



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** July 1, 2015  
**Board Meeting Date:** September 22, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise Rogers, Chief, Health System  
Srija Srinivasan, Director of Family Health Services and Health Coverage Unit

**Subject:** Amendment to the agreement with HealthWays, Inc to provide outreach, enrollment and retention services.

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with HealthWays, Inc to provide outreach, enrollment and retention services for children and adult health coverage programs increasing the amount by \$150,735 to an amount not to exceed \$315,335 and extending the term through December 31, 2017.

**BACKGROUND:**

Since 2003, the Health System has contracted with community-based organizations (CBOs) to conduct outreach and enrollment assistance for low-income uninsured residents obtaining health insurance coverage. In 2013, the Health System issued a Request for Proposals (RFP) to enlist CBOs interested in providing such services in alignment with changes related to the Affordable Care Act. HealthWays, Inc (Healthways) was selected as one of five CBOs 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. Your Board approved the agreement with Healthways in February 2014. In December 2014, your Board approved an amendment to the agreement with Healthways to provide additional outreach and enrollment assistance as part of a coordinated Covered California Navigator program grant with the state.

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:**

Healthways has met its contract objectives and continued to serve as a valuable partner in reaching low-income residents in the northern region of San Mateo County. As a result, the Human Services Agency (HSA) and HCU intend to continue our partnership in this agreement. Additionally, state legislation now directs supplementary state funding to community-based efforts aimed at assisting residents in retaining Medi-Cal coverage. HSA and HCU determined that the existing CBOs identified in the 2013 RFP provided the best infrastructure to direct this new state funding.

Under this amendment, Healthways will perform outreach, enrollment and retention activities targeting uninsured northern San Mateo County residents who are eligible for health care coverage programs. These programs include Medi-Cal, Healthy Kids, Access and Care for Everyone and Covered California health plans. The contractor will oversee staff who will be trained as Certified Enrollment Counselors, enrolling eligible children and adults into health coverage programs. In order to fulfill the responsibilities of the new state funding, Healthways will also contact Medi-Cal beneficiaries who are due for renewal, disseminate renewal outreach flyers, and provide Medi-Cal renewal application assistance.

This amendment and resolution have been reviewed and approved by County Counsel as to form. This amendment has received a waiver for a four-year contract from the Contract Compliance Committee.

This agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by ensuring that uninsured residents of north 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 at least 1,740 children and adults for the fiscal years indicated below.

**PERFORMANCE MEASURE(S):**

Measure	FY 2014-15 Actual	FY 2015-16 Projected
Number of children and adults enrolled by contractor	870	870

**FISCAL IMPACT:**

The term of this amended agreement is January 1, 2014, through December 31, 2017. The amount of the agreement is not to exceed \$315,335. Agreement costs of \$79,725 are in the FY 2015-16 Recommended Budget; similar arrangements will be made in future years.

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, California Department of Health Care Services' grant allocation, federal reimbursements from the

Medi-Cal Administrative Activities program and the County General Fund. The net county cost for this agreement for FY 2015-16 is \$16,743