



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: September 21, 2021

Subject: Contract #27-565-23 with DocuStream, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #27-565-23 with DocuStream, Inc., a corporation, in an amount not to exceed \$1,100,000, to provide consultation and technical assistance in regard to electronic claims processing services, and to license related Software to the County, for Contra Costa Health Plan (CCHP) and Behavioral Health Services Division (BHSD) for the period November 1, 2021 through October 31, 2022.

**FISCAL IMPACT:**

This contract will result in contractual service expenditures of up to \$1,100,000 and is funded by 80% CCHP Enterprise Fund II and 20% Mental Health Services Act. (No rate increase)

**BACKGROUND:**

This contractor provides consulting and technical assistance with regard to claims processing including scanning, storage, encryption, retrieval and form destruction. This contractor will ensure that all claims submitted to CCHP for payment are accurate and meet the Quality Measures for Encounter Data (QMED). This contractor will process claims to

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **09/21/2021** ☒ 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: September 21, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Sharron Mackey,  
925-313-6104

extract data and format data for transmission to CCHP and

### BACKGROUND: (CONT'D)

maintain an alternate eligibility database to match insured ID's against known flaws in the Medical and Medi-Cal data files. This contractor has been providing consultation and technical assistance in regard to electronic claims processing services to the County since November 2003.

On October 13, 2020, the Board of Supervisors approved Contract #27-565-22 with DocuStream, Inc., in an amount not to exceed \$1,100,000 to provide claims processing services including, scanning, storage encryption and retrieval for the period November 1, 2020 through October 31, 2021.

Approval of Contract #27-565-23 will allow this contractor to continue to provide claims processing to CCHP and BHSD through October 31, 2022.

### CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, CCHP and BHSD will not receive electronic claims processing services from this contractor. Providers may experience delays in payment and CCHP may be out of compliance and subject to sanctions and civil penalties per California and Federal law.