



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: October 13, 2020

Subject: Renewal of Experian Health Inc. Subscription and Support Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Department, a Price Change Amendment and a Purchase Order with Experian Health Inc., in an amount not to exceed \$247,688 to renew subscription and support services for Electronic Claims and Remittance Systems Software, for the period from July 1, 2020 through June 30, 2021.

FISCAL IMPACT:

100% funding is included in the Hospital Enterprise Fund I budget.

BACKGROUND:

Contra Costa Health Services (CCHS) Patient Accounting Department has used Experian Health Electronic Claims and Remittance Systems Software to simplify claims processing, ensure accurate posting of payments and adjustments, and expedite receipt of payments since 2001. CCHS uses the following Experian Health modules for accurate posting of payments and adjustments: (1) Electronic Claims Processing, (2) Remittance and Payment Processing, (3) Real-time Transactions Eligibility, and (4) Financial Reporting. This software meets Epic guidelines for Medicare Rules. The

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **10/13/2020** ☒ 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: October 13, 2020

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8700

BACKGROUND: (CONT'D)

subscription and support services are governed by the existing Master Customer Agreement between the County and Experian. The Price Change Amendment to the Master Customer Agreement provides updated pricing for the various software modules. This is renewing previous Purchase Order F016313.

CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve the Purchase Order for this renewal will interrupt electronic claims remittance software services resulting in a significant loss of revenue to CCHS.