



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: August 16, 2022

Subject: Contract #77-389 with Symphony Performance Health, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #77-389 containing mutual indemnification and a Statement of Work with Symphony Performance Health, Inc., a corporation, in an amount not to exceed \$25,000, to provide software, services, and maintenance and support to Contra Costa Health Plan (CCHP) for a hosted provider satisfaction survey, for the period from August 16, 2022, through August 15, 2023.

**FISCAL IMPACT:**

Approval of this contract will result in an annual expenditure of up to \$25,000 and will be funded as budgeted by the department in FY 2022-23, by 100% Contra Costa Health Plan Enterprise Fund II.

**BACKGROUND:**

This contract meets the needs of CCHP by administering provider satisfaction surveys. CCHP must conduct these surveys as per contractual obligations under its

APPROVE

OTHER

RECOMMENDATION OF CNTY  
ADMINISTRATOR

RECOMMENDATION OF BOARD  
COMMITTEE

Action of Board On: **08/16/2022**  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: August 16, 2022

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

By: , Deputy

Contact: Sharron Mackey  
925-313-6104

contracts with the Department of Health Care Services and the Department of Managed Health Care. To help meet these obligations, Symphony Performance Health (SPH) will administer its proprietary provider satisfaction surveys to CCHP's contracted provider network. Under contract #77-389, SPH shall grant CCHP a subscription to its Nexus™ Portal, a proprietary web application accessible via an Internet web browser to allow CCHP to receive reports and analyze surveys completed by survey participants. The results measure Physician and Practice Manager Satisfaction with CCHP, identify factors impacting physician satisfaction and loyalty, provide an opportunity to compare overall physician satisfaction with other plans and employ methods to improve physician response rates. This information is critical for retention of the provider network, providing data to use for health plan improvement initiatives, and increasing Healthcare Effectiveness Data and Information Set (HEDIS) scores. SPH was chosen by CCHP as a sole source provider and recommended by the Association of Community Affiliated Plans, of which CCHP is a member. This contract includes mutual indemnification obligating the County to indemnify SPH against third-party claims that arise out of the County's gross negligence or willful misconduct in performing the

BACKGROUND: (CONT'D)

contract. The contract limits SPH's liability under the contract to the amount paid by the County during a 12 month period preceding any claim.

Approval of Contract #77-389 allows the contractor to provide services through August 15, 2023.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, CCHP will not have the ability to administer the provider satisfaction surveys required to meet its contractual obligations with the Departments of Health Care Services and Managed Health Care for the annual Timely Access Report submission and meet multiple National Committee of Quality Assurance (NCQA) Health Plan accreditation requirements related to access and availability monitoring.