



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services
Date: June 7, 2022

Subject: Add Sixty One (61) Varied Positions in the CCHP Division of the Health Services Department for the Enhanced Managed Care Medi-Cal Expansion

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 25961 to add sixty-one (61) full-time positions (all represented) in the Contra Costa Health Plan Division (Dept 0860/Org 6123) of the Health Services department:

- Eight (8) Administrative Services Assistant III (APTA) positions at salary plan and grade ZB5-1631 (\$6,812 - \$8,280)
- Two (2) Administrative Services Assistant II (APVA) positions at salary plan and grade ZB5-1475 (\$5,837 - \$7,095)
- One (1) Secretary - Advanced Level (J3TG) position at salary plan and grade 3R2-1163 (\$4,416 - \$5,652)
- Four (4) Account Clerk - Experience Level (JDVC) positions at salary plan and grade 3RH-0755 (\$3,737 - \$4,633)
- One (1) Clerk - Beginning Level (Non-Typing) (JWXE) position at salary plan and grade 3R5-0693 (\$2,691 - \$3,273)
- Ten (10) Health Services Information Systems Specialist (LBTB) positions at salary plan and grade ZB5-1541 (\$6,231 - \$8,351)
- One (1) Information Systems Assistant II (LTVH) position at salary plan and grade 3R5-1005 (\$3,665 - \$4,455)

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **06/07/2022** ☒ 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: June 7, 2022

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

By: June McHuen, Deputy

Contact: Lauren Ludwig,
925-957-5269

- Two (2) Information Systems Assistant I (LTWH) positions at salary plan and grade 3R5-0909 (\$3,333 - \$4,051)
- Ten (10) Health Plan Member Services Coordinator (V9VE) positions at salary plan and grade TC5-1182 (\$4,367 - \$5,308)
- One (1) Health Services Administrator - Level B (VANG) position at salary plan and grade ZB2-1323 (\$5,174 - \$8,477)
- Two (2) Health Services Administrator - Level C (VANH) positions at salary plan and grade ZB2-1723 (\$7,688 - \$9,841)
- One (1) Health Services Information Technology Supervisor (VCFB) position at salary plan and grade ZA5-1884 (\$8,751 - \$11,728)
- One (1) Health Plan Business Services Manager (VCGE) position at salary plan and grade ZA5-1504 (\$6,007 - \$7,302)
- One (1) Planner and Evaluator - Level B position (VCXD) at salary plan and grade ZB2-1323 (\$5,174 - \$8,477)
- One (1) Senior Health Education Specialist - Project (VMW5) position at salary plan and grade TC5-1543 (\$6,244 - \$7,589)
- One (2) Medical Records Coder (VNTA) positions at salary plan and grade 3R5-1288 (\$4,851 - \$5,896)
- One (1) Health Plan Nurse Program Director (VRFA) position at salary plan and grade

ZZX-1000 (\$13,668 - \$16,614)

- Two (2) Quality Management Program Coordinator (VRHA) positions at salary plan and grade ZA5-1961 (\$9,445 - \$11,480)

- Two (2) Health Plan Authorization Representative (VRTA) positions at salary plan and grade 3RX-1119 (\$4,093 - \$5,226)

RECOMMENDATION(S): (CONT'D)

- One (1) Family Nurse Practitioner (VWSB) position at salary plan and grade L35-1873 (\$11,947 - \$14,921)
- Five (5) Registered Nurse (VWXG) positions at salary plan and grade L32-1880 (\$10,398 - \$12,986)
- One (1) Health Plan Pharmacy Manager (VYSE) position at salary plan and grade ZA5-1973 (\$11,947 - \$15,248)
- One (1) Medical Social Worker (X4VH) position at salary plan and grade 255-1590 (\$6,765 - \$8,223)

FISCAL IMPACT:

Upon approval, this action will result in an approximate annual cost of \$9,949,822, with pension costs of \$2,259,011 included. All positions will be funded by Contra Costa Health Plan revenues related to the new Enhanced Care Management (ECM) Medi-Cal benefit (50%) and the Cal AIM 5-year initiative funding (50%). The fiscal impact to current fiscal year is expected to be minimal to none due to the time needed for the recruitment and selection process. Should any positions be filled prior to June 30th, the department will be able to fund the costs within Cal AIM allocations and Medi-Cal reimbursement and the budget will be adjusted accordingly during year-end reconciliation. The salary and benefit cost and full-time equivalent (FTE) of these 61 positions are included in the adopted FY 2022/23 budget.

BACKGROUND:

In order to successfully transition to a Single Plan Model, meet the National Committee for Quality Assurance (NCQA) re-accreditation requirements, and implement the California Advancing and Innovating Medi-Cal (Cal AIM) Initiatives, Contra Costa Health Plan (CCHP) requires significant staffing augmentations. Expanding current staffing levels are also urgently needed to maintain compliance with three major oversight agencies (Department of Managed Health Care, Department of Health Care Services, and the Centers for Medicare & Medicaid Services) and multiple accreditation agencies.

CCHP conducted an evaluation of the current staffing levels and determined the needed staffing structure moving forward to be understaffed by approximately 100 employees, when compared to other Managed Care Plans in the Bay Area with similar membership. Additionally, CCHP's bid to be a Single Plan Model can add approximately 30,000 new Medi-Cal members, which the current staffing model cannot support.

CCHP is currently in the launch phase of the largest renovation of Medi-Cal Managed Care under California Advancing and Innovating Medi-Cal (Cal AIM). Over the next 4 years, several new programs will enhance access to care within CCHP's oversight. These new programs include Long Term Care, Dual Special Needs Program, and Population Health. To effectively develop and successfully launch these new Medi-Cal programs, it's critical to establish a staffing infrastructure with the appropriate skill set to develop

policies, procedures, workflows, and training plans.

The department has identified a total need of 61 positions to provide the appropriate staffing for the equity, emergency and disaster preparedness, project management, and Medicare & Medi-Cal Compliance units, which include the specific staffing needs below that are also critical to the staffing expansion:

1. Behavioral Health/Mental Health: 2 Administrative Services Assistant II positions are requested to support Student Behavioral Health and address the new demand from DMHC implementing SB 855 for the Commercial members and the No Wrong Door Behavior Health requirement.
2. Project Management Office & Training - 10 Health Services Information Systems positions are requested to create the infrastructure needed to roll out new programs and build a new Training Program.
3. Compliance Office – four Administrative Services Assistant III positions are requested to expand this office, which has historically been staffed by one staff person and requires additional staff to be fully functional.
4. Dual Special Needs Program (DNSP) - four Administrative Services Assistant III positions are requested to implement this program that will bring Medicare as a product line for the most vulnerable and older population. The DNSP is a combination of Medi-Cal and Medicare. The Centers for Medicare & Medicaid Services (CMS) directly manages Medicare and will have direct oversight of the DNSP. Filling the requested positions with Medicare experienced staff will be essential to meet the rigorous requirements.

Approval of these requested positions, will give CCHP the appropriate staffing levels and expansion of staff expertise needed to design and launch new major Cal AIM programs and meet Single Plan Model, NCQA, and Cal AIM regulatory guidelines.

CONSEQUENCE OF NEGATIVE ACTION:

If not approved, CCHP will lack the operational structure it needs to respond effectively to business changes stemming from its transition to a Single Plan Model, implementing Cal AIM, and building appropriate staffing levels to ensure compliance with NCQA and other regulatory agencies. The lack of staff will significantly hinder Contra Costa Health Services' ability to provide care management services to the highest need Medi-Cal enrollees.

ATTACHMENTS

P300-25961

Position List