



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH SERVICES FHS

File #: 18-578

Board Meeting Date: 7/10/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, Health System
Srija Srinivasan, Deputy Health System Chief

Subject: Amendment to the Agreement with Social Interest Solutions to Provide a Local Health Coverage Eligibility System for Eligible Low-Income Residents

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with The Center to Promote HealthCare Access Inc. dba Social Interest Solutions to provide a local eligibility system that supports the Health System's role in conducting outreach, eligibility screening, enrollment and retention in local health coverage programs for eligible low-income residents extending the term through June 30, 2021, and increasing the amount by \$338,400 to an amount not to exceed \$961,541.

BACKGROUND:

Since 2004, the One-e-App (OeA) system provided by Social Interest Solutions (SIS) has been used by Certified Application Assistants in San Mateo County to help families apply for health coverage programs administered by the Health System. The development of this product was originally supported by the California Health Care Foundation in furtherance of its philanthropic aims to connect low-income residents to healthcare. Several counties, including San Francisco, Alameda and Los Angeles, also use the SIS OeA product.

In the past fourteen years, the Health System conducted Request for Proposal (RFP) processes to explore the market for technology solutions and determine whether the SIS offering continues to offer the best value for San Mateo County. Your Board has approved agreements with SIS, with the most recent agreement executed for the term July 1, 2016 through June 30, 2018.

DISCUSSION:

An RFP issued in 2017 resulted in two bids that were evaluated by the Health System. Both bids required significant development investments and would require substantial transition time for the staff and partners involved in our local health coverage programs. An evaluation of the costs and operational impacts of changing systems during a time of continued flux in health coverage led us to recommend continuing with our current SIS platform and OeA system.

This agreement supports the maintenance of the OeA system as the system of record for the locally funded health coverage programs ACE and Healthy Kids. The maintenance costs, which were negotiated down for the preceding 2016-18 agreement, will remain flat for an additional three-year term.

The Health Coverage Unit (HCU) requests that your Board 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), 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.

The agreement and resolution have been reviewed and approved by County Counsel and Risk Management as to form. ISD has reviewed and approved the IT component of this agreement.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by ensuring that the One-e-App application system is maintained to screen and enroll uninsured County residents into available health coverage programs and therefore promote access to basic health care services. It is anticipated that the application will be available to all staff twenty four hours a day and seven days a week.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Estimated	FY 2018-19 Projected
One-e-App system is available to all assistors twenty four hours per day seven days per week	100% Achieved	100% Achieved

FISCAL IMPACT:

The term of the amended agreement is January 1, 2014 through June 30, 2021. The amount of the amended agreement is not to exceed \$961,541; the amendment increases the contract amount by \$338,400. Funds in the amount of \$112,800 are included in the HCU FY 2018-19 Recommended Budget. Of this amount, \$37,224 is funded by the San Mateo Medical Center, \$5,640 by the Children’s Health Insurance Trust Fund, \$34,968 by Medi-Cal Administrative Activities Revenue, and \$34,968 is Net County Cost. Similar arrangements will be made for future years.