



AGENCY ADMIN. & FINANCE
1000 San Leandro Boulevard, Suite 300
San Leandro, CA 94577
Tel: (510) 618-3452
Fax: (510) 351-1367

November 6, 2012

The Honorable Board of Supervisors
County Administration Building
1221 Oak Street
Oakland, CA 94621

Dear Board Members:

Subject: Amendment of Standard Agreement with C & C Advisors, LLC, for project management services required to implement One-e-App system changes necessary for the State Low Income Health Program and HealthPAC

RECOMMENDATIONS:

1. Approve the amendment of the Standard Agreement with C & C Advisors, LLC (Cheryl Waggener Northfield, Partner, Location: Oakland, CA, Procurement #7083), to increase the contract from \$461,518.00 to \$533,958, an increase of \$72,440, for the term of August 1, 2012 through July 31, 2013, in order to complete project management services required to safeguard the State Low Income Health Program (LIHP) Protected Health Information (PHI) and to complete the LIHP transition to the California State Medi-Cal Eligibility Data System (MEDS).

SUMMARY/DISCUSSION/FINDINGS:

Your Board has previously approved the implementation of One-e-App, a locally driven web-based system for streamlining enrollment in a range of publicly funded health programs. One-e-App establishes a single application process for multiple health programs and maximizes the use and leveraging of Federal and State dollars.

C & C Advisors provide One-e-App project management services, specifications design, user testing, training and go-live and post go-live coordination associated with the significant redesign of the health insurance intake and enrollment process required by the State Low Income Health Program.

On June 5, 2012, your Board approved an amendment to the C&C Advisors contract because the initial system redesign was not completed due to program modifications at the State level that affect the intake and enrollment processes. A second amendment is needed for two additional scopes of work: 1) the project management of the update and expansion of agency-wide Privacy and Security Policies and Procedures as well as verification/execution of additional security measures in order to comply with stringent requirements from the Department of Health Care Services (DHCS) to safeguard all LIHP Protected Health Information (PHI) and avoid HIPAA violations; and 2) the management of the transition of LIHP applicants to MEDS, which is the California statewide system that receives and stores current Medi-Cal eligibility and demographics.

Also, newly identified as a part of this project will be the development of an 834 transaction file (i.e., HIPAA-compliant Benefit Enrollment and Maintenance Transaction) to securely transfer these applicants over to MEDS. These types of transactions will be needed to reconcile enrollment and dis-enrollment information between HCSA third party administrators (i.e., Alameda Alliance for Health, One-e-App) and the California Department of Health Care Services. It is

crucial that this effort be completed prior to beginning the LHP transition to MEDS project to ensure accurate Medi-Cal/Exchange enrollment. This file must be designed, built, tested and implemented by March 1, 2013, the State deadline.

C&C Advisors possess expertise that is vital for the continued development of One-e-App in Alameda County, including knowledge of One-e-App technical system requirements, knowledge of the Low Income Health Program in Alameda County (HealthPAC) and the interface between One-e-App and the Alameda County MICRS (Medically Indigent County Reporting System) database which tracks utilization of medical services by enrolled clients. Their experience is essential to the successful redesign of the One-e-App system to be responsive to requirements being brought about by federal health care reform.

SELECTION CRITERIA:

C & C Advisors, LLC (previously known as Cask Consulting) were the consultants chosen for this project as part of a competitive bid process conducted by the Alameda County Collaborative (Health Care Services Agency (HCSA), Social Services Agency (SSA) and the Alameda Alliance for Health (AAH) in 2003. These consultants designed and conducted the Phase I detailed cost analysis and return on investment analysis presented to the Board of Supervisors for the development of the County's One-e-App system. This initial contract was administered by Alameda Alliance for Health (AAH) with agreements between the Social Services Agency (SSA) and the Health Care Services Agency (HCSA). Subsequent contracts have been administered by HCSA with agreements between SSA and AAH.

C&C Advisors are an Alameda County certified SLEB vendor (number 10-00006).

FINANCING:

Funding associated with the amendment is from a Measure A one-time allocation dedicated to enhancement of enrollment and eligibility functions, and is budgeted. Approval will have no effect on County general funds.

Sincerely,



Alex Briscoe, Director
Health Care Services Agency

Cc: County Administrator
Auditor-Controller
County Counsel

SECOND AMENDMENT TO AGREEMENT

This Second Amendment to Agreement (“Second Amendment”) is made by the County of Alameda (“County”) and C & C Advisors, LLC, (“Contractor”) with respect to that certain agreement entered by them on November 1, 2011 (referred to herein as the “Agreement”) pursuant to which Contractor provides One-e-App Project Management Consulting services to County.

