

**FIRST AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
TRIFECTA GROUP, INC**

THIS AMENDMENT TO THE AGREEMENT, entered into this _____ day of _____, 2024, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Trifecta Group, Inc, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for Epic transition revenue cycle advisor services on October 17, 2023, for the term of October 1, 2023, through September 30, 2025, in an amount not to exceed \$1,000,000; and

WHEREAS, the parties wish to amend the Agreement to add additional revenue cycle consulting services, extend the term of the agreement through May 31, 2026, and increase the amount of the agreement by \$735,000 to an amount not to exceed \$1,735,000.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 3, Payments of the agreement is amended to read as follows:

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed ONE MILLION SEVEN HUNDRED THIRTY-FIVE THOUSAND DOLLARS (\$1,735,000). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement. All invoices must be approved by the Patient Financial Services Manager or their designee. Invoices must be sent to: SMMC-Accounts-Payable@smcgov.org. Processing time may be delayed if invoices are not submitted electronically.

2. Section 4, Term of the agreement is amended to read as follows:

Subject to compliance with all terms and conditions, the term of this Agreement shall be from October 1, 2023, through May 31, 2026.

3. Original Exhibit A and Exhibit B are hereby replaced with Revised Exhibit A, (rev. 3/15/24) and Revised Exhibit B, (rev. 3/15/24) respectively, copies of which are attached hereto and incorporated into the Agreement by this reference.
4. **All other terms and conditions of the agreement, between the County and Contractor shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Trifecta Group, Inc.



Contractor Signature

3/25/2024

Date

Candace Caballero

Contractor Name (please print)

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Revised Exhibit A
(rev. 3/15/24)

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

- Technical support for various configuration and go-live tasks relating to Epic transition.
- Monitor and manage the daily transfer of the 835 remittance files from the current claims scrubber system to the medical center. Ensure daily receipt, processing, and reconciliation of payments and adjustments.
- Building, testing, and completing assignments to support the Epic transition.
- Best practices and/or system utilization toward improved revenue cycle outcomes, such as increased collections, reduced payment denials and delays, and greater staff efficiency.
- Advise on common revenue cycle challenges such as patient Accounts Receivable trends, complex billing and coding regulations, and inefficient processes.
- Provide documentation regarding the current state of systems and processes to inform changes and decision making required to support the EPIC transition.

Scope proposal

County is planning a major system conversion and recognizes the many industry advances in Revenue Cycle and would like to identify potential opportunities for improved accounts receivable outstanding (AR), improved net revenue, better system utilization and increased automation in preparation for the Epic system conversion. It is also critical that current system utilization and function, workflow, and processes are fully understood and documented to recognize the translation from Invision and/or eCW to Epic. It is also known that TruBridge required significant modification to operate in the current environment which may or may not be required in the Epic environment. The project scope will be to document current workflow and benchmarks and perform a gap analysis between Epic best practice and current processes in PFS, assess staffing, procedures, and work distribution to maximize effectiveness and efficiencies in preparation for the system conversion while concurrently providing guidance on the Epic build. An additional operational task of daily 835 remittance transfer monitoring and reconciliation is within the scope of this project. The objective of this project is to perform an assessment of the PFS department to identify and document current process and technology use while recognizing the potential of the innovative technology and changes required for adaptation. Once Epic is live, the scope will include system optimization. Contractor will consider both technical and operational areas to be in scope. It is important to note that while Epic does provide a “foundation” model for most if not all system design, data, and tables, Contractor have found those models must be significantly modified in California due to non-compliant payers such as Medi-Cal and some Medi-Cal Managed Care. Additionally, each provider organization has different tolerances for staffing and IT resources, which can also impact the foundation or best practice models. As such, these variances must be identified and documented for the system to work effectively for County. Supporting building, testing and related assignments to support the transition to Epic are included.

Approach

- Technical support will be provided based on Epic build requirements and our experience with Epic build outcomes. Contractor will review Epic build foundation specifications with County and provide guidance based on experience with California clients and County specific payers, staffing and organizational structure.
- Contractor will monitor and manage the daily transfer of the 835 remittance files from the current claims scrubber system to the medical center. This includes verifying daily receipt of 835 files from the scrubber to the host system, processing, and reconciliation of payments and adjustments. County management will be notified of any reconciliation issues for further direction or assignment to County staff.

- Supporting the County Epic build, testing and completing assignments to guide the transition will be performed. Test scripts and scenarios will be provided to verify build outcomes, Work Queue design and modifications will be recommended to ensure optimum work assignments, Epic edits will be suggested to reduce manual claim manipulation and denials.
- Epic Best Practice Models as well as comparable industry standards such as Healthcare Financial Management Association MAP Best Practices will be used as guidance to achieve optimized system utilization toward improved revenue cycle outcomes, such as increased collections, reduced payment denials and delays, and greater staff efficiency.
- Our role will be to advise on common revenue cycle challenges such as patient Accounts Receivable trends, complex billing and coding regulations, and inefficient processes. Contractor will access our large network of clients and colleagues to keep abreast of industry fluctuations and California specific regulatory changes and apply those to our recommendations.
- Documentation of current state to future state of systems, workflows and processes to inform changes and decision making required to support the EPIC transition will be completed by reviewing available records, workflows recorded, system documentation and observance or work process by means of both systems and staff. Where documentation is lacking, Contractor will provide procedure, workflow, charting or other documentation necessary to memorialize processes.

Additional Scope starting April 16, 2024:

County will require support of their current revenue cycle/accounts receivable system, Invision, as well as interface data from/to eCW and TruBridge, throughout the life of the Invision accounts receivable. County will engage a vendor to take responsibility for the Invision accounts receivable upon Epic go-live so staff may focus on Epic and Epic accounts receivable. County is currently in need of an Invision technical support analyst and will continue to require the technical support for a period of twelve to eighteen months post-Epic go-live. Invision is currently interfaced with both eCW and TruBridge, both of which will also be replaced with the Epic project. These legacy systems are critical to the continued collection of Invision accounts receivable until such time as the outstanding net revenue is negligible. The technical tasks described below will allow the legacy systems to provide uninterrupted access and workflow, and support vendor collection efforts.

- Technical Support/Analyst for Invision Revenue Cycle (legacy system) prior to and post-Epic transition
- Collaborate with eCW, TruBridge and interface engine for issue identification and resolution, provide input to Epic team regarding future state
- Provide FQHC expertise and support for Epic build and transition from legacy
- Support Epic build and training, receive Building Block and super-user training to support transition and PFS team
- Manage legacy Accounts Receivable vendor, support technical aspects, run scripts (EMUE), jobs or processes as needed
- Acts as primary technical contact for legacy vendor, triages non-technical questions and resolves or obtains required information
- Tracks and Monitors legacy vendor performance – monitors and reports on performance issues or negative trends

Revised Exhibit B
(rev. 3/15/24)

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

Role	Hourly Rate
Project Oversight	\$325
Project Manager	\$200
Consulting staff	\$175
Consulting staff	\$175
Analyst Staff	\$175
Support Staff	\$125

Additional Scope starting April 16, 2024:

Monthly rate (includes full time work for a minimum of 160 hours and maximum of 200 hours per month:
\$24,000.00

Hourly rate: \$150.00