



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: February 28, 2023

Subject: Contract Amendment #77-195-5 with Q Metrics, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract Amendment #77-195-5 with Q Metrics, Inc., a corporation, effective February 1, 2023 to amend Contract #77-195-4 to increase the payment limit by \$13,000 from \$70,103 to a new payment limit of \$83,103 and to provide post validation services of the Timely Access Provider Appointment Availability Survey (PAAS) per requirement of the Department of Managed Healthcare (DMHC) for Contra Costa Health Plan (CCHP) with no change in the term of May 1, 2022 through April 30, 2023.

FISCAL IMPACT:

Approval of this contract will result in additional contractual service expenditures of up to \$13,000 and will be funded 100% by CCHP Enterprise Fund II revenues.

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 PAAS survey for CCHP, and has been providing member survey services since June 1, 2018.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **02/28/2023** ☒ 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
Ken Carlson, 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: February 28, 2023

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

Contact: Sharron Mackey,
925-313-6104

By: June McHuen, Deputy

BACKGROUND: (CONT'D)

On May 24, 2022, the Board of Supervisors approved Contract #77-195-4 with Q Metrics, Inc., in an amount not to exceed \$70,103, for the provision of PAAS services for CCHP for the period from May 1, 2022 through April 30, 2023.

Approval of Contract Amendment #77-195-5 will allow the contractor to continue providing PAAS administration services with the addition of post validation services as required by the DMHC through April 30, 2023. The contract terms includes the County agreeing to hold the contractor harmless for claims of loss and penalties imposed by the DMHC for not meeting DMHC Wave methodology.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, additional administration PAAS services will not be provided and the County will not be in compliance with current DMHC requirements.