



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: May 24, 2022

Subject: Contract #77-195-4 with Q Metrics, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #77-195-4 with Q Metrics, Inc., a corporation, in an amount not to exceed \$70,103 to administer the Timely Access Provider Appointment Availability Survey (PAAS) for Contra Costa Health Plan (CCHP) for the period from May 1, 2022 through April 30, 2023.

FISCAL IMPACT:

This contract will result in contractual service expenditures of up to \$70,103 over a two-year period and will be funded 100% by CCHP Enterprise Fund II allocations.

BACKGROUND:

CCHP has an obligation to provide certain CCHP member services including, but not limited to: surveys of CCHP members to facilitate the best practices in providing member services. This contractor provides annual timely access PAAS for CCHP and has been providing member survey services since June 1, 2018.

Approval of Contract #77-195-4 will allow this contractor to continue providing PAAS

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **05/24/2022** ☒ 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: May 24, 2022

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

By: Antonia Welty, Deputy

Contact: Sharron Mackey,
925-313-6104

administration services through April 30, 2023. The County agrees to hold the contractor harmless for claims of loss and penalties imposed by the Department of Managed Healthcare (DMHC) for not meeting DMHC Wave methodology.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, administration of the Timely Access Provider Appointment Availability Survey will not be provided.