



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: August 2, 2022

Subject: Contract Renewal #23-681-2 with Well Health, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-681-2 with Well Health, Inc., a corporation, in an amount not to exceed \$578,094, for the continuance of license and use of Well Health's patient engagement application for the period from May 20, 2022, through May 19, 2023.

FISCAL IMPACT:

Approval of this contract will result in annual expenditures of up to \$578,094 and will be funded as budgeted by the department in FY 2022-23, by American Rescue Plan Act allocations. (No rate increase)

BACKGROUND:

Before contracting with Well Health, Inc. in May 2020, the patient engagement system utilized by Contra Costa Health Services (CCHS) processed batches daily. As such, Contra Costa Health Services (CCHS) was only able to outreach to patients daily. WellApp, a patient engagement application, solves this by providing built-in real-time integration within Epic. WellApp is a HIPAA-compliant messaging and patient engagement platform that connects healthcare patient staff and patients on their existing text and messaging

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **08/02/2022** ☒ 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 2, 2022

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8777

applications. Thus, allowing case managers, providers, and others the ability to directly engage a single patient, a patient cohort, or our entire patient population. The past tool caused delays in patient outreach during the COVID-19 pandemic. Since using WellApp, CCHS has strived for better communication which helps to improve patient outcomes.

On April 28, 2020, the Board of Supervisors approved Contract #23-681, with Well Health, Inc. in the amount of \$198,400 for the provision of their WellApp, patient engagement application including, software licensing and support, for the period from May 1, 2020 through April 30, 2021.

On January 18, 2022, the Board of Supervisors approved Contract #23-681-1 with Well Health, Inc. in the amount of \$578,094 for the provision of their WellApp, patient engagement application including, software licensing and support, for the period from May 1, 2021 through May 19, 2022.

Approval of Contract #23-681-2 allows the contractor to continue providing services through May 19, 2023. The delay in bringing this renewal request to the Board, is due to administrative delays associated with obtaining the final renewal documents from the contractor.

BACKGROUND: (CONT'D)

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, services will be discontinued affecting CCHS patient engagement. Patient outreach will be delayed, and real-time outreach will not be possible for case managers and providers. Delays in not re-purposing patient canceled appointments could harm revenue.