**COUNTY OF SISKIYOU**

**CONTRACT FOR SERVICES**

**Exhibit “A”**

A. Specific Services

1. Pursuant to Section 3.01, County shall:
2. Host and facilitate one (1) week of dedicated training and onboarding for the Solutions West Project team, led by county subject matter experts, at county facilities. This training will be focused on current county specific business processes and policies that relate to the Medi-Cal program.
3. Provide a program and technical single point of contact for Solutions West Project Manager and Supervisors.
4. Provide county specific policy guidance and escalations as needed.
5. Perform random case reviews on work performed by Solutions West staff. Report findings, including discrepancies and errors to Solutions West management and supervisory staff for resolution.
6. Authorize final Medi-Cal eligibility determinations.
7. Receive and review Weekly Productivity Reports and as needed, remove barriers to completing scheduled events.
8. Report concerns to Solutions West regarding staffing concerns and if necessary, request immediate termination of any Solutions West employees without appeal.
9. Conduct random state system audits, when determined necessary.
10. Investigate potential or suspected breaches of confidentiality and report findings to Department of Health Care Services as required under state law. Report findings to Solutions West.
11. Establish remote sign-on access to California State Automated Welfare System (CalSAWS), California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS), and Medi-Cal Eligibility Data Systems (MEDS), for all assigned Contractor staff.

Contractor must be in compliance with requirements as stated in Department Health Care Services Letter I-23-35 before access will be provided. <https://www.dhcs.ca.gov/services/medi-cal/eligibility/letters/Documents/I23-35.pdf>

1. Under California Department of Social Services, MPP Section 23-601-11, County has been delegated authority to delegate to the contractor the delivery of services, but shall retain ultimate program and fiscal responsibility for all contracted work.
2. Pursuant to Section 3.01, Contractor shall provide oversight and supervision to subject matter experts who will assist with the processing of overdue and current Medi-Cal redeterminations to temporarily increase capacity through the Medi-Cal unwinding period, due to lifting of the Public Health Emergency.

As permitted under California Code Welfare and Institutions Code, Division 9 Public Social Services, Part 2 Administration, Chapter 2 General Provisions, Section 10503, Solutions West will quickly mobilize and adjust to County-specific procedures to immediately assist with data entry and case follow-up activities. Staffing roles to assist with the effort are described in Chart 1.

1. Pursuant to Section 3.01, Contractor shall:
2. Participate in a week-long onsite project orientation, hosted by County. Support Specialists, Supervisors, and the Project Manager will conduct all onboarding and support services remotely, outside of the initial week of county project orientation.
3. Provide oversight of the Support Specialist team, distribute work, and conduct quality reviews, through the support of the contracted Supervisor.
4. Deliver Weekly Productivity Reports to County which include:
   1. Cases reviewed;
   2. Hours expended; and
   3. Issues, risks, and any other items deemed necessary, as identified by the contracted supervisor.
5. Support Specialists will:
   1. Complete data entry updates in appropriate system of record for completion of Medi-Cal redeterminations;
   2. Image client verification documents through virtual print and index documents/verifications received as appropriate per county policy.
   3. Process system tasks including, but not limited to, completion of Medi-Cal Ex Parte process, sending first or second requests for documents/verifications, update status of tasks, process Applicant/Recipient Income and Eligibility Verification System (IEVS) reports, Asset Verification Reports, update data related to address change, age change, income change, change reported, Medi-Cal 355 form, redetermination reports, Other Health Coverage (OHC) change, and conduct phone interviews with customers directly.
   4. Contact customers as needed to obtain necessary documentation and clarify information to complete the work assigned.
   5. Enter required journal records on all actions performed.
6. Project Manager will:
   1. Provide daily operational oversight of all Support Specialist and Supervisor activities.
   2. Serve as an escalation point to Solutions West Supervisors and County leadership.
   3. Interface with county leadership on items including, but not limited to, work quality, policy, productivity, budget, and resource staffing.
7. Confidentiality:
   1. Each Solutions West project team member will sign and comply with the terms of the county Confidentiality Agreement.
   2. Solutions West project team will oversee that work and documents remain secure and compliant with Personal Identification Information (PII) requirements.

