



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services  
Date: June 9, 2015

Subject: Add one Health Plan Member Services Coordinator position in the Health Services Department

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**RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 21671 to add one (1) Health Plan Member Services Coordinator (VRHB) position (\$4,024-\$4,892) in the Contra Costa Health Plan division of the Health Services Department.

**FISCAL IMPACT:**

The additional costs associated with this action are approximately \$99,431 annually with benefits, including \$20,840 in pension costs. Costs will be funded by CCHP Enterprise Fund II (100%).

**BACKGROUND:**

Membership in Contra Costa Health Plan has increased by 60,000 in the last year and we expect another 20,000 members to join by the end of 2015. Currently, there are three (3) Health Plan Member Services Counselors in the Case Management unit. We need a Health Plan Member Services Coordinator to be a team leader in Case Management to handle flexible job assignments, follow up on member cases being closed and the more technical and complex Member Services work in the unit. The Member Services Counselors answer phones, file case paperwork, perform batch letter processes, send out HRA files and enter

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☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **06/09/2015** ☒ 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

ABSENT: 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: June 9, 2015

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

By: Chris Heck, Deputy

Contact: Kristen Cunningham,  
957-5267

cc:

clinical results in the computer, coordinate authorizations for discharges

BACKGROUND: (CONT'D)

from nursing facilities, enter data of client health assessments, assist in making appointments for clients and make Good Health calls. The Health Plan Member Services Coordinator will be fully in charge of the dissemination of all new Case Management accounts to the unit's Member Services Counselors. CCHP is requesting this new position in Case Management to lead this team in meeting the State and Federal mandates for Health Risk Assessments and targeted case management.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved and without additional staff, Contra Costa Health Plan's Case Management unit will not have the adequate Member Services staff to meet the mandated requirements of the Plan.

CHILDREN'S IMPACT STATEMENT:

N/A

ATTACHMENTS

P-300 #21671