



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 21-447

Board Meeting Date: 6/8/2021

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
Srija Srinivasan, Deputy Chief, San Mateo County Health

**Subject:** Amendment to the Agreement with Alluma 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. formerly dba Social Interest Solutions, now dba Alluma, to provide a local eligibility system that supports the County Health'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, 2022, and increasing the amount by \$124,080 to an amount not to exceed \$1,085,621.

### **BACKGROUND:**

Since 2004, the One-e-App (OeA) system provided by Alluma has been used by certified enrollment counselors in San Mateo County to help families apply for health coverage programs administered by County Health. 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 Alluma OeA product.

Since 2007, County Health conducted Request for Proposals (RFP) processes to explore the market for technology solutions and determine whether the Alluma offering continues to offer the best value for San Mateo County. Your Board has approved agreements with Alluma, with the most recent agreement executed for the term July 1, 2018 through June 30, 2021.

### **DISCUSSION:**

An RFP issued in 2017 resulted in two bids that were evaluated by County Health. 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 Alluma platform and OeA system for another year. Alluma has shared that they will be sunsetting the OeA system in mid-2022 and has implemented a replacement system known as One-X-Connection. County Health is now exploring the various options for the local enrollment system that will replace OeA in July 2022.

This agreement supports the maintenance of the OeA system as the system of record for a portion of the participants enrolled in the locally funded health coverage programs such as the Access and Care for Everyone program and the San Mateo Medical Center Discounted Healthcare Program. There is a total of 10% increase in cost due to an annual 5% increase in maintenance cost and a 5% increase from the system migration to a cloud-based system.

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

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

It is anticipated that the OeA System application will be available to all staff 24 hours a day, seven days a week 100% of the time.

**PERFORMANCE MEASURE:**

Measure	FY 2020-21 Estimated	FY 2021-22 Projected
Percentage of time the OeA system application is available to all staff 24 hours a day, seven days a week	100%	100%

**FISCAL IMPACT:**

The term of the amended agreement is January 1, 2014 through June 30, 2022. The amount of the amended agreement is not to exceed \$1,085,621 for the length of its term. This amendment increases the contract amount by \$124,080. Funds in the amount of \$124,080 will be included in the Health Coverage Unit FY 2021-22 Recommended Budget.