

# COUNTY OF SANTA CRUZ

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HEALTH SERVICES AGENCY  
ADMINISTRATION

## HEALTH SERVICES AGENCY

P.O. BOX 962, 1080 EMELINE AVENUE  
SANTA CRUZ, CA 95061  
(408) 454-4066 FAX: (408) 454-4770  
TDD: (408) 454-4123

November 8, 1999

AGENDA: December 7, 1999

BOARD OF SUPERVISORS  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, CA 95060

**RE: Approval of Mental Health Short-Doyle Medi-Cal Technical Assistance Contracts**

Dear Members of the Board:

On October 19, 1999, your Board authorized the acceptance of unanticipated state and federal revenue for funding information systems enhancements needed to improve or maintain Short-Doyle Medi-Cal claiming for California counties. The State chose to allocate these funds to the counties rather than expend them at the State level, because counties can use the funds as match for Short-Doyle Medi-Cal federal funds. This, in effect, doubles the funding available to accomplish the intended tasks. These funds must be expended by June 30, 2000.

The goals of the Medi-Cal information system enhancements are to speed up claims processing, claims payment and improve County cash flow from the Medi-Cal program. During July and August, County Mental Health staff worked with State staff to establish a list of projects and related resources needed to accomplish these enhancements. On October 19, 1999, your Board authorized a contract with Aspen Computer Solutions of Rancho Murieta, California, to initiate the planning process of the needed enhancements. That contract laid the foundation for the three contracts attached for your Board's approval. These contracts will provide for additional project planning, programming, system documentation, and training of state and county staff.

The first contractor, David Garske, designed and implemented the State Department of Mental Health's Web interface. This interface enables counties to securely receive, send and access State information over the internet. His contract will allow for further enhancements in that interface, including secure claims and remittance advice processing. The second contractor, Robert Hays, has worked extensively with the State and counties on developing database applications using Visual Basic and Access which allow counties to view Short-Doyle Medi-Cal system information and processing status. His contract will further that work and integrate the results with the State Web interface described above. The third contractor, Tony van Wolferen,

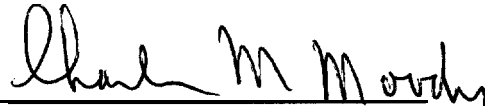
has extensive experience in working on the State's Short-Doyle Medi-Cal mainframe systems. His contract will allow for the integration of additional mainframe systems into the State's Web interface, via the applications being developed by the other contractors above. Together, these contracts will enhance the county's abilities to understand and use the State's Short-Doyle Medi-Cal processing system, determine claims status and correct errors on a timely basis.

Sufficient state and federal funds exist within the 1999/2000 Community Mental Health budget to fund these contracts and no additional County funds are needed nor requested.

It is, therefore, RECOMMENDED that your Board:

1. Approve the three attached agreements with David Garske, Tony van Wolferen and Robert Hays (Budget Index 363101, Subobject 3665) for information systems technical assistance effective October 18, 1999 and authorize the Health Services Administrator to sign.

Sincerely,



Charles M. Moody  
Health Services Administrator

1

CM:GK:ep

RECOMMENDED:



Susan A. Mauriello  
County Administrative Officer

cc: County Administrative Office  
Auditor-Controller  
County Counsel  
HSA Administration  
Mental Health & Substance Abuse Services  
Contractors

COUNTY OF SANTA CRUZ

0187

REQUEST FOR APPROVAL OF AGREEMENT

FROM: Health Services Agency (Mental Health) (Dept.)

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

Signature: Charles M. ... Date: 11-19-99

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.
County of Santa Cruz (Community Mental Health) (Agency)

1. Said agreement is between the and Tony Van Wolferen, P.O. Box 635, Penryn, CA 95663 technical assistance in SDMC systems enhancements.

2. The agreement will provide

3. The agreement is needed to provide the above.

4. Period of the agreement is from October 18, 1999 to June 30, 2000

5. Anticipated cost is \$ 91,000 through June 30, 2000 (Fixed amount; Monthly rate; Nat to exc)

6. Remarks: Contract is at an hourly rate with no maximum amount.

7. Appropriations are budgeted in 363101 (Index#) 3665 (Subol)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriation are available and have been encumbered. Contract No. CO9 TBD 1988

GARY A. KNUTSON, Auditor-Controller
By Ronald J. ...

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Health Services Administrator to execute the same on behalf of the HEALTH SERVICES (Agency).

Remarks: Agreement approved as to form. Date 11/24/99

- Distribution: Bd. of Supv. - White, Auditor-Controller - R.I., County Counsel - Green, Co. Admin. Officer - Canary, Auditor-Controller - Pink, Originating Dept. - Goldenrod

State of California County of Santa Cruz I hereby certify that the foregoing request for approval of agreement was approved in the minutes of said Board on 19 By County Administrative Officer

**SANTA CRUZ COUNTY HEALTH SERVICES AGENCY**

**PERSONAL SERVICES AGREEMENT  
CONSULTANT SERVICES**

THIS CONTRACT is entered into this 7<sup>th</sup> day of **December 1999**, by and between the **COUNTY OF SANTA CRUZ**, hereinafter called **COUNTY**, and **Tony van Wolferen**, hereinafter called **CONTRACTOR**. The parties agree as follows:

1. DUTIES. CONTRACTOR agrees to exercise special skill to accomplish the following result:

Provide technical assistance under the terms and rates listed below to assist the COUNTY and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. CONTRACTOR duties and responsibilities are detailed in Attachment A, Statement of Work. CONTRACTOR will work on the projects listed in Attachment B, County Services Medi-Cal Projects. Attachments A and B are incorporated into this Agreement by this reference.

2. COMPENSATION. In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR at an hourly rate of \$65.00. Compensation includes all airfare, ground transportation, hotel, and food per diem, to accomplish the result contracted for.
3. TERM. The term of this Agreement shall be from October 18, 1999 until June 30, 2000.
4. EARLY TERMINATION. Either party hereto may terminate this Agreement at any time by giving thirty (30) days written notice to the other party.
5. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS. CONTRACTOR shall exonerate, indemnify, defend, and hold harmless COUNTY (which for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:
  - a. Any and all claims, losses, damages, defense costs, or liability of any kind or nature which COUNTY may sustain or incur or which may be imposed upon them for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this agreement, excepting any liability arising out of the sole negligence of the COUNTY. Such indemnification includes any damage to the person(s), or property (ies) of CONTRACTOR and third persons.
  - b. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Agreement including, without limitation, unemployment insurance, social security and payroll tax withholding.

6. INSURANCE. CONTRACTOR, at its sole cost and expense, and for the full term of this Agreement (and any extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be excess of CONTRACTOR'S insurance coverage and shall not contribute to it.

If CONTRACTOR utilizes one or more subcontractors in the performance of this Agreement, CONTRACTOR shall obtain and maintain Independent Contractor's Insurance as to each subcontractor or otherwise provide evidence of insurance coverage for each subcontractor equivalent to that required of CONTRACTOR in this Agreement, unless CONTRACTOR and COUNTY both initial here \_\_\_\_\_ / \_\_\_\_\_.

a. Types of Insurance and Minimum Limits

1. Worker's Compensation in the minimum statutorily required coverage amounts. (Not required if CONTRACTOR has no employees).
2. Automobile Liability Insurance for each of CONTRACTORS vehicles used in the performance of this Agreement, including owned, non-owned (e.g., owned by CONTRACTORS employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage.
3. CONTRACTOR represents to COUNTY that it will accomplish the result required by this Agreement by manner and means which will expose no person to reasonably foreseeable risk of personal injury or property damage, namely as follows: information systems technical assistance. In reliance thereon, COUNTY hereby waives the requirement for Comprehensive or Commercial General Liability Insurance.

b. Other Insurance Provisions

1. If any insurance coverage required in this Agreement is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement (hereinafter "post agreement coverage") and any extensions thereof. CONTRACTOR may maintain the required post agreement coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post agreement coverage being both available and reasonable affordable in relation to the coverage provided during the term of this Agreement. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Agreement in order to purchase prior acts or tail coverage for post agreement coverage shall be deemed reasonable.
2. CONTRACTOR hereby covenants and represents that it will notify COUNTY in writing at least thirty (30) days prior to cancellation or non-renewal of any insurance coverage required herein.
3. CONTRACTOR agrees to provide COUNTY, at or before the effective date of this Agreement, with a copy of the face page of any required insurance coverage in force on the effective date of this Agreement and any new or renewal policies effective during the term of the Agreement.
4. Any required notification or copies of documents shall be sent to: Health Services

7. EQUAL EMPLOYMENT OPPORTUNITY. During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:
  - a. CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, disability, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, and/or transfer. CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notice setting forth the provisions of this non-discrimination clause.
8. NONASSIGNMENT OF AGREEMENT. CONTRACTOR shall not assign this Agreement to a third party without the written consent of COUNTY. Any assignment without such written consent shall automatically terminate this Agreement.
9. PRESENTATION OF CLAIMS. Presentation and processing of any or all claims arising out of or related to this Agreement shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.
10. RETENTION AND AUDIT OF RECORDS. CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than five (5) years after final payment under this Agreement or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under this Agreement.
11. ATTACHMENTS. Statement of Work, County Services Medi-Cal Projects
12. INDEPENDENT CONTRACTOR STATUS: CONTRACTOR and COUNTY have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of COUNTY. CONTRACTOR is responsible for all insurance (worker's compensation, unemployment, etc.) and all payroll related taxes. CONTRACTOR is not entitled to any employee benefits. COUNTY agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than COUNTY has the right to control the manner and means of accomplishing the result contracted for.

