

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
DIVISION OF HIV AND STD PROGRAMS**

Ambulatory Outpatient Medical (AOM) and Medical Care Coordination (MCC) Services  
Frequently Asked Questions - Issue Number 2  
November 30, 2012

*Question 1: On November 20, 2012, the County of Los Angeles Board of Supervisors approved new contracts for the delivery of AOM and MCC services to County residents living with HIV/AIDS. When will service delivery commence under the new AOM agreements?*

Answer 1: Providers who had existing cost reimbursement contracts / schedules to deliver **AOM services** must negotiate immediately one of the two following scenarios with their DHSP Program Manager, since technically both the old AOM contracts/schedules and the new Fee-For-Service contracts are considered live, and therefore overlap, from November 20, 2012-December 31, 2012:

- 1) Continue to invoice for AOM and therapeutic monitoring program (TMP) services compensated through the cost reimbursement contracts/schedules that will be ending December 31, 2012 (notice of termination forthcoming), and begin invoicing on the new Fee-For-Service contracts for services delivered January 1, 2013 and later;
- OR**
- 2) For services delivered beginning December 1, 2012, invoice under the new Fee-For-Service contract for all billable services as described in the new contract, and cease any invoicing from the AOM cost reimbursement contracts/schedules that will terminate December 31, 2012. Services delivered prior to December 1, 2012 should be invoiced against the old cost reimbursement contracts in order to avoid confusion that could result from switching contracts/invoicing processes in mid-November 2012.

The four providers who are new to the delivery of AOM services under a contract with the Division of HIV and STD Programs (DHSP) may commence service delivery as described in the new contract on November 20, 2012. Invoices should be submitted as described in the contract.

*Question 2: When will the new MCC contracts become effective?*

Answer 2: The new MCC contracts became effective on November 20, 2012, the date of Board approval. MCC providers should be recruiting and hiring appropriate staff immediately and can invoice according to contract language for related program costs incurred beginning November 20, 2012 and later. As discussed during the provider meeting held on November 5, 2012, service delivery under the new MCC contracts will be phased-in as agencies recruit staff and complete related MCC and Casewatch trainings. As allowable costs are incurred, please work with your DHSP Program Manager to ensure that your agency is invoicing appropriately for those costs, and that your agency is documenting that clients are receiving services as described in the scope of work.

Any Medical Case Management and/or Non-Medical Case Management contract exhibit activities must cease, since the new MCC contracts replaced the previous Medical Case Management and Non-Medical Case Management contract exhibits on November 20, 2012, when the Board approved the new MCC contracts. Agencies cannot invoice under the old exhibits for Medical or Non-Medical Case Management

for any services delivered November 20, 2012 and later. DHSP staff will work with your agencies regarding billing issues.

Other services that may have been included in the old AOM and Non-Medical Case Management contracts as separate exhibits, such as Benefits Specialty or Oral Health Services, will continue uninterrupted. Contracts may be amended or replaced, as needed, to reflect this. Further communication about these contractual developments will be forthcoming.

*Question 3: My agency has a new MCC contract and also has been delivering medical and/or non-medical case management services under a contract with DHSP. What will happen to the existing contracts / schedules?*

Answer 3: See Answer 2 to Question 2, above. Please contact your DHSP Program Manager via email if you continue to have questions.

*Question 4: Who do we contact for technical assistance related to AOM, MCC and Casewatch?*

Answer: As indicated in the Frequently Asked Questions (FAQ) - Issue Number 1, you may contact the following DHSP team members:

AOM: David Pieribone, 213-351-8122 or [dpieribone@ph.lacounty.gov](mailto:dpieribone@ph.lacounty.gov)

MCC: Angela Boger, 213-351-8057 or [aboger@ph.lacounty.gov](mailto:aboger@ph.lacounty.gov)

Casewatch Interfaces: Mike Janson, 213-351-8189 or [mjanson@ph.lacounty.gov](mailto:mjanson@ph.lacounty.gov)

For tracking purposes, please submit all inquiries electronically. Further inquiries and their subsequent responses will be included in future FAQ documents.