



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 19-028

Board Meeting Date: 1/8/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Subject: Agreement with Pinecrest Partners Healthcare, LLC dba Colburn Hill Group to Provide a Patient Accounts Receivable Management Software System

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Pinecrest Partners Healthcare, LLC dba Colburn Hill Group to provide a patient accounts receivable management software system for the term January 1, 2019 through December 31, 2021, in an amount not to exceed \$1,000,000.

BACKGROUND:

San Mateo Medical Center's (SMMC) Patient Financial Services department uses a manual process to track accounts receivable accounts. The aged trial balance report must be customized to make a functional tool, which is time-consuming and does not prioritize accounts based on dollar value or age of account. In October 2018, SMMC completed a Request for Proposals for a patient accounts receivable management software system to streamline this process.

DISCUSSION:

Pinecrest Partners Healthcare, LLC dba Colburn Hill Group was chosen for its innovative approach, inexpensive implementation, and user-friendly application. This software will drive productivity and reduce time loss by prioritizing accounts with the most opportunity for collection.

The agreement and resolution have been reviewed and approved by County Counsel as to form.

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

The Information Services Department has reviewed and approved this agreement.

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by ensuring SMMC's commitment to good financial stewardship. It is anticipated that the percentage of aging accounts over 180 days will be reduced to 10%.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Actual	FY 2018-19 Projected
Percentage of aging accounts over 180 days	18%	10%

FISCAL IMPACT:

The term of the agreement is January 1, 2019 through December 31, 2021. The amount of the agreement is not to exceed \$1,000,000 for the three-year term. Funds in the amount of \$166,667 are included in the SMMC FY 2018-19 Adopted Budget. Funds in the amount of \$333,333 will be included in the SMMC FY 2019-20 Recommended Budget. Similar arrangements will be made for future years.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the County's General Fund contribution to SMMC and are within the existing annual appropriation.