SECONDARY: (a) The extent of control which, by agreement, COUNTY may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) in the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) the skill required in the particular occupation is substantial

rather than slight; (e) the CONTRACTOR rather than the COUNTY supplies the 0191 instrumentality's, tools and workplace; (f) the length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) the method of payment of CONTRACTOR is by the job rather than by the time; (h) the work is part of a special or permissive activity, program or project, rather than part of the regular business of COUNTY; (i) CONTRACTOR and COUNTY believe they are creating an independent relationship rather than an employer-employee relationship; and (j) the COUNTY conducts public business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors, which indicate that CONTRACTOR is an independent contractor.

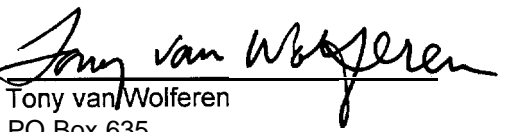
By their signatures to this Agreement, each party certifies that it is his or her considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor.

In witness whereof, the parties hereto have set their hands the day and year first above written.

**COUNTY OF SANTA CRUZ**

By: \_\_\_\_\_  
Charles Moody  
Health Services Administrator

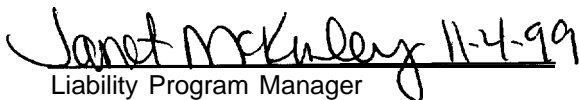
**CONTRACTOR**

By:   
Tony van Wolferen  
PO Box 635  
Penryn, CA 95663

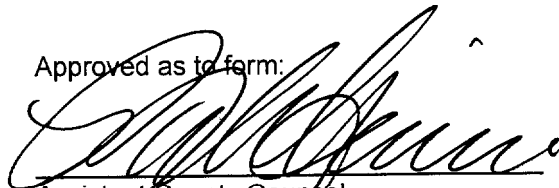
Telephone: (916) 654-2763  
E-mail:  
[tvanwolf@dmhhq.state.ca.us](mailto:tvanwolf@dmhhq.state.ca.us)

**Tax ID number: 555-70-6450**

Approved as to Insurances:

  
Liability Program Manager

Approved as to form:

  
Assistant County Counsel

Distribution:  
County Administrative Officer  
Auditor-Controller  
County Counsel  
Health Services Agency  
Community Mental Health  
Contractor

Tony van Wolferen / 10.26.99

**Statement of Work**  
**Tony van Wolferen**  
**Professional Consulting Services For Technical Assistance**

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**Scope of Services within:**

Tony van Wolferen will provide technical assistance to assist Santa Cruz County and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. This will include and be not limited to: the Provider System (PRV), County of Fiscal Responsibility Reporting System (CFRRS), Therapeutic Behavioral Services (TBS), Inpatient Consolidation System (IPC), County Cost Reporting System (CCR), Short-Doyle/Medi-Cal System (SD/MC), Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR), Medi-Cal Eligibility Database System (MEDS), New Institutions for Mental Disease (NIM), Information Technology Web Server (ITWS), Bulletin Board System (BBS), and the County Decision Support System (DSS), and Year 2000 system maintenance.

**Consultant Task Description:**

Tony van Wolferen will deliver technical assistance under this contract. The DMH Project Manager(s) will provide project supervision to him. Tony van Wolferen will retain administrative responsibility for himself.

**Assumptions:**

1. Tony van Wolferen will work under the general direction of the DMH Project Manager(s). The work will be performed under the existing DMH ITSD development environment. To the extent possible, existing technologies, methodologies, modules etc., will be leveraged and used to achieve the desired results.
2. Under this contract Tony van Wolferen will not work on any material directly resulting in an FSR or recommendation to DMH for the procurement of products and services that would disqualify him from participating in a future procurement.
3. Work performed under this contract is on a time and materials basis.
4. DMH will retain overall responsibility and ownership of any mentioned project(s).
5. Tony van Wolferen is not providing hardware or software under this contract (other than the programming design, development, and modifications listed herein).
6. Any changes to the Consultant Task Descriptions will be subjected to the Project Change Request Procedure to be mutually agreed upon by the DMH and Tony van Wolferen.

See Appendix A for Project Activities and task descriptions.



**Deliverables:**

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- Weekly Status Report
- Detailed Work Plan and Task Descriptions
- Analysis & Design Specifications
- Program Documentation (including flowcharts and diagrams)
- Unit Test Plan, System Test Plan and test results

**Completion Criteria:**

This work order will be considered complete upon the first occurrence of:

- Tony van Wolferen to provide professional services until Santa Cruz County has stated that no additional assistance is needed; or
- the total hours allocated to this work effort has been expended; or
- upon reaching the estimated work order end date of June 30, 2000.

**State Responsibilities**

DMH will designate a Project Manager(s) to whom all technical communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager(s) responsibilities include:

- Serve as the interface between Tony van Wolferen, DMH and county participants on these projects.
- With Tony van Wolferen, administer the DMH Project(s) Change Control Procedure(s).
- Help resolve project issues and escalates issues within the DMH organization, as necessary.
- Review all work products.
- Provide project direction and supervision to Tony van Wolferen.

DMH will designate a Project Manager(s) to whom Tony van Wolferen's communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager's responsibilities include:

- Serving as the interface between the Tony van Wolferen, DMH and county participants in these projects.
- Authorizing all changes in project functionality, cost and timeline with approval from DMH County Services and Santa Cruz County management.
- Acceptance testing of the completed project(s).

DMH will have the responsibility to provide:

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- I/T equipment, terminals, software and hardware necessary for Tony van Wolferen to accomplish his tasks. This will include desk space and materials.
- Timely access to state staff with special knowledge of date impacts on business and I/T systems as well as appropriate solution approaches to resolve any problems.
- Timely access to all current methodologies, source code(s), related documentation, and related test and production environments required to perform the activities specified in this work effort.

**Estimated Schedule:**

These project(s) are estimated to begin on October 18, 1999 and complete on June 30, 2000.

**Professional Fees/Payment Terms:**

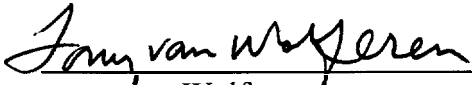
Tony van Wolferen will invoice Santa Cruz County monthly for the hours expended on the contract. The estimated project cost summary for Tony van Wolferen consulting and technical assistance is as follows:

| <b>Project Cost Summary</b> |                    |                              |                             |
|-----------------------------|--------------------|------------------------------|-----------------------------|
| <b>Classifications</b>      | <b>Hourly Rate</b> | <b>Estimated Total Hours</b> | <b>Estimated Total Cost</b> |
| Consultant                  | \$65.00            | 1400                         | \$91,000.00                 |
|                             |                    |                              |                             |
|                             |                    |                              |                             |
| <b>Project Total:</b>       |                    | 1400                         | \$91,000.00                 |


Approvals (Required Signatures):

0195

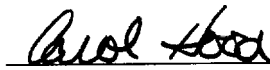
The respective responsibilities of each organizational representative are hereby acknowledged and accepted by:

  
\_\_\_\_\_  
Tony van Wolferen  
Consultant

10/27/99  
Date

  
\_\_\_\_\_  
Gary Renslo, Information Systems Manager  
Information Technology Services Division, DMH

10-27-99  
Date

  
\_\_\_\_\_  
Carol Hood, Assistant Deputy Director  
Systems of Care, DMH

10/27/99  
Date

  
\_\_\_\_\_  
Glenn Kulm, Assistant Director/Admin.  
Santa Cruz County Mental Health

10/28/99  
Date

Appendix A:

0196

**Project Activities:** Tony van Wolferen shall assist Santa Cruz County and DMH with the following activities in accordance with the scope of services listed above. Tony will provide services for and enhancement, modification and development of the Monthly MEDS Extract File (MMEF), NIM extract, IPC, SD/MC, CCR, county DSS, and Year 2000 county coordination and external interface testing. Projects will follow the template below and be defined as they are prioritized and scheduled.

