

EXHIBIT A

DEFINITION OF SERVICES

Step 1: Objective

- A. To assist COUNTY in completing Medi-Cal applications, renewals, tasks and imaged documents.

Step 2: CONTRACTOR Obligations:

CONTRACTOR shall provide the following:

- A. A Case Processing Team consisting of three to ten (3-10) members including one (1) lead worker. The lead worker will be responsible for providing on-site supervision of the team and will conduct quality reviews for up to fifty percent (50%) of the cases processed. The number of reviews may be adjusted by agreement with the COUNTY.
- B. Schedule for case processing to be reduced in the second year of this contract. Total hours for year two should be reduced by a minimum of twenty percent (20%) over the initial contract year.
- C. Staff to process Medi-Cal documents as follows:
 - 1. Medi-Cal Applications.
 - 2. Medi-Cal Renewals.
 - 3. Imaged documents: allocated ten (10) minutes ~~each document~~, for an average of six (6) ~~documents~~ processed per hour of work time.
 - 4. Associated system tasks: allocated twelve (12) minutes ~~each task~~, for an average of five (5) ~~tasks~~ processed per hour of work time. System tasks include sending second requests for documents, processing Income and Eligibility Verification System (IEVS) reports, Address Change, Age Change, Income Change, Change Reported, Child Support Co-Op, First Pend, MC 355, RE, Modified Adjusted Gross Income (MAGI) Eligibility, Other Health Coverage (OHC) Change, Review, Second Pend, Verif Due and Vital Statistics.
- D. Contact customers as needed to obtain necessary documentation and to clarify information to complete the work assigned.
- E. Staffing Requirements – Hiring

1. CONTRACTOR agrees to conduct a pre-employment screening and obtain references and resumes for all personnel, including verification of all professional licensure or certification.
2. All CONTRACTOR employees must complete an initial pre-employment background screening prior to assignment with the COUNTY. CONTRACTOR is responsible for conducting the screenings, and all screenings will be done at CONTRACTOR's expense. The background check must include Livescan fingerprinting with the Department of Justice. CONTRACTOR shall not assign any CONTRACTOR employees with a criminal history report revealing a felony and/or misdemeanor conviction and/or pending case action.
3. CONTRACTOR agrees that all personnel assigned to this contract, who will perform eligibility work, are current eligibility workers in Interagency Merit Systems (IMS) or Approved Local Merit Systems (ALMS) agencies, or are retired workers (retired more than six (6) months under Public Employees' Retirement System (PERS) and who will not exceed the maximum nine hundred eighty (980) hours worked, with all employers combined, in the current fiscal year), who are eligible for reinstatement, and have held permanent or probationary status in an IMS or ALMS agency.
4. CONTRACTOR employees should be acceptable to the COUNTY and available for the entire length of the assignment. However, if a replacement is required, a qualified replacement must be provided within twenty-four (24) hours of notification. Weekends and holidays are included for notification/replacement requirements.
5. COUNTY reserves the right to require the replacement of any CONTRACTOR employee. If, for any reason, a replacement is required within the first eight (8) hours of service, there will be no charge to the COUNTY.
6. CONTRACTOR agrees to replace an unsatisfactory CONTRACTOR employee within twenty four (24) hours of notification.
7. If at any time beyond the first eight (8) hours of service, the CONTRACTOR employee is determined to be unsatisfactory, the CONTRACTOR agrees to issue and invoice credit to the COUNTY for the total charges from the point the COUNTY contact notifies the CONTRACTOR that replacement must be made.
8. CONTRACTOR employees are solely the employees of CONTRACTOR.

