

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 4/23/2013	(3) CONTACT/PHONE Trish Avery Caldwell 805.781.1831	
(4) SUBJECT Request to approve a new sole source service contract with Intelegy Corporation, to provide consulting services for the design, procurement and implementation of the County-run State Health Insurance Exchange Call Center in the total amount of \$151,935 for the period of April 1, 2013 through January 30, 2014.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign, a new sole source service contract with Intelegy Corporation, to provide consulting services for the design, procurement, and implementation of the County-run State Health Insurance Exchange Call Center for the period of April 1, 2013 through January 30, 2014 in the total amount of \$151,935.			
(6) FUNDING SOURCE(S) State Medi-Cal Allocation	(7) CURRENT YEAR FINANCIAL IMPACT \$44,100	(8) ANNUAL FINANCIAL IMPACT FY 2012-13: \$44,100 FY 2013-14: \$107,835	(9) BUDGETED? No
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001248		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? N/A	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell
805.781.1831

DATE: 4/23/2013

SUBJECT: Request to approve a new sole source service contract with Intelegy Corporation, to provide consulting services for the design, procurement and implementation of the County-run State Health Insurance Exchange Call Center in the total amount of \$151,935 for the period of April 1, 2013 through January 30, 2014.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign, a new sole source service contract with Intelegy Corporation, to provide consulting services for the design, procurement, and implementation of the County-run State Health Insurance Exchange Call Center for the period of April 1, 2013 through January 30, 2014 in the total amount of \$151,935.

DISCUSSION

Signed into law March 2010 was the Patient Protection and Affordable Care Act (PPACA), also known as the "Affordable Care Act". The Affordable Care Act is aimed at reducing the number of uninsured individuals while creating a more competitive marketplace through the creation of state-based health insurance exchanges by 2014. In addition, the Affordable Care Act includes subsidies and tax credits to both employers and individuals to lessen the cost of health coverage, and encompasses reforms to improve healthcare for all individuals regardless of their current health (e.g., coverage of pre-existing health conditions). In 2010 provisions of the Affordable Care Act began being phased in and included major changes such as expanded coverage for those with existing health conditions, elimination of lifetime dollar limits on essential benefits, and allowing dependent children to remain on parents' insurance plans until their 26th birthday. These changes, and others, support the requirement that all persons have health coverage by January 2014. (For complete information on changes being implemented based on the PPACA visit www.dol.gov/ebsa/healthreform.)

Each State will implement the Affordable Care Act slightly differently depending on existing State/County healthcare systems and programs. In California individuals will have a number of options for health coverage: 1) employer-sponsored, 2) healthcare exchange, 3) individual coverage, and 4) off-exchange [Medi-Cal and Non-Modified Adjusted Gross Income (MAGI) Medi-Cal]. The State contracted with Covered California Service Center (Covered California) to facilitate healthcare enrollment through the State exchange known as California Healthcare Eligibility, Enrollment and Retention System (CalHEERS). CalHEERS will work in conjunction with Counties using a toll-free call center model to guide individuals in selecting health coverage and transferring these calls to counties as appropriate. Individuals will also be able to access information directly through county-run healthcare providers (e.g., Department of Social Services). The goal of both CalHEERS and individual counties is to minimize duplication of work and effort, and to create a seamless "one-stop" system for individuals needing insurance.

Calls coming into CalHEERS (i.e., State call center) will be handled by call-center personnel ready to ask a few

questions so they can route the call appropriately. Counties will receive the calls that appear to meet Medi-Cal eligibility criteria. In San Luis Obispo, these calls will come in through the newly established County-run State Health Insurance Exchange Call Center that will be staffed with Employment Resource Specialists (ERSs). The State standard for answering these calls is within 30 seconds and assigned ERSs are to complete an eligibility determination and plan enrollment. The County call centers will operate extended hours Monday through Friday and include Saturday hours as well. It is required for the County to have a properly equipped call center with trained staff by October 1, 2013 to meet the demands of the new local service and to meet federal and state mandates.