County and Contractor agree as follows:

1. For valuable consideration, the receipt and sufficiency of which are hereby acknowledged, County and Contractor agree to amend the Agreement in the following respects:
 - Increase the amount by \$72,440, bringing the total to \$533,958.
 - Exhibits A-3(Qualitative) and A-4(Quantitative), Additional Scopes of Services, are added to the original Exhibit A.
 - Exhibit B-2, Additional Payment Terms, is added to the original Exhibit B.
2. Except as otherwise stated in this Second Amendment, the terms and provisions of this Amendment will be effective as of the date this Second Amendment is executed by the County (“Effective Date”).
3. In consideration for Contractor’s additional services, the County shall pay Contractor in an additional amount not to exceed SEVENTY TWO THOUSAND FOUR HUNDRED FORTY U.S. dollars (\$72,440.00). As a result of these additional services the not to exceed amount has increased from Four Hundred Sixty One Thousand Five Hundred Eighteen U.S.dollars (\$461,518.00) to FIVE HUNDRED THIRY-THREE THOUSAND NINE HUNDRED FIFTY EIGHT U.S. dollars (\$533,958.00) over the term of the Agreement and any amendments.

4. Item 20 of the Standard Services Agreement has been amended as follows: “the maximum amount payable to Contractor for its One-e-App Project Management Consulting Services shall not exceed \$533,958.00 payment for services”.
5. Exhibits A-3(Qualitative) and A-4(Quantitative, Additional Scopes of Services, and Exhibit B-2, Additional Payment Terms, are attached to this Amendment.
6. DEBARMENT AND SUSPENSION CERTIFICATION:
 - a. By signing this Second Amendment and Exhibit D, Debarment and Suspension Certification, Contractor/Grantee agrees to comply with applicable federal suspension and debarment regulations, including but not limited to 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549.
 - b. By signing this agreement, Contractor certifies to the best of its knowledge and belief, that it and its principals:
 - (1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency;
 - (2) Shall not knowingly enter into any covered transaction with a person who is proposed for debarment under federal regulations, debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction.
7. Except as expressly modified by this Second Amendment, all of the terms and conditions of the Contract are and remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment to the Agreement as of the day and year Second above written.

COUNTY OF ALAMEDA

C & C Advisors, LLC

By: _____
Signature

By: Cheryl Waggener Northfield
Signature

Name: _____
(Printed)

Name: Cheryl Waggener Northfield
(Printed)

Title: President of the Board of Supervisors

Title: Principal/Partner

Date: _____

Date: 11/6/12

Approved as to Form:

By: 
Sen. Dep. County Counsel, Ray Lara

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

EXHIBIT D

**COUNTY OF ALAMEDA
DEBARMENT AND SUSPENSION CERTIFICATION**

The contractor, under penalty of perjury, certifies that, except as noted below, contractor, its principals, and any named or unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessary result in denial of award, but will be considered in determining contractor responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Standard Services Agreement. Signing this Standard Services Agreement on the signature portion thereof shall also constitute signature of this Certification.

CONTRACTOR: C & C Advisors, LLC

PRINCIPAL: Cheryl Waggener Northfield TITLE: Principal/Partner

SIGNATURE: Cheryl Waggener Northfield DATE: 11/6/12

C&C Advisors
Exhibit A-3 (Qualitative)
Additional Scope of Services
For August 1, 2012 through July 31, 2013

Near-Term Projects

- C&C Advisors (“Contractor”) shall provide Project Management, Specification Design, UAT, Training and Go-Live Management for a number of One-e-App Change Orders. Implementing changes to the HealthPAC Program, which were mandated by the Low Income Health Program (LIHP), had a significant impact on the intake and enrollment process. Contractor shall provide services to further modify One-e-App to support these changes, including:
 - SIS/One-e-App HealthPAC product improvements
 - Management of the interfaces between One-e-App and the Alameda Alliance for Health to accept the 834 file, change file management and associated reporting
 - Reconciliation and documentation of SIS process statuses for improved database tracking and reporting
 - Planning and management for LIHP Data Transfer to MEDS/CaWIN
 - Maintain and improve the interface to One-e-App to support enrollment through an 834 file for General Assistance (GA) clients and applicants that enroll through Behavioral Health Care Services
- Coordination of Ryan White Migration including the implementation of Ramsell PBA
- Planning and preparation for One-e-App Health Care Reform Transition
 - Research presentation on Exchange systems features and timeline as well as implications for HCSA
 - HCSA LIHP transition to SSA Medi-Cal Implementation Plan (i.e., provider and client education, staff transition planning) in 2014
 - HealthPAC County funding and system transition plan effective 2014 (e.g., front-end and back-end system redesign, ongoing staffing needs)
- Update and expansion of agency-wide Privacy and Security Policies and Procedures as well as verification/execution of additional security measures.
- Complete the LIHP transition to the California State Medi-Cal Eligibility Data System (MEDS).

Ongoing Responsibilities – C&C manages and facilitates the following meetings and calls on an ongoing basis in support of One-e-App, MICRS and HIT Projects.

