



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-454

Board Meeting Date: 6/8/2021

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 Voyce, Inc. to Provide Voice and Video Medical Interpretation Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Voyce, Inc. to provide voice and video medical interpretation services for the term of July 1, 2021 through June 30, 2026, in an amount not to exceed \$4,900,000.

BACKGROUND:

San Mateo Medical Center (SMMC) has been using voice and video medical interpreting for its patients since 2007. In February 2021, SMMC conducted a Request for Proposals (RFP) for a vendor to provide these services.

DISCUSSION:

SMMC continues to have a critical need for voice and video medical interpretation. Voyce, Inc. (Voyce) was chosen for its innovative approach and its ability to integrate with the County's telehealth system giving providers a seamless way to provide interpretation services. SMMC has experienced a dramatic year-on-year increase of 47% in telehealth visits as a result of the COVID-19 pandemic and continues to offer these remote services.

County Counsel has reviewed and approved the resolution and agreement 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 the IT component of this agreement.

It is anticipated that Voyce will fulfill 99.5% of requests across Spanish, Cantonese, Mandarin and Tagalog languages.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Projected	FY 2022-23 Projected
Percentage of fulfilled requests across Spanish, Cantonese, Mandarin, and Tagalog languages	N/A*	≥99.5%

*New Measure

FISCAL IMPACT:

The term of the agreement is July 1, 2021 through June 30, 2026. The amount of the agreement is not to exceed \$4,900,000, for the five-year term. Funds in the aggregate amount of \$980,000 are included in the FY 2021-22 Recommended Budget. Similar arrangements will be made for future years.

The payment provisions and levels of services in this contract differ from that of the previous contract, with a 61% increase compared to that of the previous contract. This increase is due to two contributing factors: the previously mentioned dramatic increase in the number of telehealth visits at SMMC (47% year-on-year) and a 13% rate increase compared to the previous vendor's rate.

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 is covered by the County's General Fund contribution to SMMC and is within the existing annual appropriation.

ATTACHMENT:

RFP Matrix