings and appointments
Contractor shall assist clients with completing the PATH Client Survey on the designated platform as specified by ACBH.	Number of clients who successfully complete the survey

Additional Specifications Process Objectives - Add Specs
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B. Quality Objectives

Contractor shall provide services toward achieving the following quality objectives:

Quality Measure	Quality Objective
Percent of PATH clients who have received the following required health assessment screenings at least once within the most recent 12 months: <ul style="list-style-type: none"> • Lipid Panel • Hemoglobin A1C • Blood Pressure • Body Mass Index 	At least 50%
Percent of PATH clients who have successfully engaged with provider by telehealth or phone call at least one time per month.	60%

Contractor shall work collaboratively with ACBH to develop additional performance measures around quality of services.

Additional Specifications Quality Objectives - Add Specs
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C. Impact Objectives

Contractor shall work collaboratively with ACBH to develop performance measures around impact of services.

Additional Specifications Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

Quarterly Report

Contractor shall maintain electronic health record systems and shall submit any special or additional reports requested by the ACBH Director of Integrated Health Care Services or designee and/or County financial or program monitors.

Contractor shall submit a Quarterly Program Report that documents Contractor’s progress in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the established naming convention and shall be emailed to designated ACBH Integrated Health staff in accordance with the following schedule:

Quarter	Dates Covered in Report	Due Date
1 st	July 1 – September 30	October 31 st
2 nd	October 1 – December 31	January 31 st
3 rd	January 1 – March 31	April 30 th
4 th	April 1 – June 30	July 31 st

Annual

Contractor shall submit an annual Financial Report that documents revenue from the various sources the Contractor’s PATH program receives. Reports shall be labeled in accordance with the established naming convention and shall be emailed to designated ACBH Integrated Health staff and Alameda Health Consortium Director of Behavioral Health Integration within 30 days from the end of each fiscal period.

Contractor shall submit an Annual Mental Health Services Act (MHSA) Community Services and Supports (CSS) Report on an ACBH-provided template that collects demographics data in addition to Contractor’s progress, successes, and challenges in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the MHSA Three Year Plan and/or Plan Update established naming convention and shall be uploaded to the ACBH ShareFile within 30 days from the end of each fiscal year.

Additional Specifications Reporting And Eval Req - Add Specs
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VI. ADDITIONAL REQUIREMENTS

A. Site Certification/Licensure

Contractor shall obtain and maintain credentialing under the Alameda Alliance for Health.

Contractor shall maintain certification to participate in the Medicare and Medi-Cal programs under Title 18 and 19 of the federal Social Security Act, and/or all other such future program necessary to fulfill its obligation under this Agreement.

Contractor shall notify the ACBH Program Contract Manager immediately by telephone and in writing within five days of a change in the license and/or certification of any program, service, department, or facility providing services under this Agreement.

Contractor shall ensure that all personnel are licensed, certified, and credentialed in accordance with all legal requirements, and are qualified by training and experience to perform the services they are assigned to perform.

B. Quality Assurance

Contractor shall keep the following information on file and shall make this information available to ACBH upon request:

- i. Team Meeting and Clinic Debriefing minutes and sign-in sheets related to meetings with County staff attended by Contractor’s staff; and
- ii. Contractor’s Quality Assurance (QA) Plan.

Contractor shall collaborate with ACBH to provide evaluation data, such as client perceptions of service quality, impact on clients’ behavioral health outcomes, and other programmatic successes and challenges. Contractor shall work with ACBH to implement programmatic improvements based on the evaluation data, as appropriate.

Additional Specifications Additional Requirements - Add Specs
