



# Monterey County

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## Board Report

Legistar File Number: A 15-384

December 08, 2015

**Introduced:** 11/13/2015

**Current Status:** Agenda Ready

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and Authorize the Director of Health or Assistant Director of Health to sign an Agreement with CareMessage Corporation, to provide a text and voice messaging patient communication system, for a total contract amount not to exceed \$98,800, for the period of November 1, 2015 to October 31, 2017; and
- b. Accept the recommendations of the Director of Health regarding non-standard provisions in the Agreement including indemnification, records and confidentiality and termination; and
- c. Authorize the Director of Health or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$9,880) and do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and Authorize the Director of Health or Assistant Director of Health to sign an Agreement with CareMessage Corporation, to provide a text and voice messaging patient communication system, for a total contract amount not to exceed \$98,800, for the period of November 1, 2015 to October 31, 2017; and
- b. Accept the recommendations of the Director of Health regarding non-standard provisions in the Agreement including indemnification, records and confidentiality and termination; and
- c. Authorize the Director of Health or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$9,880) and do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

CareMessage Corporation (CareMessage) operates a technology platform that allows medical providers to connect with patients through text and voice messaging to reduce patient no-shows, increase patient engagement and health education, and improve overall patient outcomes.

Approval of the recommended action will allow the Health Department to implement CareMessage's patient communication system. CareMessage's system will provide patients with the convenience of receiving text and voice message appointment reminders in English or Spanish and the interactive ability for them to confirm, cancel or request to reschedule the appointment. The patient communication system will also offer outreach to patients which may include prescription refill reminders, referral management, health screening reminders (breast cancer screening, cervical cancer screening) and health management programs (type 2 diabetes, nutrition, smoking cessation) based on the patient's need.

CareMessage's focus is to also improve health literacy and disease self-management, specifically for the underserved population. CareMessage's focus on the needs of low-income, uninsured and at-risk patient populations complements the mission of the Health Department's

Federally Qualified Health Center Look-Alike (FQHC-LA) safety net clinics.

This work supports the Monterey County Health Department 2011-2015 Strategic Plan initiatives to empower the community to improve health through programs, policies and activities and inform, educate, and empower people about health issues.

OTHER AGENCY INVOLVEMENT:

County Counsel, the Auditor-Controller and Contracts/Purchasing have reviewed and approved the Agreement. Risk Management has reviewed and cannot approve the nonstandard indemnification, limitation of liability and breach of warranty language. This Agreement is on file with the Clerk of the Board. Risk has reviewed and cannot approve the non-standard provisions in the Agreement including indemnification, records and confidentiality and termination. The Health Department recommends moving forward as CareMessage has accepted the County standard insurance provisions and has provided proof of commercial general liability and endorsement. This is a cloud based software service and will not require on-site training or assistance.

FINANCING:

The Health Department received a Safety Net Integration grant from the Blue Shield of California Foundation, in which \$94,000 will be used to fund this service. For the remaining \$4,800, sufficient funds are available in the Clinic Services Bureau, Health Department FY2015-16 Adopted Budget 4000-HEA007. There is no financial impact to the General Fund resulting from approval of this Agreement.

Prepared by: Sheena Morales, Management Analyst, 1393

Approved by: Ray Bullick, Director of Health, 4526

Attachment:

Agreement is on file with the Clerk of the Board