



Legislation Text

File #: 19-0384, **Version:** 1

Health and Human Services Agency recommending the Board:

- 1) Approve and authorize the Chair to sign Amendment II to Agreement for Services 447-S1711 (FENIX 844) with Netsmart Technologies, for the provision of the Netsmart Avatar electronic health record and billing system, increasing the total amount of the Agreement by \$201,262, for a new total not to exceed amount of \$951,262, with no change to the term of the Agreement; and
- 2) Authorize the Purchasing Agent, or designee, to execute further documents relating to Agreement for Services 447-S1711 (FENIX 844), including amendments which do not increase the maximum dollar amount or term of the Agreement, and contingent upon approval by County Counsel and Risk Management.

FUNDING: Medi-Cal, Mental Health Realignment, and Mental Health Services Act.

DISCUSSION / BACKGROUND:

In 2005, the Board approved a Mental Health Agreement to contract with the California Regional Mental Health Systems Coalition Joint Powers Authority (JPA) to develop an integrated information systems infrastructure. The JPA members researched available software systems suitable for Mental Health records and billing that satisfied the requirements of the California Medi-Cal system. As a result, the JPA selected and implemented the Avatar system, a product of the Netsmart Technologies Corporation, to achieve this goal and meet the State requirements.

Despite the quality and success of the product, the Application Service Provider (ASP) billing configuration proved to be problematic and the JPA system was dissolved by June 30, 2013. HHSA desired to continue using Avatar due to the financial and staff time investment in developing and using the software, the multitude of records contained in the software platform, and to ensure continuity of record keeping for those clients whose records already reside in the system.

Netsmart has proven to be a consistent partner, providing support and customizing as requested. Electronic billing processes result in Medi-Cal funding to support Behavioral Health services.

Amendment I, signed within the authority of the Purchasing Agent, was necessary to execute a Mutual Non-Disclosure Agreement regarding access to Avatar hosting files.

Amendment II is necessary to add three new subscriptions:

CareConnect Inbox - Inbox that will facilitate bi-directional electronic referrals across a robust provider network which leverages Direct Secure Messaging.

CareManager - A web-based solution that is the central connection point for a client's entire spectrum of care across their network of health care providers.

OrderConnect EPCS Hard & Soft Token - Electronically prescribe controlled substances with two-factor authentication using hard and soft tokens.

The three new subscriptions are starting in year three (3) of the current five (5) year term. The increase breaks down as follows:

		Based on Remaining Term			
	Up Front Cost	YR 3	YR 4	YR 5	
CareManager	\$77,500	\$18,000	\$18,000	\$18,000	
CareConnect	\$26,560	\$13,560	\$13,560	\$13,560	
OrderConnect	\$1,658	\$288	\$288	\$288	
	\$105,718	\$31,848	\$31,848	\$31,848	\$201,262
			Original NTE		\$750,000
			New Total NTE		\$951,262

In accordance with Resolution 142-2001, software (proprietary) is exempt from competitive bidding.

ALTERNATIVES:

Disapproval of Amendment II to Agreement for Services 447-S1711 (FENIX #844) will impact HHSA’s ability to provide an effective continuum of care, as well as maintaining continued compliance with the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009.

PRIOR BOARD ACTION:

17-0321 04/18/17 Approved Agreement for Services 447-S1711 (FENIX #844)

OTHER DEPARTMENT / AGENCY INVOLVEMENT:

Approved by County Counsel, Information Technologies, and Risk Management.

CAO RECOMMENDATION:

It is recommended that the Board approve this item.

FINANCIAL IMPACT:

The increase of \$201,262 will be paid from Medi-Cal, Mental Health Realignment, and Mental Health Services Act (MHSA). No General Fund is used for services. Sufficient appropriations were included in the fiscal year 2018-19 budget, and will be included in future budgets for the term of the Agreement.

CLERK OF THE BOARD FOLLOW UP ACTIONS

- 1) Clerk of the Board to obtain signature of Chair on two (2) originals of Agreement for Services 447-S1711 (FENIX #844); and
- 2) Clerk of the Board to return one (1) fully executed Agreement to the HHSA Contracts Unit at 3057 Briw Road, Suite B.

STRATEGIC PLAN COMPONENT:

Health and Human Services Agency Strategic Plan Objective 4.1.7: Identify cost effective emerging

technologies to improve service delivery and drive efficiency for HHSA employees.

CONTACT

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