

Setting the Standard in Health Care Excellence

July 23, 2024

Board of Supervisors
County of Ventura
800 South Victoria Avenue
Ventura, California 93009

SUBJECT:

Approval of, and Authorization for the Purchasing Agent to Sign, the Third Amendment to the Contract for Professional Services with Managed Healthcare Resources, Inc., Increasing the Contract Amount from \$155,000 to \$250,000 (an Increase of \$95,000), Effective August 1, 2024.

RECOMMENDATION:

That your Board approve, and authorize the Purchasing Agent to sign, the Third Amendment to the contract for professional services with Managed Healthcare Resources, Inc., increasing the contract amount from \$155,000 to \$250,000, effective August 1, 2024.

FISCAL IMPACT:

Mandatory:	No
Source of Funding:	VCHCP Operational Performance
Funding Match Required:	None
Impact on other Departments:	None

Summary of Revenues and Costs:

	FY 2024-25	FY 2025-26
Revenues:	\$0	\$0
Costs:		
Direct	\$176,000	\$156,000
Indirect-Dept	\$0	\$0
Indirect-County CAP	\$0	\$0
Total Cost	\$176,000	\$156,000
Net County Cost	\$176,000	\$156,000
Recovered Indirect Costs	\$0	\$0

The appropriations needed for this agreement are included in the adopted budget of VCHCP for FY 2024-25.

CURRENT FISCAL YEAR BUDGET TABLE

Current FY 2024-25 Budget Projection for Ventura County Health Care Plan Fund E-510 Division 3390				
	Adopted Budget	Adjusted Budget	Estimate to Year-End	Estimated (Savings/Deficit)
Expenditures	\$ 90,583,114	\$ 90,583,114	\$ 90,583,114	\$ 0
Revenue	\$ 88,004,480	\$ 88,004,480	\$ 88,004,480	\$ 0
Operational Income/(Loss)	\$ (2,578,634)	\$ (2,578,634)	\$ (2,578,634)	\$ 0

*Includes interest and fixed assets

STRATEGIC PLAN PRIORITY:

The item presented in this Board letter supports the Healthy, Safe, and Resilient Communities strategic priority of the County Strategic Plan as it supports the goal of providing equitable and timely access to quality healthcare.

DISCUSSION:

Ventura County Health Care Plan (VCHCP) is a full-service Knox-Keene licensed health care plan regulated by the Department of Managed Health Care (DMHC). The DMHC is requiring all licensed health plans to achieve accreditation from National Committee for Quality Assurance (NCQA) by January 1, 2026 in order to maintain licensure. NCQA accreditation is performed in two surveys: Interim Accreditation and First Option. VCHCP achieved Interim Accreditation in June of 2024. VCHCP will undergo the First Option Survey in 2025. The scope of a first option survey is significantly broader than that of the interim survey. The first option survey consists of providing documented policies, reports as evidence of action or performance demonstrating compliance with complex standards and file audits that show direct evidence of processes that meet NCQA requirements.

Due to the complexities of the NCQA surveys VCHCP contracted with Managed Healthcare Resources Inc. (MHR) a consulting firm with significant experience in assisting health plans with achieving NCQA accreditation. MHR will continue to assist VCHCP by providing project management, ongoing readiness assessment, GAP analyses, assistance with written analyses and support analyses, templates and training modules, mock file audits, as well as critical path guidance.

MHR has expertise in the NCQA accreditation process and has a successful track-record of 98% to 100% NCQA accreditation success. MHR has a robust team with expertise across all standards of NCQA, including Quality, Health Equity, Population Health Management, Credentialing, Utilization Management, Member Experience and Network. Additionally, MHR developed templates for each category as well as in depth training modules. These tools are unique to MHR and were developed/customized by their team of experts to fully prepare NCQA applicants for success.

The amendment presented to your Board today increases the contract amount from \$155,000 to \$250,000. At this time, there is no anticipated need for an increase in expenditures or appropriations.

This letter has been reviewed by the County Executive Office, County Counsel, General Services Agency Procurement Services and Auditor-Controller's office. If you have any questions regarding these recommendations, please contact Dee Pupa at (805) 981-5006.



Dee Pupa
Health Care Agency Deputy Director Managed Care
Health Care Plan Administrator



Theresa Cho, MD, MHA
Health Care Agency Director

Attachment: Third Amendment to contract with Managed Healthcare Resources Inc.