

## **EXHIBIT A – Scope of Work**

The Nansemond Indian Nation's Comprehensive Health Program provides comprehensive community health services for the prevention, diagnosis, treatment, consultation, and rehabilitation of diseases and conditions. Services include, as further described below: Primary Care Medical Services, Behavioral and Mental Health Services, Community Health Services, and Administration Services. Services are offered in the Nation's service area including direct outpatient care, telehealth consultation, community support and services, and home care.

This Exhibit is a list of programs, functions, services, and activities (PFSAs), and those reasonably inferred therefrom, which the Nansemond Indian Nation provides under its Title I Contract with the Indian Health Service.

### **A. Primary Care Medical Services**

The Tribe Comprehensive Health Program provides a comprehensive range of primary healthcare services, appropriate for a local medical center to prevent and treat disease and injury and to promote improvements in health status and outcomes. All medical services, treatments, and laboratory services provided to pediatric and adult patients include the coordination of referrals to outside services not available at the clinic. Primary Care Medical Services include:

1. Family Health Services: Provides outpatient medical care for pediatric and adult patients which includes the diagnosis, treatment, education, prevention, and consultation including, but not limited to, Primary Care and Services such as Geriatric, Rheumatology, Dermatology, Neurology, Infectious Disease, Hematology, Nephrology, Cardiology, Pulmonary Disease, Allergy, Immunology, Oncology, Nutritional Therapy, Endocrine and Metabolic and Nutritional Disorders as pertaining to a primary care.
2. Behavioral and Mental Health Screenings: Provides screening and, when indicated referral to behavioral/mental health for further assessment and treatment as pertaining to a primary care.
3. Diabetes Treatment and Prevention Services: Provides primary, secondary, and tertiary prevention services, including, but not limited to, diagnosis, treatment, education, prevention, research, screening, monitoring case management services, including, and physical fitness training related to diabetes treatment and prevention services as pertaining to primary care.
4. Laboratory Services: The Nation's clinical lab will receive an accreditation, Clinical Laboratory Improvement Amendments ("CLIA") certified, high complexity clinical laboratory capable of running almost 200 different types of laboratory tests that are typically used by doctors in both primary care and medical specialties.
5. Medical Benefits Assistance: Provides patients and caregivers with assistance in identifying and applying for alternate resources through qualifying state and federal programs, including, but not limited to Medicare, Medicaid, VA and private insurance.

6. **Patient Travel Costs:** The Tribe's Comprehensive Health Program provides and independently funds patient transportation, including qualified escorts, in accordance with Section 213 of IHCIA), 25 U.S.C. § 1621i, as amended, and employee travel and travel management. Transportation covered under this program includes, but is not limited, to air transportation, transportation by private or specialty vehicle or ambulance and transportation by other means when air or ground transportation is not available. The Nation will provide this service without funds from the IHS.

7. **Pharmaceutical Services:** Pharmacy Services include acquisition and control of certain pharmaceuticals and related products, on site distribution and/or dispensation of certain pharmaceuticals, patient counseling, and monitoring utilization of pharmaceuticals. Pharmaceutical services are provided for pediatric and adult patients including, but not limited to, prescribing therapies (e.g., anticoagulation clinics), recommending therapies, dispensing medications and monitoring of medication treatment plans to assure appropriate, safe, cost-effective therapies. Pharmacy services include patient education and information regarding pharmaceutical treatment to assure compliance and mediate against potential adverse effects.

8. **Telemedicine Services:** Provides outpatient services for pediatric and adult patients, including evaluation, treatment, education, prevention, and consultation including, but not limited to, the diagnosis and treatment, consultation, monitoring, and management of patients through interactive audio, video, and data modalities supported by telehealth at the Nansemond Indian Nation Comprehensive Health Program and at satellite sites. Tele-radiology services are also supported to provide interpretation of diagnostic images with contract providers.

9. **Home and Community Based Services:** Provides a comprehensive continuum of health care services to beneficiaries including, but not limited to: homemaker/home health aide care; nursing care services provided by, or under the supervision of, a registered nurse; respite care; In the case of an individual with chronic mental illness, day treatment or other partial hospitalization, psychosocial rehabilitation services, and clinic services (whether or not furnished in a facility); Independent living and aging in place services, including a chores program, personal care services, elders meals service, including prepared meal delivery and providing hot meals at community events, monthly elder gatherings to address social isolation, training for family members in managing the individual, adult day care, and other home and community based care in accordance with Section 205 of IHCIA, 25 U.S.C. § 1621d.

10. **Outpatient physical, occupational, and speech therapy services** will be available both in-person at the clinic's designated rehab area and via telehealth through the EMR system for pediatric and adult patients. These services will include one-on-one evaluations, comprehensive treatments tailored to individual needs, patient education, preventative measures, and professional consultations. Treatments will encompass diagnosis and treatment, consultation, monitoring, and management of patients using interactive audio, video, and data modalities supported by telehealth. All services will be provided under the Nansemond Indian Nation Comprehensive Health Program and delivered by contracted providers.

