



**Contra
Costa
County**

To: Board of Supervisors
From: William Walker, M.D., Health Services
Date: June 20, 2017

Subject: Add five (5) permanent full-time positions in the Health Services Department

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 22102 to add one (1) full-time Health Plan Authorization Representative (VRTA) at salary plan and grade level TC5-1182 (\$3,731 - \$4,535); two (2) full-time Clerk - Experienced Level (JWXB) at salary plan and grade level 3RH-0750 (\$2,905-\$3,605); and two (2) full-time Health Plan Member Services Counselor (V9VE) at salary plan and grade level TC5-1182 (\$3,731 - \$4,535) positions in the Health Services Department.

FISCAL IMPACT:

Upon approval, this action has an annual cost of approximately \$440,594 with pension costs of \$88,369 already included. This cost is offset with 100% Health Plan member premiums.

BACKGROUND:

The Health Services Department is requesting to add five permanent full-time positions in order to staff and implement the new Non-Emergency Medical Transportation Benefit Program within Contra Costa Health Plan. Currently, there are 100,000 members who are eligible for non-emergency medical transportation benefits and the unit is already experiencing backlogs in processing

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **06/20/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, 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: June 20, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Jo-Anne Linares,
(925) 957-5240

cc:

BACKGROUND: (CONT'D)

requests and delays in payment. Although staff has been working overtime, the workload continues to be voluminous. Moreover, the number of eligible members will significantly increase to 200,000 as the benefit is extended to all Health Plan Medi-Cal Population starting July 1, 2017.

The requested positions will meet the demand of the program operations and provide effective services to members. The Health Plan Authorization Representative will be responsible for obtaining and maintaining all necessary documentation required to process referrals and requests in the EPIC system. The Health Plan Member Services Counselors will be responsible for educating enrollees and explaining the program benefits; and the Clerks will be responsible for organizing and mailing transportation benefit information packets to members. Staff will be reporting to the Utilization Review Manager in the Cooperative Case Management Unit.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, the Contra Costa Health Plan will not have adequate staff to implement the new Non-Emergency Medical Transportation Benefit Program which may adversely impact patient care services.

ATTACHMENTS

P300 No. 22102 HSD