Chart 1.

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| --- | --- |
| Roles | |
| Support Specialist | Support Specialist’s will provide Medi-Cal processing assistance through a variety of actions. This will include reviewing renewal packets, contacting clients to complete phone interviews, sending the appropriate form(s) requesting additional verification(s) as required by program/county policy and updating data collection pages in CalSAWS. |
| Supervisor | The Supervisor will provide oversight and conduct case quality reviews for 100% of cases assigned. They will also provide policy and process guidance to Support Specialists. |
| Project Manager | The Project Manager provides daily administrative and executive oversight of the project team. The Project Manager will be responsible for maintaining quality and consistent communication of project deliverables to county leadership team. |

Staffing Calendar



B. Compensation

1. Pursuant to Section 4.01, County shall pay to Contractor as compensation in full for all services and associated costs as reflected in Chart 2.
2. The Chart below reflects an all-inclusive hourly service fee by resource type.
3. Payment for services will be invoiced monthly for actual hours worked within thirty (30) days of the services provided.
4. Fixed price One-Time Travel Costs will be invoiced the  
   month immediately following week-long onsite onboarding.

Chart 2.

C. Expenses:

Graphical user interface, application, table, Excel

Description automatically generated

Refer to Chart 2 for One-Time travel Costs by Contractor.

# D. Civil Rights Compliance

1. Pursuant to Section 5.23, County shall:

1. Ensure Contractors administer programs in a nondiscriminatory manner and in compliance with State and Federal civil rights laws, including Division 21;
2. Document Certification of Assurance of Compliance Statement and

maintain current originals signed by Contractor administrators;

1. Ensure Contractors provide reasonable accommodations,

including, but not limited to, providing auxiliary aids and services to

individuals with communication-related disabilities;

1. Ensure Contractor provides reasonable accommodations to individuals with Limited English Proficiency and/or disabilities;
2. Ensure Contractors implement and enforce procedures which

provide appropriate language services, including how written information is effectively communicated to individuals with Limited English Proficient applicants and recipients;

1. Provide Contractor staff with training on the requirements

of Division 21, including how to inform applicants/recipients of their

civil rights;

1. Address complaints filed with or against a Contractor;
2. Document the number and nature of civil rights complaints filed with

and against contractors, if any, and how the complaints were

addressed and/or resolved;

* + 1. Document any civil rights compliance problems encountered with

the Contractor during the contract year, with a description of how

they were resolved;

1. Retain on file, any Civil Rights policy or procedure that will be, or

has been implemented to ensure that civil rights compliance

problems involving contractors do not recur; and

1. Document this certification using an Assurance of Compliance

Statement or its equivalent from each such contractor and maintain current originals signed by contractor administrators.

1. Pursuant to Section 5.23, Contractor shall:
2. Administer programs in a nondiscriminatory manner and in

compliance with State and Federal civil rights laws, including Division 21 regulations;

1. Adhere to Assurance of Compliance Statement;
2. Notify County of all civil rights complaints received within 10 days

upon receipt;

1. Provide reasonable accommodations, including, but not limited to,

auxiliary aids and services to individuals with communication-

related disabilities or other disabilities;

1. Provide reasonable accommodations to individuals with Limited English Proficiency;
2. Implement and enforce procedures which provide appropriate

language services and accommodation services, including how written information is effectively communicated to individuals with Limited English Proficiency;

1. Attend annual Civil Rights training offered by county;
2. Document the number and nature of civil rights complaints filed with

and against contractor, if any, and how the complaints were

addressed and/or resolved; and

1. Retain on file, any Civil Rights policy or procedure that will be, or

has been implemented to ensure that civil rights compliance

problems involving do not recur.