F. Staffing Requirements - On Site

1. CONTRACTOR will provide a schedule at least one (1) week in advance and confirm any changes within two (2) business days of the arrival of staff.
 2. CONTRACTOR is responsible for communicating information to its employees regarding hours of work, duration and location of assignment, expectations, dress code and other information concerning the assignment.
 3. CONTRACTOR employees provided under the terms of this agreement will be appropriately dressed for the assignment and shall maintain a professional demeanor.
 4. CONTRACTOR employees shall be provided a copy of CONTRACTOR's drug-free policy statement and shall adhere to the policy as a condition of employment under this agreement.
 5. CONTRACTOR employees must possess and wear an identification card supplied by the COUNTY at all times while working. At the end of the assignment, the badge will be collected by the Lead Worker and returned to COUNTY contact.
 6. CONTRACTOR employees shall be oriented to the COUNTY's fire, disaster and department specific procedures, and infection control practices by the COUNTY.
 7. The length of the assignment for the Lead Worker will be the duration of the agreement, unless there is agreement by the COUNTY to allow a substitute. The length of the assignment for Workers will be a minimum of one (1) week, or forty (40) hours. Weekly assignment of Workers will be stepped down as permanent COUNTY staff in the Eligibility Specialist classification increases. Any exception to this policy must be mutually agreed upon by the COUNTY and CONTRACTOR. The COUNTY reserves the right to request immediate removal of a worker based on unsatisfactory performance.
- G. Ensure all work and documents remain secure and compliant with Personal Identification Information requirements.
- H. Provide services as of the execution date of the contract projected to be July 1, 2019 and continuing through June 30, ~~2020~~2021.
- I. Provide to COUNTY a weekly Productivity Report, indicating number of cases processed, hours expended, issues and other items as determined necessary for COUNTY oversight.

Step 3: COUNTY Obligations:

COUNTY shall provide:

- A. Access and support including:
 - 1. COUNTY workspace and equipment to complete assigned duties.
 - 2. Temporary identification cards and scan card access to work site.
 - 3. Sign-on access to C-IV System, California Automated Consortium Eligibility System (CalACES), California State Automated Welfare System (CalSAWS), Medi-Cal Eligibility Data Systems (MEDS) and California Healthcare Eligibility, Enrollment, and Rentention System (CalHEERS) for all assigned CONTRACTOR staff.
- B. Weekly assignment list.
- C. Safety and security information for worksite, to CONTRACTOR for review with contracted staff.

[END OF DEFINITION OF SERVICES]

EXHIBIT B

PAYMENT TERMS

COUNTY will pay CONTRACTOR as per the following instructions:

A. COUNTY will pay CONTRACTOR at the rate of eighty-five dollars (\$85) per hour for Lead Worker services, and eighty-two dollars and fifty cents (\$82.50) per hour for Eligibility Worker services as outlined in Exhibit A. Costs associated with this Agreement are summarized in the tables below:

FY 2019/20		Total	
Staff	Hours	Rate	Cost
Lead Worker	<u>1,350</u> <u>1,620</u>	\$85.00	\$114,750.00 <u>137,700</u>
Eligibility Worker	<u>4,062</u> <u>4,874</u>	\$82.50	\$335,115.00 <u>402,138</u>
Processing Fee		\$135.00	<u>\$135.00</u>
Total			\$450,000.00 <u>539,973</u>

<u>FY 2020-2021</u>		<u>Total</u>	
<u>Staff</u>	<u>Hours</u>	<u>Rate</u>	<u>Cost</u>
<u>Lead Worker</u>	<u>1080</u>	<u>\$85.00</u>	<u>\$91,800</u>
<u>Eligibility Worker</u>	<u>3250</u>	<u>\$82.50</u>	<u>\$268,092</u>
<u>Processing Fee</u>		<u>\$135</u>	<u>\$135</u>
<u>Total</u>			<u>\$360,027</u>

B. CONTRACTOR will bill COUNTY on a monthly basis within thirty (30) days of the services provided.

B.C. _____ CONTRACTOR's invoice will include:

1. Time period the invoice covers.
2. Report of services rendered during time period the invoice covers.
3. Signature of CONTRACTOR certifying that services described on invoice have been performed.

E.D. CONTRACTOR will submit invoices to COUNTY by the tenth (10th) of the month for services rendered the previous month, with the final invoice being received no later than July 10, ~~2020~~2021.

D.E.

Invoice

es are to be sent to:

COUNTY OF MENDOCINO
Health and Human Services Agency
Social Services Branch
737 S. State St.
Ukiah, CA 95482
Attn: Rachel Ebel-Elliott
Ebel-ElliottR@MendocinoCounty.org

Payments under this agreement shall not exceed ~~Four Hundred Fifty Thousand Dollars (\$450,000)~~ Nine Hundred Thousand Dollars (\$900,000) for the term of this agreement. Additional funding is not committed or guaranteed in future years beyond the terms of this contract.

[END OF PAYMENT TERMS]