



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services  
Date: August 18, 2015

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

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**RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 21722 to add one (1) Health Plan Member Services Counselor (V9VE) position (\$3,587-\$4,360) in the Contra Costa Health Plan division of the Health Services Department.

**FISCAL IMPACT:**

Upon approval, the costs associated with this action will be approximately \$90,056 annually with benefits, including \$18,576 in pension costs. Costs will be funded by CCHP Enterprise Fund II (100%).

**BACKGROUND:**

Contra Costa Health Plan's Member Services unit is in need of a permanent full-time Health Plan Member Services Counselor position to assume the duties a temporary Member Services Counselor had been performing. The temporary employee has recently secured permanent full-time employment elsewhere which has left a void in Member Services. The unit has identified a need for a permanent position to assist Health Plan members in a timely manner with various Member Services related concerns/issues. This permanent position will allow the unit to continue to meet the requirements of DHCS, DMHC, CMS and NCQA

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☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **08/18/2015** ☒ 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: August 18, 2015

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

By: Chris Heck, Deputy

Contact: Kristen Cunningham,  
957-5267

cc:

related to timeliness of patient care.

CONSEQUENCE OF NEGATIVE ACTION:

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

CHILDREN'S IMPACT STATEMENT:

Not applicable.

ATTACHMENTS

P-300 #21722