



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-644

Board Meeting Date: 8/3/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Scott Gillman, Director, Behavioral Health and Recovery Services

Subject: Agreement with Optum for After Hour Phone Coverage Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Optum for after hour phone coverage services for the term of July 1, 2021 through June 30, 2022, in an amount not to exceed \$564,586.

BACKGROUND:

In March 2015, Behavioral Health and Recovery Services (BHRS) issued a Request for Proposals (RFP) to select a provider for after hour phone coverage services. Optum submitted a proposal and was selected to provide this service.

BHRS has since contracted with Optum for after hour phone coverage services for San Mateo County and three other counties (Marin, Sonoma, and Contra Costa).

DISCUSSION:

Optum shall continue to provide after hours phone coverage services for the 1-800 numbers available to San Mateo, Marin, Sonoma, and Contra Costa County residents and Medi-Cal beneficiaries seeking behavioral health services. The agreement covers the costs for each of the four participating counties, with BHRS serving as the fiscal representative for all participating counties. The service and financial arrangement between the participating counties are defined in a memorandum of understanding.

Each County operates a 1-800 number from 8am-5pm Monday through Friday, except holidays. Optum will be responsible for answering calls from 5pm-8am Monday through Friday, and for answering calls 24 hours a day on weekends and holidays. Optum will provide basic information about the behavioral health benefits for Medi-Cal beneficiaries and transmit the caller's name, contact information, and brief description of the presenting problems to the individual County call center by the next business day.

The California Department of Health Care Services and the Federal Government approved the Drug Medi-Cal Organized Delivery System waiver, which has changed state requirements for response time and the screening process for all health systems' care. We are continuing to work with Optum and the other three counties to fully implement and meet these state requirements.

BHRS is requesting that the Board waive the RFP process for after hour phone coverage services for one more year, because of the effects COVID-19 has had on our ability to run a fair and open bid process, not only in our county but in the other participating counties as well.

The agreement and resolution have been reviewed and approved by County Counsel as to form. This agreement is on the Continuing Resolution.

This agreement is late due to extended discussions with the other counties who are party to this agreement.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that 95% of calls will be answered within 45 seconds or less.

PERFORMANCE MEASURE:

Measure	FY 2020-21 Actual	FY 2021-22 Projected
Percentage of calls answered within 45 seconds or less	95%	95%

FISCAL IMPACT:

The term of the agreement is July 1, 2021 through June 30, 2022. The amount of the agreement is not to exceed \$564,586 for the one-year-term. Of that amount, \$124,209 will be for BHRS. The latter amount will be funded by Medi-Cal Federal Financial Participation (\$31,052) and 1991 Realignment (\$93,157). There is no Net County Cost. BHRS will receive payment from the County of Contra Costa, Marin, and Sonoma for their respective costs incurred for these services. BHRS will make payment to this provider on behalf of all participating counties.