| <i>Activity</i>                        | <i>Tasks</i>  | <i>Hours</i> |
|--|---|--------------|
| 1) Analysis & Design                   | <ul style="list-style-type: none"> <li>. Hold Kickoff Meeting(s)</li> <li>. Gather Requirements (Interviews)</li> <li>. Prepare System Flow Diagrams</li> <li>. Identify External Interfaces</li> <li>• Assess Impact to Current System</li> <li>. Prepare Analysis &amp; Design Specifications</li> <li>. Conduct Analysis &amp; Design Walkthrough</li> </ul> | 350          |
| 2) Program Development & Modifications | <ul style="list-style-type: none"> <li>. Develop Programs per Specifications</li> <li>. Develop Record Layout(s), JCL etc. for external interfaces</li> <li>. Create Unit Test Plan</li> <li>. Perform Unit Test</li> <li>. Prepare Program Documentation</li> <li>. Conduct Program Walkthrough</li> </ul>   | 550          |
| 3) Testing/Training                    | <ul style="list-style-type: none"> <li>. Create System Test Plan</li> <li>. Perform System Test</li> <li>• Prepare Test Results</li> <li>. Conduct Test Results Walkthrough</li> <li>. Conduct and continue ongoing Training and Knowledge Transfer Sessions.</li> </ul>  | 300          |
| 4) Implementation                      | <ul style="list-style-type: none"> <li>• Preparation of documents Production Control and Data Guidance</li> <li>• Turnover Program Documentation</li> </ul>   | 100          |
| 5) Project Management                  | <ul style="list-style-type: none"> <li>• Conduct Status Meeting</li> <li>• Prepare Weekly Status Report</li> <li>• Prepare Detailed Work Plan</li> <li>• Track &amp; Resolve Project Issues</li> <li>• Monitor Project Work Plan(s)</li> </ul>  | 100          |
| <b>Total</b>                           |   | <b>1400</b>  |



**County Services Medi-Cal Projects** 0197  
**in Support of County Mental Health Plans and DMH Programs**

The County Services Unit of the Department of Mental Health (DMH), Information Technology, supports DMH program staff through the new development and enhancement of automated information systems to meet federal and state reporting requirements and to facilitate the management and oversight of community mental health care. In order to create the most effective systems possible, the County Services staff work directly with the county mental health plan program and technical staff to develop and improve county level applications that interface with DMH systems including on-line, real-time access to DMH Headquarters' systems. The following is a list of current and planned Medi-Cal related projects for development by County Services.

- 1. Provider System (PRV)** - DMH is building an integrated, on-line application for inquiry and update of provider and legal entity data. Such a system has not existed before and will include Medi-Cal certification information for furnishing current provider validation information to the CSI and SD/MC systems, and for generating reports and files required by external entities such as EDS, DHS and all county mental health plans. This system will allow for faster and easier correction of data, and well as automate and accelerate the claims payment processes and provider authorization process for the Point-of-Service devices.

*Scope: Approximately 5 months for technical staff with very strong analysis skills.*

- 2. County of Fiscal Responsibility Reporting System (CFRRS)** - This on-line reporting application will allow county staff to produce reports to verify and reconcile services for their beneficiaries, which were provided by other counties. This includes reports of county submitting data, county of financial responsibility, and county of Medi-Cal eligibility establishment (from the beneficiary identification code).

*Scope: Approximately 2 months for technical staff with strong integration skills.*

- 3. Therapeutic Behavioral Services (TBS)** - On-line application for inquiry and reporting which will provide Internet functionality for the counties to submit initial and quarterly information to DMH on provision of TBS services to beneficiaries. This information will be integrated with the SD/MC and CSI systems.

*Scope: Approximately 2 months for technical staff with strong system integration skills.*



4. **Inpatient Consolidation System (IPC)** - Allows counties to view <sup>0198</sup> and report the inpatient claims data files provided by the fiscal intermediary (EDS) under Managed Care Phase I. Counties use this information to verify realignment offsets by DMH and reconcile paid claims with their associated TAR's DMH Managed Care and Accounting use this system for resolving county inpatient claim issues and to calculate the realignment offset.

*Scope – Currently working on an Access 97 version of the IPC that is Y2K compliant. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. There are also frequent requests for data from counties when they are unable to retrieve data from EDS, as well as requests for technical assistance with modem communication problems. DMH Accounting and Managed Care staff have ongoing requests for accounting studies to resolve invalid claims issues.*

5. County Cosf **Reporting System (CCR)** - This new system will provide DMH County Financial Program Support section with a system to process Local Mental Health Program Cost Reports showing SD/MC, realignment, and other cost revenues by legal entity and mode of service; and enable the program to have the capability to provide several data analysis reports showing summary and aggregate information. This will simplify and shorten the cost report data validation processes with County staff. These reports are needed by SD/MC and realignment auditors, the State legislature, and local, state, and national interest groups.

*Scope: approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate yearly changes. Scope of county use: It is anticipated that all 58 Counties would utilize this system.*

6. Short-Doyle/Me&Cal **System (SD/MC)** - This system is currently under process improvement to shorten and simplify the claim submission, correction, and approval processes through new electronic file transfer processes. This is important to the counties since it will provide faster reimbursement and require fewer resources.

*Scope: On-going maintenance and enhancement issues. Working toward full DMH/DHS table integration (aid code, service rate, FFP rate, provider, etc.).*

- 7. Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR)** – A significant improvement to SD/MC processing is the automation of the error correction process, which will replace vast amounts of paper mailings with a electronic correction process. Currently, county staff mark corrections on extremely voluminous reports and send them to the Department of Health Services (via DMH), which, in turn, key enters the data into the system. In addition to the excessive staff time used to process this paper, there is considerable time delay using the paper processing over the proposed electronic process.

Another request from the counties is to enhance the current Access 97 EOB application to produce several summary reports from their EOB files, which contain detailed adjudicated claims information.

*Scope: The new ECR process will take approximately 18 person months to develop. The EOB application will take approximately 2 person months to enhance.*

- 8. Medi-Cal Eligibility Database System (MEDS)** - Provides county mental health programs with Medi-Cal eligibility data files to conduct analyses of their risk under capitation or block grant contracts; plan allocation of their resources; and identify clients who are eligible for Medi-Cal and identify their third party insurance coverage, if any. This system also provides counties with non-resident beneficiary information upon submission of a MEDS ID. Currently, staff are analyzing the county request to perform real-time queries of the MEDS information from their county based integrated systems.

*Scope: Y2K changes complete to the Access 97. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. We have county requests to develop an on-line application for the counties to access the data real time at the data center.*

- 9. New Institutions for Mental Disease (NIM)** - The Department of Health Services (DHS) is required to provide the Health Care Financing Administration (HCFA) information on Medi-Cal beneficiaries in Institutions for Mental Disease (IMD). This requirement is to ensure compliance with Medicaid requirements involving Federal Financial Participation (FFP) and Fee-For-Service/Medi-Cal (FFS/MC) ancillary services. In order to facilitate this requirement, this system collects the IMD information from the counties in Excel or Access format. To reduce the county reporting redundancy, IMD information will be collected from CSI once counties report to CSI.

*Scope: Approximately 1 person month of IT staff support required ongoing and 1 person month to create the IMD process for CS.*

**IO. Information Technology Web Server (ITWS) / Bulletin Board System (BBS) –**

Allows file transfer and data exchange for all County Mental Health and Department of Mental Health Systems. Online interactive access to real-time County information. Ongoing development and improvement to these systems. Online documentation for all systems including: SD/MC (Short-Doyle/Medi-Cal), MEDS (Medi-Cal Eligibility Database System), CSI (Client and Services Information System), PRV (Provider System), EOB (SD/MC Explanation of Balances), etc. This access capability greatly decreases the time required for handling and errors in the initial processing steps.

*Scope: The mechanisms to facilitate the file transfers have been evolving. The BBS took 2 person years to bring to its current state. On-going moderate level of support is required to maintain its operation. The ITWS development is just beginning and will eventually replace the BBS. The ITWS is the 'portal' for which all Counties may view, access and exchange information and data with DMH Systems.*

**11. County Decision Support System (DSS) -** Development of a county Decision Support System (DSS) including linkage to legacy and current service and eligibility information. Integrating CSI data with other DMH systems is anticipated to be extremely useful to staff in the counties and state hospitals as well as headquarters staff. The DSS will enable staff to query for related information in the Client Data System (CDS) and Fee For Service (FFS) legacy databases, the Medi-Cal Eligibility Database System (MEDS), the Short/Doyle Medi-Cal (SD/MC) - Explanation of Balances (EOB) system, the Inpatient Consolidation (IPC) system, and the CSI system. The DSS database will be created on the department's LAN with the goals of fast and simple access to pertinent business information with minimal query processing cost. Department staff will use this critical business information to improve the mental health service delivery system.

*Scope: Approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate changes and for ongoing maintenance, data summarization, file extractions, modifications or enhancements due to changes in federal or state programs.*



COUNTY OF SANTA CRUZ  
REQUEST FOR APPROVAL OF AGREEMENT

0201

TO: Board of Supervisors  
County Administrative Officer  
County Counsel  
Auditor-Controller

FROM: Health Services Agency (Mental Health) (Dept.)  
[Signature] (Signature) 11/19/99 (Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz (Community Mental Health) (Agency) and Robert Hays, 2268 El Cejo Circle, Rancho Cordova, CA 95670 (Name & Address)
- The agreement will provide technical assistance in SDMC systems enhancements.
- The agreement is needed to provide the above.
- Period of the agreement is from October 18, 1999 to June 30, 2000
- Anticipated cost is \$ 36,000 through June 30, 2000 (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Contract is at an hourly rate with no maximum amount.
- Appropriations are budgeted in 363101 (Index#) 3665 (Subobject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and Contract encumbered.  
are not available and Contract will be encumbered.