Intelegy Corporation (Intelegy) is a California corporation located in Danville that was established in 1996 and is the leader in call center consulting, design, procurement and implementation. They have been providing specialized services to counties for the past ten (10) years with an emphasis on Medi-Cal (MC), CalFresh (CF) and CalWORKs (CW) programs. Specifically, Intelegy has implemented custom social service delivery systems (e.g., call center services) in thirteen (13) California Counties: Contra Costa, Orange, Placer, Riverside, Sacramento, San Francisco, Santa Barbara, Santa Clara, Santa Cruz, San Mateo, Solano, Sonoma and Tulare. Intelegy's services for program design, planning and implementation are included under the State of California's Multiple Award Schedule (CMAS Number 4-12-03-0135B for the period 9/1/2012 – 4/30/2016) and therefore is deemed a fair and competitive vendor of services. Based on their expertise, experience, and good standing with the State of California and with counties throughout California, the County is negotiating this contract as a sole source provider. For more information about Intelegy visit their web site at www.intelegy.com.

Specific to this contract Intelegy will be providing consulting to build a call center which supports Covered California and CalWIN consortia phone call transfers. Services provided will include design, procurement, implementation, and post-launch services. County Participant Services (PS) ERS staff will be trained by Intelegy to provide a professional, participant focused County-run State Health Insurance Exchange Call Center that meets the requirements of the Affordable Care Act and that is fully functioning by October 1, 2013. Work will be completed in three (3) phases: 1) strategy and planning, 2) design and implementation, and 3) training and post-launch support. Due to the lack of direction at the State level as to how transfer calls were to be handled at the County level, and the complexity of implementing such a large program, services began April 1, 2013 and are scheduled to be completed in January 2014.

OTHER AGENCY INVOLVEMENT/IMPACT

The County actively participated in the State Health Insurance Exchange Call Center project. County Counsel has reviewed and approved this contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

The total contract amount for County-run State Health Insurance Exchange Call Center Consultation with Intelegy is \$151,935. The amount will be expended over FYS 2012-2013 and 2013-2014. The contract amount of \$44,100 in the current fiscal year will be funded with the Department's existing Medi-Cal Administration allocation, which is 100% state funded. Due to salary savings, the Department anticipates having enough funding available in this allocation for the start-up costs associated with this contract. The remaining amount of \$107,835 will be added to the FY 2013-2014 DSS budget at a later date. This contract will require no additional General Fund contribution.

Agency	Budget FY 11-12	Budget FY 12-13	Budget FY 13-14	Notes	Sharing Ratios		
					Fed	St	Co
Intelegy	N/A	\$44,100	\$107,835	Call-center Consultant	N/A	100%	N/A

RESULTS

A major provision of the Affordable Care Act is that virtually all individuals have health coverage by January 2014 or, in some cases, they may face financial penalties. The Call Center model is being used throughout California to align individuals with appropriate health care choices and support. The County is working in partnership with the State to ensure quality service is provided to individuals assessing the health care exchange to obtain health coverage. The Call Center model supports the County's vision of a well-governed community that results in providing quality services that are responsive to community needs.

FYS 2012-2013 and 2013-2014

The task chart below provides categories of performance outcomes with Intellegy estimated to be completed when the contract for services is ended.

Intellegy Task	FY 2012/2013	FY 2013/2014
Project Management <ul style="list-style-type: none"> • Provide continuous Project Management support with the County Project Manager • Identify risks and issues, suggest alternative solutions and report on both items weekly • Provide project progress reports for management • Monitor/Report County Work Plan Progress weekly 	04/2013–06/2013	7/2013 -01/2014
Strategy and Plan (Phase I) <ul style="list-style-type: none"> • Review business objectives and define role of Call Center • Validate workload volume • Identify available physical and human resources for project and determine if there are other needs • Establish implementation timeline for Call Center • Monitor/Report County progress weekly 	04/2013–06/2013	n/a
Design, Procurement and Implementation (Phase II) <ul style="list-style-type: none"> • Develop/Implement detailed project plan and establish necessary work groups • Review current models and help develop and document County business processes/procedures and associated changes • Coordinate weekly meetings to ensure tasks are being completed timely and on budget • Ensure all committee meetings are conducted and dependencies and information flow between committees is communicated • Assess technology needs for staff Call Center workstations • Provide executive oversight and steering of design and committee work • Monitor/Report County progress weekly 	n/a	07/2013–11/2013
Training and Post-Launch (Phase III) <ul style="list-style-type: none"> • Provide on-site training • Work with County Project Manager and ensure project plan is meeting needs of staff and end users • Work with County Project Manager to update processes as needed • Monitor/Report County Progress weekly 	n/a	11/2013-01/2014

ATTACHMENTS

1. Intelegy Contract