



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: December 30, 2014
Board Meeting Date: February 11, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jean S. Fraser, Chief of the Health System
Srija Srinivasan, Director, Strategic Operations

Subject: Agreement with HealthWays, Inc.

RECOMMENDATION:

Adopt a Resolution authorizing an agreement with HealthWays, Inc. to provide outreach, enrollment and retention services for children and adult health coverage programs for the term of January 1, 2014 through December 31, 2015, in an amount not to exceed \$123,600.

BACKGROUND:

Since 2003, the Health System has contracted with community-based organizations to conduct outreach and enrollment assistance for low-income uninsured residents to obtain health insurance coverage. In the spring of 2013, the Health System issued a Request for Proposals (RFP) to enlist community-based entities interested in providing such services in alignment with changes ushered in through the implementation of the federal Affordable Care Act (ACA). Five entities were recommended and the recommendations were endorsed by the Children's Health Initiative (CHI) Oversight Committee, an advisory body that guides the work of the Health System and is part of the Health Plan of San Mateo's governance structure.

HealthWays, Inc. (HealthWays) is one of the five entities recommended through the RFP selection process. HealthWays is a grassroots agency founded in 2006 by local community leaders in northern San Mateo County. Based at a pediatric clinic in Daly City, the agency provides health-related outreach and education services primarily targeting Filipino and Asian-Pacific Islander communities, with a special focus on new immigrant populations. The Health Coverage Unit (HCU) has contracted with HealthWays to provide outreach and enrollment assistance services since 2008.

DISCUSSION:

The RFP articulated the key competencies expected of contractors, including: a) demonstrated trust among targeted hard-to-reach communities; b) the capacity to offer “no wrong door” and “one stop shop” approaches through which residents can receive help in connecting to health coverage for all members of their household; and c) an ability to adapt to the changing health coverage landscape.

Under this agreement, HealthWays will perform outreach, enrollment and retention activities targeting uninsured residents in the northern region of San Mateo County that are eligible for health care coverage programs. These programs include Medi-Cal, Healthy Kids, Access and Care for Everyone (ACE) and Covered California. The contractor will oversee staff who will be trained as Certified Enrollment Counselors and will use the One-e-App and Covered California web-based application processing systems to enroll eligible children and adults into health coverage programs.

The HCU is also asking the Board to authorize the Chief of the Health System or designee to execute contract amendments which modify the County’s maximum fiscal obligation by no more than \$25,000 (in aggregate) for each agreement and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

This contract is late due to protracted contract negotiations and the contractor’s competing priorities related to preparing for the ACA.

This agreement and Resolution have been reviewed and approved by County Counsel as to form. The contractor meets insurance certificate requirements.

The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, and equal benefits.

Approval of the agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by ensuring that uninsured residents living in the northern region of San Mateo County will be screened, enrolled, and retained in various health coverage programs. Maximizing enrollment in available health coverage programs strengthens the county’s ability to provide residents’ access to healthcare. It is anticipated that contractor will enroll 729 children and adults.

PERFORMANCE MEASURE(S):

Measure	FY 2012-13 Actual	FY 2013-14 Projected
Number of children and adults enrolled by Contractor	512	729

FISCAL IMPACT:

The term of this agreement is January 1, 2014 through December 31, 2015. The amount of the agreement is not to exceed \$123,600. Agreement costs of \$30,900 are included in the HCU FY 2013-14 Adopted Budget and \$61,800 in the HCU FY 2014-15 Recommended Budget; \$30,900 will be included in the FY 2015-16 Recommended Budget.

The cost of the agreement is covered by contributions from the First 5 San Mateo County, Peninsula and Sequoia Healthcare Districts, the CHI Trust Fund, federal reimbursements from the Medi-Cal Administrative Activities program, and the County General Fund. The Net County Cost for this agreement for FY 2013-14 is \$13,411.

Request for Proposals – Matrix

1	Where was the RFP advertised?	Health System Website
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	mike@akana.net venace123@aol.com goldbergt@cabrillo.k12.ca.us moctezumae@cabrillo.k12.ca.us schucke@cabrillo.k12.ca.us info@dcpartnership.org arielsarto@dochs.org ERoberts@co.sanmateo.ca.us Carolyn.thon@hpsm.org Jose.santiago@hpsm.org Veronica.avila@hpsm.org abarrios@ihsdinc.org bheymach@legalaidsmc.org shawver@legalaidsmc.org TVinson@legalaidsmc.org romaldonado@lpch.org klobel@mypuente.org lvargas@mypuente.org Christina.ng@nems.org alex@npnsc.net aconnell@nuestracasa.org igarcia@nuestracasa.org ann@pacresourcecenter.org marina@pacresourcecenter.org ccanale@pcrcweb.org ralvarez@pyramidalternatives.org ibazan@ravenswoodfhc.org ibuada@ravenswoodfhc.org sportasio@rcsd.k12.ca.us pbrown@redwoodcity.org laura@samritanhouse.com kmorrison@sanmateo4Cs.org smicely@sanmateo4Cs.org adver@shfb.org bartels@smccd.edu mbrady@smfc.k12.ca.us ewang@stanford.edu mkanak@stanford.edu ruland@stanford.edu procia@thrivealliance.org rlehman@uwba.org kss@well.com reginacruz21@yahoo.com Veronica.avila-ferreyra@hpsm.org igarcia@nuestracasa.org
3	State the total number of RFP's sent to prospective proposers:	Forty-Five (45)
4	How many proposals did you receive?	Ten (10)

<p>5</p>	<p>List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:</p>	<p>Cabrillo 498 Kelly Avenue Half Moon Bay, CA 94019</p> <hr/> <p>Healthways 901 Campus Drive, Suite 209 Daly City, CA 94015</p> <hr/> <p>JobTrain 1200 O'Brien Avenue Menlo Park, CA 94025</p> <hr/> <p>North Peninsula Neighborhood Service 600 Linden Avenue South San Francisco, CA 94080</p> <hr/> <p>Puente de la Costa Sur 620 North Street Pescadero, CA 94060</p> <hr/> <p>Pyramid Alternatives 480 Manor Plaza Pacifica, CA 94044</p> <hr/> <p>Ravenswood 1798A Bay Road East Palo Alto, CA 94303</p> <hr/> <p>Redwood City School District 750 Bradford Street Redwood City, CA 94063</p> <hr/> <p>Taulama for Tongans 1650 S. Amphlett Blvd., Suite 105 San Mateo, CA 94402</p> <hr/> <p>The Latino Commission 301 Grand Avenue, #301 South San Francisco, CA 94080</p>
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