# No. C09 TBD 1989 Date 11/22/99  
GARY A. KNUTSON, Auditor - Controller  
By Ronald J. Silva Deputy

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Health Services Administrator to execute the same on behalf of the HEALTH SERVICES (Agency).

Remarks: [Signature] (Analyst)

County Administrative Officer  
By [Signature] Date 11/24/99

Agreement approved as to form. Date \_\_\_\_\_

Distribution:  
Bd. of Supv. • White  
Auditor-Controller • Blue  
County Counsel • Blue  
Co. Admin. Officer • Canary  
Auditor-Controller • Pink  
Originating Dept. • Goldenrod

To Orig. Dept. if **rejected**.

State of California )  
County of Santa Cruz ) ss  
I \_\_\_\_\_ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz,  
State of California, do hereby certify that the foregoing request for approval of agreement was approved by  
said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered  
in the minutes of said Board on \_\_\_\_\_ County Administrative Officer  
\_\_\_\_\_ 19 \_\_\_\_\_ By \_\_\_\_\_ Deputy Clerk

**SANTA CRUZ COUNTY HEALTH SERVICES AGENCY** 0202

**PERSONAL SERVICES AGREEMENT  
CONSULTANT SERVICES**

THIS CONTRACT is entered into this **7<sup>th</sup> day of December 1999**, by and between the **COUNTY OF SANTA CRUZ**, hereinafter called **COUNTY**, and **Robert Hays**, hereinafter called **CONTRACTOR**. The parties agree as follows:

1. DUTIES. CONTRACTOR agrees to exercise special skill to accomplish the following result:

Provide technical assistance under the terms and rates listed below to assist the COUNTY and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. CONTRACTOR duties and responsibilities are detailed in Attachment A, Statement of Work. CONTRACTOR will work on the projects listed in Attachment B, County Services Medi-Cal Projects. Attachments A and B are incorporated into this Agreement by this reference.

2. COMPENSATION. In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR at an hourly rate of \$60.00. Compensation includes all airfare, ground transportation, hotel, and food per diem, to accomplish the result contracted for.

3. TERM. The term of this Agreement shall be from October 18, 1999 until June 30, 2000.

4. EARLY TERMINATION. Either party hereto may terminate this Agreement at any time by giving thirty (30) days written notice to the other party.

5. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS.

CONTRACTOR shall exonerate, indemnify, defend, and hold harmless COUNTY (which, for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

- a. Any and all claims, losses, damages, defense costs, or liability of any kind or nature which COUNTY may sustain or incur or which may be imposed upon them for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this agreement, excepting any liability arising out of the sole negligence of the COUNTY. Such indemnification includes any damage to the person(s), or property (ies) of CONTRACTOR and third persons.

- b. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Agreement including, without limitation, unemployment insurance, social security and payroll tax withholding.

6, INSURANCE. CONTRACTOR, at its sole cost and expense, and for the full term of this Agreement (and any extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be excess of CONTRACTOR'S insurance coverage and shall not contribute to it. 0203

If CONTRACTOR utilizes one or more subcontractors in the performance of this Agreement, CONTRACTOR shall obtain and maintain Independent Contractor's Insurance as to each subcontractor or otherwise provide evidence of insurance coverage for each subcontractor equivalent to that required of CONTRACTOR in this Agreement, unless CONTRACTOR and COUNTY both initial here \_\_\_\_\_ / \_\_\_\_\_.

a. Types of Insurance and Minimum Limits

1. Worker's Compensation in the minimum statutorily required coverage amounts. (Not required if CONTRACTOR has no employees).
2. Automobile Liability Insurance for each of CONTRACTOR'S vehicles used in the performance of this Agreement, including owned, non-owned (e.g., owned by CONTRACTOR'S employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage.
3. CONTRACTOR represents to COUNTY that it will accomplish the result required by this Agreement by manner and means which will expose no person to reasonably foreseeable risk of personal injury or property damage, namely as follows: information systems technical assistance. In reliance thereon, COUNTY hereby waives the requirement for Comprehensive or Commercial General Liability Insurance.

b. Other Insurance Provisions

1. If any insurance coverage required in this Agreement is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement (hereinafter "post agreement coverage") and any extensions thereof. CONTRACTOR may maintain the required post agreement coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post agreement coverage being both available and reasonable affordable in relation to the coverage provided during the term of this Agreement. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Agreement in order to purchase prior acts or tail coverage for post agreement coverage shall be deemed reasonable.
2. CONTRACTOR hereby covenants and represents that it will notify COUNTY in writing at least thirty (30) days prior to cancellation or non-renewal of any insurance coverage required herein.
3. CONTRACTOR agrees to provide COUNTY, at or before the effective date of this Agreement, with a copy of the face page of any required insurance coverage in force on the effective date of this Agreement and any new or renewal policies effective during the term of the Agreement.
4. Any required notification or copies of documents shall be sent to: Health Services



Agency, County of Santa Cruz, 1080 Emeline Ave., P.O. Box 962, Santa Cruz, CA 95061-0962.

7. EQUAL EMPLOYMENT OPPORTUNITY. During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:
  - a. CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, disability, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, and/or transfer. CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notice setting forth the provisions of this non-discrimination clause.
8. NONASSIGNMENT OF AGREEMENT. CONTRACTOR shall not assign this Agreement to a third party without the written consent of COUNTY. Any assignment without such written consent shall automatically terminate this Agreement.
9. PRESENTATION OF CLAIMS. Presentation and processing of any or all claims arising out of or related to this Agreement shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.
10. RETENTION AND AUDIT OF RECORDS. CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than five (5) years after final payment under this Agreement or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under this Agreement.
11. ATTACHMENTS. Statement of Work, County Services Medi-Cal Projects
12. INDEPENDENT CONTRACTOR STATUS: CONTRACTOR and COUNTY have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of COUNTY. CONTRACTOR is responsible for all insurance (worker's compensation, unemployment, etc.) and all payroll related taxes. CONTRACTOR is not entitled to any employee benefits. COUNTY agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than COUNTY has the right to control the manner and means of accomplishing the result contracted for.

SECONDARY: (a) The extent of control which, by agreement, COUNTY may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) in the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) the skill required in the particular occupation is substantial

rather than slight; (e) the CONTRACTOR rather than the COUNTY supplies the instrumentality's, tools and workplace; (f) the length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) the method of payment of CONTRACTOR is by the job rather than by the time; (h) the work is part of a special or permissive activity, program or project, rather than part of the regular business of COUNTY; (i) CONTRACTOR and COUNTY believe they are creating an independent relationship rather than an employer-employee relationship; and (j) the COUNTY conducts public business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors, which indicate that CONTRACTOR is an independent contractor.

By their signatures to this Agreement, each party certifies that it is his or her considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor.

In witness whereof, the parties hereto have set their hands the day and year first above written.

**COUNTY OF SANTA CRUZ**

By: \_\_\_\_\_  
Charles Moody  
Health Services Administrator

**CONTRACTOR**

By: Robert Hays  
Robert Hays  
2268 El Cejo Circle  
Rancho Cordova, CA 95670

Telephone: (916) 654-5322  
E-mail:  
[Rhays@dmhhq.state.ca.us](mailto:Rhays@dmhhq.state.ca.us)

**Tax ID number: 538-78-9513**

Approved as to Insurances:

Janet McKinley -4-99  
Liability Program Manager

Approved as to form:

[Signature]  
Assistant County Counsel

Distribution:

- County Administrative Officer
- Auditor-Controller
- County Counsel
- Health Services Agency
- Community Mental Health
- Contractor

Robert Hays | 10.26.99

**Statement of Work**  
**Robert Hays**  
**Professional Consulting Services For Technical Assistance**

**Scope of Services within:**

Robert Hays will provide technical assistance to assist Santa Cruz County and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. This will include and be not limited to: the Provider System (PRV), County of Fiscal Responsibility Reporting System (CFRRS), Therapeutic Behavioral Services (TBS), Inpatient Consolidation System (IPC), County Cost Reporting System (CCR), Short-Doyle/Medi-Cal System (SD/MC), Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR), Medi-Cal Eligibility Database System (MEDS), New Institutions for Mental Disease (NIM), Information Technology Web Server (ITWS), Bulletin Board System (BBS), the County Decision Support System (DSS), and Year 2000 system maintenance.

**Consultant Task Description:**

Robert Hays will deliver technical assistance under this contract. The DMH Project Manager(s) will provide project supervision to him. Robert Hays will retain administrative responsibility for himself.