## **B. Behavioral and Mental Health Services**

1. Individual and Family Support Services: Provides coordinated services and assistance for pediatric and adult patients and their caregivers, including, but not limited to, coordinating treatment options, providing health education, child protective services reporting/referral, domestic violence and abuse intervention, healthcare social work services (i.e., health and wellbeing of children, youth and families), and coordinating with mental and behavioral health services and other patient services.

2. Mental Health Services: Provides culturally appropriate outpatient behavioral health services including, but not limited to assessments, referrals, individual, family, and group counseling, crisis intervention, psychiatric services, and telehealth. Provides prevention and psycho-educational activities. Coordinates with case management and other patient and community services. Ensures that the psychologist, social workers and marriage and family therapists who provide mental health care services, including screenings, to patients in a clinical setting under the IHCA are licensed in accordance with 25 U.S.C. § 1665e.

### **C. Alcohol and Substance Abuse and Recovery Services.**

1. Alcohol and Substance Abuse and Recovery Services: Provides culturally appropriate and coordinated outpatient, inpatient, transitional living, and telehealth substance use disorder and recovery services including but not limited to assessments, social detoxification, referrals, individual and group therapy, crisis intervention, case management, substance use disorder education, and coordinated health services. Inpatient services will be provided in permanent facilities with inpatient beds, 24-hour continuous care, and comprehensive health care including diagnosis and treatment. Substance Abuse assessment, counseling, and treatment will be provided by staff licensed and certified in accordance with 25 U.S.C. § 1665e.

2. Dual Diagnosis Services: Provides Mental Health and Substance Abuse services as identified above to individuals with coexisting substance use disorder and mental illness conditions and diagnosis. Dual Diagnosis Services will be provided by staff licensed and certified in accordance with 25 U.S.C. § 1665e.

### **D. Public Health Nursing and Other Services**

1. Health Education, Health Promotion, and Disease Prevention: Provides health education materials, events, and services, including, but not limited to, employee and community health fairs, mobile clinics, school-based health programs, flyers, and reports to education community members about health-related issues and to prevent the transmission, persistence, and recurrence of disease.

2. Public Health Nursing: The Nation's Home Health services will provide skilled services to patients. It is done under the care of the physician, certifying that the patient will need these services; intermittent skilled nursing care, social work, and any services recommended by the physician. Services may include physical and occupational therapy. Homebound criteria must be met and certified by MD per CMS guidelines.

5. Nutrition and Dietetics: Provides services for pediatric and adult patients including evaluation, treatment, education, prevention, and consultation including, but not limited to, medical nutritional therapy, nutritional screening and assessment, nutritional education and monitoring, and supplemental feedings.

## **E. Dental**

1. Provides preventive and restorative treatment for patients including dental hygiene services. Clinical treatment includes emergency care, extractions and relief of pain, examinations and x-rays, fillings, endodontics, prosthodontics, periodontics, Orthodontics, Pediatrics, and Periodontics. The staff also participates in Dental education programs at public schools, and public health fairs. Additional services may be provided by referral to dental specialists on a case-by-case basis as funding allows.

## **F. Administration**

1. Administrative Services: Includes, but is not limited to, strategic and operational program planning, financial management, grant applications and management, and property and personnel management.

2. Business Office: Provides financial services including, but not limited to, organizing, coordinating, and executing budget, grant, tribal contribution, and financial operations for the Nansemond Indian Nation Comprehensive Health Program. Also includes billing which includes, but is not limited to, providing complete and accurate patient data for providers, collecting data on reimbursable expenses incurred by patients, generating bills for collection from patients and other payers (primarily Medicare, Medicaid, and private insurance), conducting utilization review, insurance verification, and collection activities.

3. Housekeeping Services: Provides services including, but not limited to, waste, trash and infectious waste removal, linen management, routine, and urgent cleaning for the Nansemond Indian Nation Comprehensive Health Program.

4. Human Resources: Includes, but is not limited to, administering, and implementing policies and procedures related to human resource programs. Includes all employee training, education and development functions for all departments and services of the Nansemond Indian Nation Comprehensive Health Program.

5. Infection Control Services: Provides services including, but not limited to, management of the coordinated process to reduce the risks of endemic and epidemic nosocomial infections in patients, healthcare workers, and other employees that is accomplished through surveillance methodologies, education and reporting internally and when appropriate, to outside public health agencies.

6. Information Technology: This function includes, but is not limited to, the provision of all aspects of technical (computerized, digital) information management. The information and

technology services support function provides hardware, software, and applications development and maintenance, telecommunications, remote data services, overall systems, and operations management, including senior leadership level information management.

7. Medical Records: Maintains a comprehensive medical record system that is manual and/or electronic that includes, but is not limited to, record storage and retrieval, review and analysis of medical records, transcription, inpatient and outpatient data collection and management, and managing release of medical information.

8. Medical Services Administration: This function includes, but is not limited to, providing technical and logistical management for all support services and operations for capitalized and non-capitalized equipment, vehicles, drugs, medical supplies and forms. Material support services range from management and distribution of supplies, equipment and mail to inventory control of equipment assets.

9. Patient Registration: Registers patients for the receipt of healthcare services at the Nansemond Indian Nation Comprehensive Health Program, including, but not limited to, verifying third-party insurance, and completing the necessary paperwork for patient care.