- One-e-App Help Desk Management:
 - Bug resolution and Ticket Review
 - Training
- One-e-App Ticket Tracking and Bi-Monthly Follow-up with SIS
- Organize and conduct train sessions for new contracted provider end users on One-e-App
- Participate in Bi-Weekly Status Call with SIS
- Participate in Bi-Monthly SIS Operations Conference Call
- Prepare and Co-Facilitate Bi-Monthly One-e-App Super User Group
- Participate in Weekly HCSA Team Meeting
- Participate in Bi-Monthly LIHP Integration Meetings
- Organize/Chair MICRS Staff Meetings (2 meetings per week)
- Monthly Audit of MICRS Utilization, Reject and Disallow Reports
- Coordinate Resolution of MICRS Issues from CBOs and ACMC Providers
- Organize and Facilitate MICRS Meetings with Alameda Health Consortium and ACMC Senior Staff as Needed
- Train and Support for HealthPAC Administrator
- Participate in monthly HealthPAC status meetings with Alliance HealthPAC Staff
- Participate in CaWIN/MEDS Meetings and conference calls
- Facilitate bi-weekly calls with Alliance to manage issues with the 834 file transfers
- Participate in monthly Covering Kids meetings

C & C Advisors, LLC
EXHIBIT B-2
ADDITIONAL PAYMENT TERMS
For August 1, 2012 through July 31, 2013

I. Payment Terms and Conditions:

1. PAYMENT:

- A. Payment for Privacy and Security Policies and Procedures services provided under this Amendment shall be on a one time, flat rate of **\$22,440.00** upon completion of work. This amount is based on Contractor performing **176 hours** over the term of this Second Amendment at the hourly rate of **\$127.50**; however, in no event shall the amount paid to Contractor exceed **\$22,440.00**, unless specifically permitted by the HCSA, in writing, and approved by the HCSA Finance Director.
- B. Payment for LIHP Transition to MEDS services provided under this Amendment shall be on a retainer/flat rate of **\$7,142.85 per month**. This amount is based on the Contractor performing approximately **56 additional hours** per month for seven months from January 1, 2013 to July 31, 2013 at the hourly rate of \$127.50; however, in no event shall the amount paid to the contractor exceed **\$7,142.85** per month unless specifically permitted by the HCSA, in writing, and approved by the HCSA Finance Director. The Transition to MEDS services shall not exceed \$50,000.00 over the term of this Second Amendment.

In no event shall the final invoice exceed the remaining balance of the Agreement amount. The total payment under this Second Amendment shall not exceed **\$72,440.00** for the term of this Agreement.

2. **PAYMENT TERMS:** The HCSA shall pay Contractor for **January 2013**, the first month of services, after execution of this Amendment and submission of the first invoice. Thereafter, best efforts will be made to make payment for each month, after submission of the required invoice, on the 8th of the next month. Contractor will provide an invoice no later than the 8th of each month detailing the services that were performed the month prior, pursuant to this Agreement, and such invoice shall be subject to review and approval by the HCSA.

Contractor shall notify the HCSA in advance if the services and costs are expected to exceed the projected estimates by 10% or more, prior to providing the services.

3. **TRAVEL:** The HCSA shall not pay Contractor for the cost of travel or the time related to local travel. Non-local travel defined as travel outside a 50-mile radius of the Alameda County Collaborative offices shall be reimbursed at cost for mileage, actual out-of-pocket expenses and per diems according to the HCSA travel policy. Non-local travel must be approved in advance by the HCSA Finance Director.
4. **WITHHOLD:** Contractor agrees that the HCSA may at its sole discretion withhold fifteen(15%) of the payment to be rendered under this Agreement until such time that all goods and services are received in a manner and form acceptable to the HCSA.

II: Invoicing Procedure:

Contractor shall invoice the County monthly in accordance with Section I.1. and I.2. above. Invoices, together with the required statement of activities performed, shall be sent to:

Health Care Services Agency
1000 San Leandro Blvd., Suite 300
San Leandro, CA 94577
Attn: Finance Director

Exhibit A-4 (Quantitative)

C&C Advisors, LLC

Scope of Services Amendment: Privacy and Security Policies and Procedures

Terms of Payment: Flat rate with invoice upon completion of work

Description of Services Provided	Hours
Review DHCS Business Associate Agreement and summarize required action to become compliant	40
Form agency-wide workgroup and draft plan for building and expanding Privacy and Security Policy and Procedures	20
Compile agency-wide Privacy and Security Policy and Procedure	100
Execute necessary security improvements	16
Total Hours	176
Total Cost	\$ 22,440

C&C Advisors, LLC

Scope of Services Amendment: Transition to MEDS

Terms of Payment: Distributed over term of contract

Description of Services Provided	Hours
Pre-Transition Data Clean-up	
Data cleansing of LIHP database	75
Reconciliation between Alameda Alliance and Social Interest Solutions	75
Develop 834 Transaction File	
Complete vendor selection	22
Review and confirm format requirements with vendor and MEDS representatives	40
Define and develop ongoing reconciliation process	30
Coordinate submission of test files and subsequent corrections	100
Post-go live coordination, fixes, and reconciliation	50
Total Hours	392
Total Cost	\$ 50,000