**Assumptions:**

1. Robert Hays will work under the general direction of the DMH Project Manager(s). The work will be performed under the existing DMH ITSD development environment. To the extent possible, existing technologies, methodologies, modules etc., will be leveraged and used to achieve the desired results.
2. Under this contract Robert Hays will not work on any material directly resulting in an FSR or recommendation to DMH for the procurement of products and services that would disqualify him from participating in a future procurement.
3. Work performed under this contract is on a time and materials basis.
4. DMH will retain overall responsibility and ownership of any mentioned project(s).
5. Robert Hays is not providing hardware or software under this contract (other than the programming design, development, and modifications listed herein).
6. Any changes to the Consultant Task Descriptions will be subjected to the Project Change Request Procedure to be mutually agreed upon by the DMH and Robert Hays.

See Appendix A for Project Activities and task descriptions.

**Deliverables:**

- Weekly Status Report
- Detailed Work Plan and Task Descriptions
- Analysis & Design Specifications
- Program Documentation (including flowcharts and diagrams)
- Unit Test Plan, System Test Plan and test results

**Completion Criteria:**

This work order will be considered complete upon the first occurrence of:

- Robert Hays to provide professional services until Santa Cruz County has stated that no additional assistance is needed; or
- the total hours allocated to this work effort has been expended; or
- upon reaching the estimated work order end date of June 30, 2000.

**State Responsibilities**

DMH will designate a Project Manager(s) to whom all technical communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager(s) responsibilities include:

- Serve as the interface between Robert Hays, DMH and county participants on these projects.
- With Robert Hays, administer the DMH Project(s) Change Control Procedure(s).
- Help resolve project issues and escalates issues within the DMH organization, as necessary.
- Review all work products.
- Provide project direction and supervision to Robert Hays.

DMH will designate a Project Manager(s) to whom Robert Hays's communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager's responsibilities include:

- Serving as the interface between the Robert Hays, DMH and county participants in these projects.
- Authorizing all changes in project functionality, cost and timeline with approval from DMH County Services and Santa Cruz County management.
- Acceptance testing of the completed project(s).

DMH will have the responsibility to provide:

- I/T equipment, terminals, software and hardware necessary for Robert Hays to accomplish his tasks. This will include desk space and materials.
- Timely access to state staff with special knowledge of date impacts on business and I/T systems as well as appropriate solution approaches to resolve any problems.
- Timely access to all current methodologies, source code(s), related documentation, and related test and production environments required to perform the activities specified in this work effort.

**Estimated Schedule:**

These project(s) are estimated to begin on October 18, 1999 and complete on June 30, 2000.

**Professional Fees/Payment Terms:**

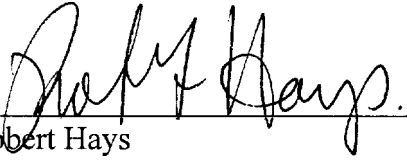
Robert Hays will invoice Santa Cruz County monthly for the hours expended on the contract. The estimated project cost summary for Robert Hays consulting and technical assistance is as follows:

| Project Cost Summary  |             |                       |                      |
|-----------------------|-------------|-----------------------|----------------------|
| Classifications       | Hourly Rate | Estimated Total Hours | Estimated Total Cost |
| Consultant            | \$60.00     | 600                   | \$36,000.00          |
|                       |             |                       |                      |
| <b>Project Total:</b> |             | <b>600</b>            | <b>\$36,000.00</b>   |

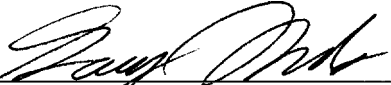


Approvals (Required Signatures):


The respective responsibilities of each organizational representative are hereby acknowledged and accepted by:

  
\_\_\_\_\_  
Robert Hays  
Consultant


10-27-99  
Date

  
\_\_\_\_\_  
Gary Rensio, Information Systems Manager  
Information Technology Services Division, DMH

10-27-99  
Date

  
\_\_\_\_\_  
Carol Hood, Assistant Deputy Director  
Systems of Care, DMH

10/27/99  
Date

  
\_\_\_\_\_  
Glenn Kulm, Assistant Director/Admin.  
Santa Cruz County Mental Health

10/28/99  
Date

Appendix A:

**Project Activities:** Robert Hays shall assist Santa Cruz County and DMH with the following activities in accordance with the scope of services listed above. Currently and continuing, Robert will enhance, modify and develop Visual Basic and Access applications to automate production processing of county mental health operational system data and provide applications for county staff to view and query the system data. Projects will follow the template below and be defined as they are prioritized and scheduled.

| <i>Activity</i>                        | <i>Tasks</i>  | <i>Hours</i> |
|--|---|--------------|
| 1) Analysis & Design                   | <ul style="list-style-type: none"> <li>. Hold Kickoff Meeting(s)</li> <li>. Gather Requirements (Interviews)</li> <li>. Prepare System Flow Diagrams</li> <li>. Identify External Interfaces</li> <li>. Assess Impact to Current System</li> <li>. Prepare Analysis &amp; Design Specifications</li> <li>. Conduct Analysis &amp; Design Walkthrough</li> </ul> | 10           |
| 2) Program Development & Modifications | <ul style="list-style-type: none"> <li>. Develop Programs per Specifications</li> <li>. Develop Record Layout(s), JCL etc. for external interfaces</li> <li>. Create Unit Test Plan</li> <li>. Perform Unit Test</li> <li>. Prepare Program Documentation</li> <li>. Conduct Program Walkthrough</li> </ul>   | 500          |
| 3) Testing/Training                    | <ul style="list-style-type: none"> <li>. Create System Test Plan</li> <li>. Perform System Test</li> <li>. Prepare Test Results</li> <li>. Conduct Test Results Walkthrough</li> <li>. Conduct and continue ongoing Training and Knowledge Transfer Sessions.</li> </ul>  | 50           |
| 4) Implementation                      | <ul style="list-style-type: none"> <li>. Preparation of documents Production Control and Data Guidance</li> <li>. Turnover Program Documentation</li> </ul>   | 20           |
| 5) Project Management                  | <ul style="list-style-type: none"> <li>• Conduct Status Meeting</li> <li>• Prepare Weekly Status Report</li> <li>• Prepare Detailed Work Plan</li> <li>• Track &amp; Resolve Project Issues</li> <li>• Monitor Project Work Plan(s)</li> </ul>  | 20           |
| <b>Total</b>                           |   | <b>600</b>   |

**County Services Medi-Cal Projects  
in Support of County Mental Health Plans and DMH Programs**

The County Services Unit of the Department of Mental Health (DMH), Information Technology, supports DMH program staff through the new development and enhancement of automated information systems to meet federal and state reporting requirements and to facilitate the management and oversight of community mental health care. In order to create the most effective systems possible, the County Services staff work directly with the county mental health plan program and technical staff to develop and improve county level applications that interface with DMH systems including on-line, real-time access to DMH Headquarters' systems. The following is a list of current and planned Medi-Cal related projects for development by County Services.

- 1. Provider System (PRV)** - DMH is building an integrated, on-line application for inquiry and update of provider and legal entity data. Such a system has not existed before and will include Medi-Cal certification information for furnishing current provider validation information to the CSI and SD/MC systems, and for generating reports and files required by external entities such as EDS, DHS and all county mental health plans. This system will allow for faster and easier correction of data, and well as automate and accelerate the claims payment processes and provider authorization process for the Point-of-Service devices.

*Scope: Approximately 5 months for technical staff with very strong analysis skills.*

- 2. County of Fiscal Responsibility Reporting System (CFRRS)** - This on-line reporting application will allow county staff to produce reports to verify and reconcile services for their beneficiaries, which were provided by other counties. This includes reports of county submitting data, county of financial responsibility, and county of Medi-Cal eligibility establishment (from the beneficiary identification code).

*Scope: Approximate/y 2 months for technical staff with strong integration skills.*

- 3. Therapeutic Behavioral Services (TBS)** - On-line application for inquiry and reporting which will provide Internet functionality for the counties to submit initial and quarterly information to DMH on provision of TBS services to beneficiaries. This information will be integrated with the SD/MC and CSI systems.

*Scope: Approximately 2 months for technical staff with strong system integration skills.*

4. **Inpatient Consolidation System (IPC)** - Allows counties to view and report the inpatient claims data files provided by the fiscal intermediary (EDS) under Managed Care Phase I. Counties use this information to verify realignment offsets by DMH and reconcile paid claims with their associated TAR's. DMH Managed Care and Accounting use this system for resolving county inpatient claim issues and to calculate the realignment offset.

*Scope – Currently working on an Access 97 version of the IPC that is Y2K compliant. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. There are also frequent requests for data from counties when they are unable to retrieve data from EDS, as well as requests for technical assistance with modem communication problems. DMH Accounting and Managed Care staff have ongoing requests for accounting studies to resolve invalid claims issues.*

5. **County Cost Reporting System (CCR)** - This new system will provide DMH County Financial Program Support section with a system to process Local Mental Health Program Cost Reports showing SD/MC, realignment, and other cost revenues by legal entity and mode of service; and enable the program to have the capability to provide several data analysis reports showing summary and aggregate information. This will simplify and shorten the cost report data validation processes with County staff. These reports are needed by SD/MC and realignment auditors, the State legislature, and local, state, and national interest groups.

