



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 12/5/2017

Agenda Placement: 6B

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: JoAnn Melgar for Howard Himes - Director
Health & Human Services Administration

REPORT BY: JoAnn Melgar, Staff Services Analyst II - 707-253-4722

SUBJECT: Amendment No. 2 to Agreement with New Connections Communication Services, Inc.

RECOMMENDATION

Director of Health and Human Services requests approval of and authorization for the Chair to sign Amendment No. 2 to Agreement No. 170323B with New Connections Communications Services, Inc. increasing the amount by \$5,000 for a new annual maximum of \$15,000; modifying Specific Terms and Conditions 3.4 - Term of the Agreement to allow up to three additional renewal periods to June 30, 2020; incorporating a HIPAA Business Associate Agreement and Qualified Service Organize Agreement; and amending the Scope of Work Exhibit A and Compensation Exhibit B to add telephone exchange services for the Alcohol and Drug Services division.

EXECUTIVE SUMMARY

On or about May 15, 2016, the County entered into an agreement with New Connections Communications Services, Inc. (New Connections) to provide after-hours answering services for the Child Welfare Services Division of Health and Human Services Agency. The purpose of today's recommended action is to amend this agreement for New Connections to provide telephone exchange services required under the Drug Medi-Cal Organized Delivery System waiver for Alcohol and Drug Division as well. This amendment will ensure that Alcohol and Drug Services has the mandatory 24/7 beneficiary access line services in place to move forward with the State-County DMC-ODS contract.

The proposed amendment will increase the contract maximum by \$5,000 for a new annual maximum of \$15,000. In addition, the amendment modifies Specific Terms and Conditions 3.4 - Term of the Agreement to allow up to three additional renewal periods to June 30, 2020; incorporates Specific Terms and Conditions 3.1(g) and 3.1(j) to add a HIPAA Business Associate Agreement and Qualified Service Organize Agreement; amends Section 1.8 - Contract Administration; incorporates Addendum 1 to Exhibit D to add County Holidays; incorporates Exhibit E to add an Alcohol and Drug Services Call script, amends the Scope of Work Exhibit A to incorporate Addendum 1 to add telephone exchange services for the Alcohol and Drug Services division; and amends the Compensation

Exhibit B to incorporate Addendum 2 to include reimbursement for the telephone exchange services.

New Connections is not a local vendor.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Health & Human Services Alcohol & Drug Services
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	While approval of this amendment is discretionary, the Alcohol and Drug Services division is required by the DMC-ODS Waiver Implementation Plan approved by the State of California and the Centers for Medicare & Medicaid Services to provide mandated 24-hour beneficiary access to services via telephone.
Is the general fund affected?	No
Future fiscal impact:	This agreement will terminate on June 30, 2020. The amendment is included in the approved Fiscal Year 2017-2018 budget and appropriations with be included in future fiscal years accordingly.
Consequences if not approved:	If this amendment is not approved, the Alcohol and Drug Services division will not be able to provide mandated 24-hour beneficiary access to services via telephone.

Additional Information:

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The Drug Medi-Cal Organized Delivery System (DMC-ODS) is a pilot program to test a new paradigm for the organized delivery of health care services for Medicaid-eligible individuals with a Substance Use Disorder (SUD). According to the National Survey on Drug Use and Health, 2008-2011, nearly 12 percent of Medicaid beneficiaries over the age of 18 have a SUD.

Napa County Health and Human Services Agency (HHSA) Alcohol and Drug Services submitted a DMC-ODS Implementation and Fiscal Plan, both of which were approved by the Centers for Medicare & Medicaid Services and the State of California. This allows Napa County to bill enhanced Drug Medi-Cal rates for specific services required by the DMC-ODS Waiver. A 24-hour access line for beneficiaries is a requirement of the waiver without which the State-County DMC-ODS contract cannot move forward.

On or about May 15, 2016, the County entered into an agreement with New Connections Communications Services, Inc. (New Connections) to provide after-hours answering services for Child Welfare Services. The purpose of today's recommended action is to amend this agreement for New Connections to provide telephone exchange services required under the DMC-ODS waiver for Alcohol and Drug Division as well. This amendment will ensure that Alcohol and Drug Services has the mandatory 24/7 beneficiary access line services in place to move forward with the State-County DMC-ODS contract.

Specifically, staff is requesting that the Board approve: an increase in the annual maximum by \$5,000 for a new annual maximum of \$15,000; modify Specific Terms and Conditions 3.4 - Term of the Agreement to allow up to three additional renewal periods to June 30, 2020; incorporate Specific Terms and Conditions 3.1(g) and 3.1(j) to add a HIPAA Business Associate Agreement and Qualified Service Organize Agreement; amend Section 1.8 - Contract Administration; incorporate Addendum 1 to Exhibit D to add County Holidays; incorporate Exhibit E to add an Alcohol and Drug Services Call script, amend the Scope of Work Exhibit A to incorporate Addendum 1 to add telephone exchange services for the Alcohol and Drug Services division; and amend the Compensation Exhibit B to incorporate Addendum 2 to include reimbursement for the telephone exchange services.

New Connections is not a local vendor.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Bret Prebula