



**Contra
Costa
County**

To: Board of Supervisors
From: William Walker, M.D., Health Services
Date: January 6, 2015

Subject: Add two Health Plan Member Services Counselors and cancel two vacant Information Systems Assistant II positions in the Health Services Department

RECOMMENDATION(S):

ADOPT Position Resolution No. 21594 to add two (2) permanent full-time Health Plan Member Services Counselor (V9VE) positions (\$3,483-\$4,233) and cancel two (2) vacant Information Systems Assistant II (LTVH) positions (\$2,923-\$3,553)#12862 and #13623 in the Contra Costa Health Plan division of the Health Services Department.

FISCAL IMPACT:

The additional costs associated with this action will be \$24,010 annually with benefits. The costs will be offset by CCHP Enterprise Fund III (100%).

BACKGROUND:

One Health Plan Member Services Counselor will work in CCHP's Member Services Unit Call Center handling busy incoming calls to: 1)Process requests for Medi-Cal emergency disenrollments and determine if the criteria and guidelines for emergency disenrollments are met 2)Prepare correspondence to inform members of the results of their inquiries 3)Assist members in choosing and changing primary care physicians 4)Educate members on the scope of benefits and the proper use of the Health Plan 5)Resolve issues for members who are experiencing problems using CCHP health plan insurance coverage One Health Plan

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/06/2015** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Mary N. Piepho, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 6, 2015

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: Kristen Cunningham,
957-5267

cc:

Member Services Counselor will work in CCHP's Case Management

BACKGROUND: (CONT'D)

Unit to: 1)Contact the Medi-Cal SPD members and complete Health Risk Assessments which are mandated by the State 2)Make regular calls to members to get them health care appointments as part of the Good Health program to improve Health Outcomes and HEDIS rates 3)Educate members on the scope of benefits and the proper use of the Health Plan 4)Help resolve any issues affecting member access or care

CHILDREN'S IMPACT STATEMENT:

Not applicable.

ATTACHMENTS

P-300 #21594