*Scope: approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate yearly changes. Scope of county use: It is anticipated that all 58 Counties would utilize this system.*

6. **Short-Doyle/Medi-Cal System (SD/MC)** - This system is currently under process improvement to shorten and simplify the claim submission, correction, and approval processes through new electronic file transfer processes. This is important to the counties since it will provide faster reimbursement and require fewer resources.

*Scope: On-going maintenance and enhancement issues. Working toward full DMH/DHS table integration (aid code, service rate, FFP rate, provider, etc.).*

**7. Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR)** – A significant improvement to SD/MC processing is the automation of the error correction process, which will replace vast amounts of paper mailings with a electronic correction process. Currently, county staff mark corrections on extremely voluminous reports and send them to the Department of Health Services (via DMH), which, in turn, key enters the data into the system. In addition to the excessive staff time used to process this paper, there is considerable time delay using the paper processing over the proposed electronic process.

Another request from the counties is to enhance the current Access 97 EOB application to produce several summary reports from their EOB files, which contain detailed adjudicated claims information.

*Scope: The new ECR process will take approximately 18 person months to develop. The EOB application will take approximately 2 person months to enhance.*

**8. Medi-Cal Eligibility Database System (MEDS)** - Provides county mental health programs with Medi-Cal eligibility data files to conduct analyses of their risk under capitation or block grant contracts; plan allocation of their resources; and identify clients who are eligible for Medi-Cal and identify their third party insurance coverage, if any. This system also provides counties with non-resident beneficiary information upon submission of a MEDS ID. Currently, staff are analyzing the county request to perform real-time queries of the MEDS information from their county based integrated systems,

*Scope: Y2K changes complete to the Access 97. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. We have county requests to develop an on-line application for the counties to access the data real time at the data center.*

**9. New Institutions for Mental Disease (NIM)** - The Department of Health Services (DHS) is required to provide the Health Care Financing Administration (HCFA) information on Medi-Cal beneficiaries in Institutions for Mental Disease (IMD). This requirement is to ensure compliance with Medicaid requirements involving Federal Financial Participation' (FFP) and Fee-For-Service/Medi-Cal (FFS/MC) ancillary services. In order to facilitate this requirement, this system collects the IMD information from the counties in Excel or Access format. To reduce the county reporting redundancy, IMD information will be collected from CSI once counties report to CSI.

*Scope: Approximately 1 person month of IT staff support required ongoing and 1 person month to create the IMD process for CS.*

**10. Information Technology Web Server (ITWS) / Bulletin Board System (BBS) –**

Allows file transfer and data exchange for all County Mental Health and Department of Mental Health Systems. Online interactive access to real-time County information. Ongoing development and improvement to these systems. Online documentation for all systems including: SD/MC (Short-Doyle/Medi-Cal), MEDS (Medi-Cal Eligibility Database System), CSI (Client and Services Information System), PRV (Provider System), EOB (SD/MC Explanation of Balances), etc. This access capability greatly decreases the time required for handling and errors in the initial processing steps.

*Scope: The mechanisms to facilitate the file transfers have been evolving. The BBS took 2 person years to bring to its current state. On-going moderate /eve/ of support is required to maintain its operation. The ITWS development is just beginning and will eventually replace the BBS. The ITWS is the 'portal' for which all Counties may view, access and exchange information and data with DMH Systems.*

- 11. County Decision Support System (DSS) -** Development of a county Decision Support System (DSS) including linkage to legacy and current service and eligibility information. Integrating CSI data with other DMH systems is anticipated to be extremely useful to staff in the counties and state hospitals as well as headquarters staff. The DSS will enable staff to query for related information in the Client Data System (CDS) and Fee For Service (FFS) legacy databases, the Medi-Cal Eligibility Database System (MEDS), the Shot-t/Doyle Medi-Cal (SD/MC) - Explanation of Balances (EOB) system, the Inpatient Consolidation (IPC) system, and the CSI system. The DSS database will be created on the department's LAN with the goals of fast and simple access to pertinent business information with minimal query processing cost. Department staff will use this critical business information to improve the mental health service delivery system.

*Scope: Approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate changes and for ongoing maintenance, data summarization, file extractions, modifications or enhancements due to changes in federal or state programs,*

COUNTY OF SANTA CRUZ  
REQUEST FOR APPROVAL OF AGREEMENT

0215

TO: Board of Supervisors  
County Administrative Officer  
County Counsel  
Auditor-Controller

FROM: Health Services Agency (Mental Health) (Dept)  
Charles Brady (Signature) 11/19/99 (Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz (Community Mental Health) (Agency) and David Garske, 3581 Green Glenn Court, Cameron Park, CA 95682 (Name & Address)
- The agreement will provide technical assistance in SDMC systems enhancements.
- The agreement is needed to provide the above.
- Period of the agreement is from October 18, 1999 to June 30, 2000
- Anticipated cost is \$ 33,000 through June 30, 2000 (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Contract is at an hourly rate with no maximum amount.
- Appropriations are budgeted in 363101 (Index#) 3665 (Subobject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and will be encumbered. Contract No. C09 TBD 1990 Date 11/22/99  
GARY A. NINDSON, Auditor - Controller  
By Ronald A. Silva Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Health Services Administrator to execute the same on behalf of the

HEALTH SERVICES (Agency).

Remarks: ES (Analyst) By Ed Silva County Administrative Officer Date 11/24/99  
Agreement approved as to form. Date \_\_\_\_\_

Distribution:  
Bd. of Supv. - White  
Auditor-Controller - Blue  
County Counsel - ORANGE  
Co. Admin. Officer - Canary  
Auditor-Controller - Pink  
Originating Dept. - Goldenrod

\*To Orig. Dept. if rejected.

State of California )  
County of Santa Cruz ) ss  
I, \_\_\_\_\_ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz,  
State of California hereby certify that the foregoing request for approval of agreement was approved by  
said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered  
in the minutes of said Board on \_\_\_\_\_ 19\_\_\_\_ By \_\_\_\_\_ Deputy, Clerk

**SANTA CRUZ COUNTY HEALTH SERVICES AGENCY**

0216

**PERSONAL SERVICES AGREEMENT  
CONSULTANT SERVICES**

THIS CONTRACT is entered into this **7<sup>th</sup>** day of **December 1999**, by and between the **COUNTY OF SANTA CRUZ**, hereinafter called **COUNTY**, and **David Garske**, hereinafter called **CONTRACTOR**. The parties agree as follows:

1. DUTIES. CONTRACTOR agrees to exercise special skill to accomplish the following result:

Provide technical assistance under the terms and rates listed below to assist the COUNTY and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. CONTRACTOR duties and responsibilities are detailed in Attachment A, Statement of Work. CONTRACTOR will work on the projects listed in Attachment B, County Services Medi-Cal Projects. Attachments A and B are incorporated into this Agreement by this reference.

2. COMPENSATION. In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR at an hourly rate of \$55.00. Compensation includes all airfare, ground transportation, hotel, and food per diem, to accomplish the result contracted for.
3. TERM. The term of this Agreement shall be from October 18, 1999 until June 30, 2000.
4. EARLY TERMINATION. Either party hereto may terminate this Agreement at any time by giving thirty (30) days written notice to the other party.
5. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS. CONTRACTOR shall exonerate, indemnify, defend, and hold harmless COUNTY (which for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:
  - a. Any and all claims, losses, damages, defense costs, or liability of any kind or nature which COUNTY may sustain or incur or which may be imposed upon them for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this agreement, excepting any liability arising out of the sole negligence of the COUNTY. Such indemnification includes any damage to the person(s), or property (ies) of CONTRACTOR and third persons.
  - b. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Agreement including, without limitation, unemployment insurance, social security and payroll tax withholding.



6. INSURANCE. CONTRACTOR, at its sole cost and expense, and for the full term of this Agreement (and any extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be excess of CONTRACTOR'S insurance coverage and shall not contribute to it. 0217

If CONTRACTOR utilizes one or more subcontractors in the performance of this Agreement, CONTRACTOR shall obtain and maintain Independent Contractor's Insurance as to each subcontractor or otherwise provide evidence of insurance coverage for each subcontractor equivalent to that required of CONTRACTOR in this Agreement, unless CONTRACTOR and COUNTY both initial here \_\_\_\_\_/\_\_\_\_\_.

a. Types of Insurance and Minimum Limits

1. Worker's Compensation in the minimum statutorily required coverage amounts. (Not required if CONTRACTOR has no employees).
2. Automobile Liability Insurance for each of CONTRACTOR'S vehicles used in the performance of this Agreement, including owned, non-owned (e.g., owned by CONTRACTOR'S employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage.
3. CONTRACTOR represents to COUNTY that it will accomplish the result required by this Agreement by manner and means which will expose no person to reasonably foreseeable risk of personal injury or property damage, namely as follows: information systems technical assistance. In reliance thereon, COUNTY hereby waives the requirement for Comprehensive or Commercial General Liability Insurance.

