



Health Program of Alameda County (HealthPAC): Emergency Transportation & Eligibility and Enrollment System of Record

Presented to: Alameda County Board of Supervisors
Health Committee
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Alameda County
Health Care Services Agency



HealthPAC
Health Program of Alameda County

Health Program of Alameda County (HealthPAC)



- On July 1, 2011, the program for the uninsured in Alameda County became the Health Program of Alameda County (or HealthPAC).
- HealthPAC is a comprehensive health access program for low-income uninsured Alameda County adult residents (Age 19 and above), regardless of immigration status.
- Restructures County indigent health system to encourage preventive care and continuity in primary care.
- Participants must be ineligible for publicly-funded health insurance.
- There are now approximately 23,000 enrollees.
- Is not a health insurance plan/product.

Measure A One-Time Funding Recommendation



- County is responsible for ensuring access to ambulance services for HealthPAC members for life-threatening emergencies within Alameda County.
- Historically, services were neither billed to HealthPAC members nor the County, per the negotiated contract with the previous ambulance provider.
- The County's contract with the current ambulance provider, Falck, does not include provisions related to emergency transportation for HealthPAC members.

Measure A One-Time Funding Recommendation



- Falck does not bill HealthPAC members for emergency transportation services.
- Funding in the amount of \$360,000 would be used to cover emergency service transport for HealthPAC members.
- Falck contract would be for the period January 1, 2023 – June 30, 2024.

Health Program of Alameda County (HealthPAC) – Eligibility and Enrollment Constraints

- HealthPAC's current enrollment system of record One-e-App, developed by Alluma, is now obsolete.
- Alluma has announced that One-e-App will be discontinued in January 2023, but will continue running through February 2024.
- As One-e-App sunsets, HCSA incurs the significant cost of over \$40k/month to maintain technical support without enhancements, upgrades or improvements.

Measure A One-Time Funding Recommendation



- Funding in the amount of \$600,000 would be used to:
 - Implement RedMane Technology mCase case management software solution product, a customized and robust HealthPAC eligibility and enrollment system of record.
 - mCase provides all the required core components built-in and available immediately; with the ability to expand as legislative changes are implemented
 - RedMane Technology is providing mCase to San Francisco's Healthy San Francisco program as well as the County Medical Services Program (includes 35 counties mostly located in the Northern part of California). These counties have similar programmatic needs as Alameda County in terms of providing affordable healthcare services to uninsured residents.