

MEMORANDUM OF UNDERSTANDING
Coordination of Receiving and Referring Calls between Medicaid-Related Help Lines

Texas HEART, Inc. (Texas HEART) and the _____ hereby enter into this Memorandum of Understanding on _____. Texas HEART is a not-for-profit corporation, whose project address is 1212 East Anderson Lane, Suite 400, Austin, TX 78752. _____ is located at _____.

In order to ensure access and coordination of health and support services for Medicaid Managed Care enrollees, Texas HEART seeks to negotiate Memorandums of Understanding (MOUs) with existing Medicaid-Related Helplines; and

Texas HEART and STARLINE desire to implement procedures to best serve the consumer and agree to work together to train their respective staff to ensure an effective and efficient transfer of calls.

NOW THEREFORE, premises considered, Texas HEART and STARLINE agree to the following terms and conditions:

- a.) Texas HEART will transfer all calls related to STAR+PLUS enrollees to the STARLINE.
- b.) STARLINE will handle all calls from STAR enrollees who live in Region 6 and who call directly to STARLINE.
- c.) STARLINE will transfer all calls related to STAR enrollees from other regions to Texas HEART.
- d.) Texas HEART will handle all calls related to STAR enrollees who live in Region 6 and who call directly to Texas HEART.
- e.) TDHS and Texas HEART agree to hold each other harmless for any and all claims resulting from transferred calls dropped. Texas HEART and STARLINE will address complaints arising from this call transfer process and will take corrective action necessary to resolve these issues in a timely manner.
- f.) STARLINE and Texas HEART representatives agree to monitor the types of calls being received and referred and will immediately address any problems arising from inappropriate call transfers.
- g.) Both parties agree to review and to make any agreed upon modifications to this MOU as deemed necessary to best serve the consumer.
- h.) TDHS and Texas HEART agree to ensure the confidentiality of individual client records and other information relating to the client in accordance with applicable federal law, rules, and regulations, as well as applicable State laws and regulations. This provision shall not be construed, as limiting the Department's right of access to client case records or other information relating to TDHS clients.
- i.) TDHS and Texas HEART agree that either party can cancel this MOU by the giving of thirty- (30) day's notice in writing to the other party.

This agreement is effective as of the date signed and shall expire August 31, 2002, unless otherwise extended in writing by both parties prior to expiration.

The parties to this agreement agree to the division of responsibilities and procedures described herein.

Texas Department of Human Services
STARLINE

Texas HEART, Inc.

Texas Department of Human Services

Michele Whaling
Project Director, Medicaid STARLink
Help Line