b. Other Insurance Provisions

1. If any insurance coverage required in this Agreement is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement (hereinafter "post agreement coverage") and any extensions thereof. CONTRACTOR may maintain the required post agreement coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post agreement coverage being both available and reasonable affordable in relation to the coverage provided during the term of this Agreement. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Agreement in order to purchase prior acts or tail coverage for post agreement coverage shall be deemed reasonable.
2. CONTRACTOR hereby covenants and represents that it will notify COUNTY in writing at least thirty (30) days prior to cancellation or non-renewal of any insurance coverage required herein.
3. CONTRACTOR agrees to provide COUNTY, at or before the effective date of this Agreement, with a copy of the face page of any required insurance coverage in force on the effective date of this Agreement and any new or renewal policies effective during the term of the Agreement.
4. Any required notification or copies of documents shall be sent to: Health Services

7. EQUAL EMPLOYMENT OPPORTUNITY. During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:
  - a. CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, disability, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, and/or transfer. CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notice setting forth the provisions of this non-discrimination clause.
8. NONASSIGNMENT OF AGREEMENT. CONTRACTOR shall not assign this Agreement to a third party without the written consent of COUNTY. Any assignment without such written consent shall automatically terminate this Agreement.
9. PRESENTATION OF CLAIMS. Presentation and processing of any or all claims arising out of or related to this Agreement shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.
10. RETENTION AND AUDIT OF RECORDS. CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than five (5) years after final payment under this Agreement or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under this Agreement.
11. ATTACHMENTS. Statement of Work, County Services Medi-Cal Projects
12. INDEPENDENT CONTRACTOR STATUS: CONTRACTOR and COUNTY have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of COUNTY. CONTRACTOR is responsible for all insurance (worker's compensation, unemployment, etc.) and all payroll related taxes. CONTRACTOR is not entitled to any employee benefits. COUNTY agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than COUNTY has the right to control the manner and means of accomplishing the result contracted for.

SECONDARY: (a) The extent of control which, by agreement, COUNTY may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) in the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) the skill required in the particular occupation is substantial

rather than slight; (e) the CONTRACTOR rather than the COUNTY supplies the instrumentality's, tools and workplace; (f) the length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) the method of payment of CONTRACTOR is by the job rather than by the time; (h) the work is part of a special or permissive activity, program or project, rather than part of the regular business of COUNTY; (i) CONTRACTOR and COUNTY believe they are creating an independent relationship rather than an employer-employee relationship; and (j) the COUNTY conducts public business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors, which indicate that CONTRACTOR is an independent contractor.

By their signatures to this Agreement, each party certifies that it is his or her considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor.

In witness whereof, the parties hereto have set their hands the day and year first above written.

**COUNTY OF SANTA CRUZ**

**CONTRACTOR**

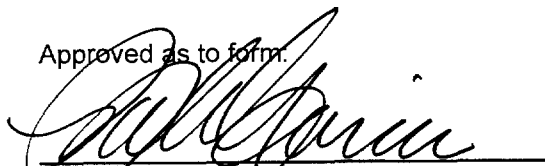
By: \_\_\_\_\_  
Charles Moody  
Health Services Administrator

By:  \_\_\_\_\_  
David Garske  
3581 Greenglenn Court  
Cameron Park, CA 95682  
  
Telephone: (530) 409-2990  
E-mail:  
[dgarske@dmhhq.state.ca.us](mailto:dgarske@dmhhq.state.ca.us)  
  
**Tax ID number: 602-58-7239**

Approved as to Insurances:

  
Liability Program Manager

Approved as to form:

  
Assistant County Counsel

Distribution:  
County Administrative Officer  
Auditor-Controller  
County Counsel  
Health Services Agency  
Community Mental Health  
Contractor

David Garske / 10.26.99

**Statement of Work**  
**David Garske**  
**Professional Consulting Services For Technical Assistance**

**Scope of Services within:**

David Garske will provide technical assistance to assist Santa Cruz County and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. This will include and be not limited to: the Provider System (PRV), County of Fiscal Responsibility Reporting System (CFRRS), Therapeutic Behavioral Services (TBS), Inpatient Consolidation System (IPC), County Cost Reporting System (CCR), Short-Doyle/Medi-Cal System (SD/MC), Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR), Medi-Cal Eligibility Database System (MEDS), New Institutions for Mental Disease (NIM), Information Technology Web Server (ITWS), Bulletin Board System (BBS), the County Decision Support System (DSS), and Year 2000 system maintenance.

**Consultant Task Description:**

David Garske will deliver technical assistance under this contract. The DMH Project Manager(s) will provide project supervision to him. David Garske will retain administrative responsibility for himself.

**Assumptions:**

1. David Garske will work under the general direction of the DMH Project Manager(s). The work will be performed under the existing DMH ITSD development environment. To the extent possible, existing technologies, methodologies, modules etc., will be leveraged and used to achieve the desired results.
2. Under this contract David Garske will not work on any material directly resulting in an FSR or recommendation to DMH for the procurement of products and services that would disqualify him from participating in a future procurement.
3. Work performed under this contract is on a time and materials basis.
4. DMH will retain overall responsibility and ownership of any mentioned project(s).
5. David Garske is not providing hardware or software under this contract (other than the programming design, development, and modifications listed herein).
6. Any changes to the Consultant Task Descriptions will be subjected to the Project Change Request Procedure to be mutually agreed upon by the DMH and David Garske.

See Appendix A for Project Activities and task descriptions,

**Deliverables:**

- Weekly Status Report
- Detailed Work Plan and Task Descriptions
- Analysis & Design Specifications
- Program Documentation (including flowcharts and diagrams)
- Unit Test Plan, System Test Plan and test results

**Completion Criteria:**

This work order will be considered complete upon the first occurrence of:

- David Garske to provide professional services until Santa Cruz County has stated that no additional assistance is needed; or
- the total hours allocated to this work effort has been expended; or
- upon reaching the estimated work order end date of June 30, 2000.

**State Responsibilities**

DMH will designate a Project Manager(s) to whom all technical communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager(s) responsibilities include:

- Serve as the interface between David Garske, DMH and county participants on these projects.
- With David Garske, administer the DMH Project(s) Change Control Procedure(s).
- Help resolve project issues and escalates issues within the DMH organization, as necessary.
- Review all work products.
- Provide project direction and supervision to David Garske.

DMH will designate a Project Manager(s) to whom David Garske's communications will be addressed and who has the authority to act for Santa Cruz County in all technical aspects of this Agreement. The DMH Project Manager's responsibilities include:

- Serving as the interface between the David Garske, DMH and county participants in these projects.
- Authorizing all changes in project functionality, cost and timeline with approval from DMH County Services and Santa Cruz County management.
- Acceptance testing of the completed project(s).

DMH will have the responsibility to provide:

- I/T equipment, terminals, software and hardware necessary for David Garske to accomplish his tasks. This will include desk space and materials.
- Timely access to state staff with special knowledge of date impacts on business and I/T systems as well as appropriate solution approaches to resolve any problems.
- Timely access to all current methodologies, source code(s), related documentation, and related test and production environments required to perform the activities specified in this work effort.

**Estimated Schedule:**

These project(s) are estimated to begin on October 18, 1999 and complete on June 30, 2000.

**Professional Fees/Payment Terms:**

David Garske will invoice Santa Cruz County monthly for the hours expended on the contract. The estimated project cost summary for David Garske consulting and technical assistance is as follows:

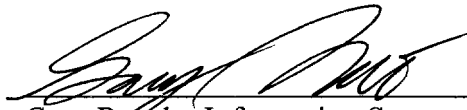
| <b>Project Cost Summary</b> |                    |                              |                             |
|-----------------------------|--------------------|------------------------------|-----------------------------|
| <b>Classifications</b>      | <b>Hourly Rate</b> | <b>Estimated Total Hours</b> | <b>Estimated Total Cost</b> |
| Consultant                  | \$55.00            | 600                          | \$33,000.00                 |
|                             |                    |                              |                             |
|                             |                    |                              |                             |
| <b>Project Total:</b>       |                    | <b>600</b>                   | <b>\$33,000.00</b>          |

Approvals (Required Signatures):

The respective responsibilities of each organizational representative are hereby acknowledged and accepted by:

  
\_\_\_\_\_  
David Garske  
Consultant

10/26/99  
Date

  
\_\_\_\_\_  
Gary Bensch, Information Systems Manager  
Information Technology Services Division, DMH

10-27-99  
Date

  
\_\_\_\_\_  
Carol Hood, Assistant Deputy Director  
Systems of Care, DMH

10/27/99  
Date

  
\_\_\_\_\_  
Glenn Krum, Assistant Director/Admin.  
Santa Cruz County Mental Health

10/28/99  
Date

Appendix A:

**Project Activities:** David Garske shall assist Santa Cruz County and DMH with the following activities in accordance with the scope of services listed above. Currently and continuing, the Information Technology Web Services (ITWS) system development is described and outlined below. This system is a new Web application that enables counties to securely receive, send and access mental health system operational and decision support information and system documentation over the Internet. Other projects will follow a similar template and be defined as they are prioritized and scheduled.

