



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH SERVICES BHRS

File #: 21-664

Board Meeting Date: 9/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Agreement with Netsmart Technologies, Inc. for an Electronic Health Record Management System and Data Presentation Tool

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Netsmart Technologies, Inc. for an electronic health record management system and data presentation tool, for the term of July 1, 2021 through June 30, 2026 in an amount not to exceed \$7,266,801.

BACKGROUND:

Since 2008, Netsmart Technologies, Inc. (Netsmart) has supplied an electronic health record (EHR) system for Behavioral Health and Recovery Services (BHRS), providing behavioral health and addictions treatment services, and Family Health Services (FHS), providing health and well-being to infants, children, teens, young adults and parents. The myAvatar system is the primary EHR system for both divisions to support coordination of care and data sharing as appropriate and is allowed under HIPAA regulations. The system meets Short-Doyle and managed care billing requirements for the state of California.

DISCUSSION:

BHRS and FHS continue working with Netsmart to support and enhance the services, software, maintenance, and technical support needed to facilitate the continuum of care for County clients. Netsmart will work with both divisions to enhance the new look and feel with a major upgrade that conforms to a fully web-enabled platform, allowing internal and external providers to securely access the EHR and easily navigate to the care record. In addition, the system will have support compliance with the Office of the National Coordinator for Health Information Technology (ONC) Cures Act Final Rule, implementing interoperability requirements as outlined in the Cures Act. The goal of the Cures Act is to make access easier for consumers and providers. The Cures Act Final Rule promotes innovation in the health care technology ecosystem to deliver better information more conveniently to consumers and clinicians. The EHR will be leveraged as the system of record that improves care by

giving consumers and providers secure access to health information, increasing use of electronic prescriptions, providing timely laboratory results, and offering a consumer portal for the access of personal health information in FY 2022-23.

The agreement was reviewed and approved by ISD for compliance with County Technology Standards.

The County's Contract Compliance Committee has approved a waiver request to extend this contract for a five-year term. This agreement is coming to your Board late due to prolonged contract negotiations and is on the Continuing Resolution.

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

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

It is anticipated that 100% of the ONC Cures Act Final Rule will be implemented in years 2021-2023, with 75% completed by 2022 and 100% by 2023.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Estimated	FY 2022-23 Projected
Percentage of the ONC Cures Act Final Rule implemented	75%	100%

FISCAL IMPACT:

The term of the agreement is July 1, 2021 through June 30, 2026. The amount of the agreement is not to exceed \$7,266,801 for the five-year term. The maximum for BHRS is \$5,911,870. The BHRS portion for FY 2021-22 is not to exceed \$1,292,968. Of this amount, it is anticipated that \$633,913 will be funded by Medi-Cal Federal Financial Participation, \$624,055 will be funded by 1991 Realignment, and \$35,000 by the Mental Health Services Act. There is no Net County Cost. This amount has been included in the BHRS Adopted FY 2021-22 Budget. For FY 2022-23 the maximum will be \$1,184,940 which includes \$311,802 in contingency costs. Of that amount, \$578,819 will be funded by Medi-Cal Federal Financial Participation, and \$ 606,121 will be funded by 1991 Realignment. There is no Net County Cost. Funds for these services are included in the BHRS FY 2022-23 Recommended Budget. Similar funding arrangements will be made for subsequent years.

The maximum for FHS is \$1,104,931. The FHS portion for FY 2021-22 is not to exceed \$332,170, which includes \$221,972 in contingency costs. Of this amount \$266,051 will be funded by Medi-Cal Administrative Activities (MAA) and Targeted Case Management (TCM) revenue. There is Net County Cost of \$66,119. For FY 2022-23 the maximum will be \$188,375, which includes \$75,973 in contingency costs. Of that amount \$120,933 will be funded by MAA and TCM revenue. The Net County Cost is \$67,441