| <i>Activity</i>                        | <i>Tasks</i>  | <i>Hours</i> |
|--|---|--------------|
| 1) Analysis & Design                   | <ul style="list-style-type: none"> <li>. Hold Kickoff Meeting(s)</li> <li>. Gather Requirements (Interviews)</li> <li>. Prepare System Flow Diagrams</li> <li>. Identify External Interfaces</li> <li>. Assess Impact to Current System</li> <li>. Prepare Analysis &amp; Design Specifications</li> <li>. Conduct Analysis &amp; Design Walkthrough</li> </ul> | 20           |
| 2) Program Development & Modifications | <ul style="list-style-type: none"> <li>. Develop Programs per Specifications</li> <li>. Create Unit Test Plan</li> <li>. Perform Unit Test</li> <li>. Prepare Program Documentation</li> <li>. Conduct Program Walkthrough</li> </ul>   | 430          |
| 3) Testing/Training                    | <ul style="list-style-type: none"> <li>. Create System Test Plan</li> <li>. Perform System Test</li> <li>. Prepare Test Results</li> <li>. Conduct Test Results Walkthrough</li> <li>. Conduct and continue ongoing Training and Knowledge Transfer Sessions.</li> </ul>  | 50           |
| 4) Implementation                      | <ul style="list-style-type: none"> <li>. Preparation of documents Production Control and Data Guidance</li> <li>. Turnover Program Documentation</li> </ul>   | 20           |
| 5) Project Management                  | <ul style="list-style-type: none"> <li>. Conduct Status Meeting</li> <li>. Prepare Weekly Status Report</li> <li>. Prepare Detailed Work Plan</li> <li>• Track &amp; Resolve Project Issues</li> <li>• Monitor Project Work Plan(s)</li> </ul>  | 20           |
| 6) Other Projects and Tasks            | <ul style="list-style-type: none"> <li>• As defined and scheduled</li> <li>• Creation and development of these to follow System Development Life Cycle 'templates' as above</li> </ul>  | 60           |
| <b>Total</b>                           |   | <b>600</b>   |



**County Services Medi-Cal Projects  
in Support of County Mental Health, Plans and DMH Programs**

The County Services Unit of the Department of Mental Health (DMH), Information Technology, supports DMH program staff through the new development and enhancement of automated information systems to meet federal and state reporting requirements and to facilitate the management and oversight of community mental health care. In order to create the most effective systems possible, the County Services staff work directly with the county mental health plan program and technical staff to develop and improve county level applications that interface with DMH systems including on-line, real-time access to DMH Headquarters' systems. The following is a list of current and planned Medi-Cal related projects for development by County Services.

- 1. Provider System (PRV)** - DMH is building an integrated, on-line application for inquiry and update of provider and legal entity data. Such a system has not existed before and will include Medi-Cal certification information for furnishing current provider validation information to the CSI and SD/MC systems, and for generating reports and files required by external entities such as EDS, DHS and all county mental health plans. This system will allow for faster and easier correction of data, and well as automate and accelerate the claims payment processes and provider authorization process for the Point-of-Service devices.

*Scope: Approximately 5 months for technical staff with very strong analysis skills.*

- 2. County of Fiscal Responsibility Reporting System (CFRRS)** - This on-line reporting application will allow county staff to produce reports to verify and reconcile services for their beneficiaries, which were provided by other counties. This includes reports of county submitting data, county of financial responsibility, and county of Medi-Cal eligibility establishment (from the beneficiary identification code).

*Scope: Approximately 2 months for technical staff with strong integration skills.*

- 3. Therapeutic Behavioral Services (TBS)** - On-line application for inquiry and reporting which will provide Internet functionality for the counties to submit initial and quarterly information to DMH on provision of TBS services to beneficiaries. This information will be integrated with the SD/MC and CSI systems.

*Scope: Approximately 2 months for technical staff with strong system integration skills.*

4. **Inpatient Consolidation System (/PC)** - Allows counties to view and report the inpatient claims data files provided by the fiscal intermediary (EDS) under Managed Care Phase I. Counties use this information to verify realignment offsets by DMH and reconcile paid claims with their associated TAR's. DMH Managed Care and Accounting use this system for resolving county inpatient claim issues and to calculate the realignment offset.

*Scope – Currently working on an Access 97 version of the /PC that is Y2K compliant. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. There are also frequent requests for data from counties when they are unable to retrieve data from EDS, as well as requests for technical assistance with modem communication problems. DMH Accounting and Managed Care staff have ongoing requests for accounting studies to resolve invalid claims issues.*

5. **County Cost Reporting System (CCR)** - This new system will provide DMH County Financial Program Support section with a system to process Local Mental Health Program Cost Reports showing SD/MC, realignment, and other cost revenues by legal entity and mode of service; and enable the program to have the capability to provide several data analysis reports showing summary and aggregate information. This will simplify and shorten the cost report data validation processes with County staff. These reports are needed by SD/MC and realignment auditors, the State legislature, and local, state, and national interest groups.

*Scope: approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate yearly changes. Scope of county use: It is anticipated that all 58 Counties would utilize this system.*

6. **Short-Doyle/Medi-Cal System (SD/MC)** - This system is currently under process improvement to shorten and simplify the claim submission, correction, and approval processes through new electronic file transfer processes. This is important to the counties since it will provide faster reimbursement and require fewer resources.

*Scope: On-going maintenance and enhancement issues. Working toward full DMH/DHS table integration (aid code, service rate, FFP rate, provider, etc.).*

- 7. Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR)** – A significant improvement to SD/MC processing is the automation of the error correction process, which will replace vast amounts of paper mailings with a electronic correction process. Currently, county staff mark corrections on extremely voluminous reports and send them to the Department of Health Services (via DMH), which, in turn, key enters the data into the system. In addition to the excessive staff time used to process this paper, there is considerable time delay using the paper processing over the proposed electronic process.

Another request from the counties is to enhance the current Access 97 EOB application to produce several summary reports from their EOB files, which contain detailed adjudicated claims information.

*Scope: The new ECR process will take approximately 18 person months to develop. The EOB application will take approximately 2 person months to enhance.*

- 8. Medi-Cal Eligibility Database System (MEDS)** - Provides county mental health programs with Medi-Cal eligibility data files to conduct analyses of their risk under capitation or block grant contracts; plan allocation of their resources; and identify clients who are eligible for Medi-Cal and identify their third party insurance coverage, if any. This system also provides counties with non-resident beneficiary information upon submission of a MEDS ID. Currently, staff are analyzing the county request to perform real-time queries of the MEDS information from their county based integrated systems.

*Scope: Y2K changes complete to the Access 97. On-going maintenance believed to be minimal but there will always be questions from the counties due to staffing or equipment changes. We have county requests to develop an on-line application for the counties to access the data real time at the data center.*

- 9. New Institutions for Mental Disease (NIM)** - The Department of Health Services (DHS) is required to provide the Health Care Financing Administration (HCFA) information on Medi-Cal beneficiaries in Institutions for Mental Disease (IMD). This requirement is to ensure compliance with Medicaid requirements involving Federal Financial Participation (FFP) and Fee-For-Service/Medi-Cal (FFS/MC) ancillary services. In order to facilitate this requirement, this system collects the IMD information from the counties in Excel or Access format. To reduce the county reporting redundancy, IMD information will be collected from CSI once counties report to CSI.

*Scope: Approximately 1 person month of IT staff support required ongoing and 1 person month to create the IMD process for CS.*

**10. Information Technology Web Server (ITWS) / Bulletin Board System (BBS) –**

Allows file transfer and data exchange for all County Mental Health and Department of Mental Health Systems. Online interactive access to real-time County information. Ongoing development and improvement to these systems. Online documentation for all systems including: SD/MC (Short-Doyle/Medi-Cal), MEDS (Medi-Cal Eligibility Database System), CSI (Client and Services Information System), PRV (Provider System), EOB (SD/MC Explanation of Balances), etc. This access capability greatly decreases the time required for handling and errors in the initial processing steps.

*Scope: The mechanisms to facilitate the file transfers have been evolving. The BBS took 2 person years to bring to its current state. On-going moderate level of support is required to maintain its operation. The ITWS development is just beginning and will eventually replace the BBS. The ITWS is the 'portal' for which all Counties may view, access and exchange information and data with DMH Systems.*

**11. County Decision Support System (DSS) -** Development of a county Decision Support System (DSS) including linkage to legacy and current service and eligibility information. Integrating CSI data with other DMH systems is anticipated to be extremely useful to staff in the counties and state hospitals as well as headquarters staff. The DSS will enable staff to query for related information in the Client Data System (CDS) and Fee For Service (FFS) legacy databases, the Medi-Cal Eligibility Database System (MEDS), the Short/Doyle Medi-Cal (SD/MC) - Explanation of Balances (EOB) system, the Inpatient Consolidation (IPC) system, and the CSI system. The DSS database will be created on the department's LAN with the goals of fast and simple access to pertinent business information with minimal query processing cost. Department staff will use this critical business information to improve the mental health service delivery system.

*Scope: Approximately 18 person months the first year for development and county support; 3-4 person months each subsequent year to incorporate changes and for ongoing maintenance, data summarization, file extractions, modifications or enhancements due to changes in federal or state programs.*