

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

**March 25, 2025**

**FROM**

**SHARON NEVINS, Director, Department of Aging and Adult Services-Public Guardian**

**SUBJECT**

Contract with Council on Aging – Southern California to Provide Health Insurance Counseling and Advocacy Program and Medicare Improvements for Patients and Providers Act

**RECOMMENDATION(S)**

Approve **Contract No. 25-174** with Council on Aging – Southern California to provide Health Insurance Counseling and Advocacy Program and Medicare Improvements for Patients and Providers Act services, in the amount of \$650,000, for the period of April 1, 2025 through August 31, 2026.

(Presenter: Jamiko Bell, Interim Assistant Director, 891-3917)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**FINANCIAL IMPACT**

This item does not impact Discretionary General funding (Net County Cost). The contract amount of \$650,000 is about 50% federally funded and 50% state funded through the California Department of Aging (CDA). Adequate appropriation and revenue have been included in the Department of Aging and Adult Services' (DAAS) 2024-2025 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

The CDA administers programs that serve older adults, adults with disabilities, family caregivers, and residents in long term care facilities throughout the state. As the designated local Area Agency on Aging, DAAS receives CDA funding to administer the Health Insurance Counseling and Advocacy Program (HICAP), which includes Medicare Improvements for Patients and Providers Act (MIPPA) services. DAAS has been providing HICAP and MIPPA services through a contracted agency since 1998. Under the terms of the recommended contract, Council on Aging – Southern California (COASC) will provide HICAP and MIPPA services to older adults and Medicare recipients countywide.

HICAP services include free and objective public information, education, and counseling assistance to Medicare beneficiaries and those nearing Medicare eligibility who are seeking options and information relating to medical insurance coverage. HICAP services offer confidential one-on-one counseling to individuals and their representatives on Medicare options and benefits. HICAP services include application assistance for the Medicare Savings Program (MSP) and Low Income Subsidy (LIS). Other services include reviewing health maintenance

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organizations and managed care options, comparing Medicare plans, and challenging denials or preparing appeals.

MIPPA funds are used to enhance outreach and enrollment assistance to eligible Medicare beneficiaries. This includes more intensive outreach and enrollment assistance on Medicare Part D to individuals in rural areas and individuals in all areas who may be eligible for LIS and MSP. MIPPA activities must be over and above those related activities provided through basic federal HICAP funding.

The contract may be terminated by the County immediately in the event that funds are not available to the County or without cause by the County by serving a written notice to the Contractor thirty days in advance of termination.

COASC's performance will be measured by reviewing the required monthly reports and annual site visits by County staff to monitor compliance with the administrative, fiscal, and program elements of the contract.

**PROCUREMENT**

On December 30, 2024, the Chief Executive Officer approved the release of Request for Proposal (RFP) DAAS125-OAAGI-5671 to solicit proposals from qualified agencies to provide HICAP and MIPPA services. The RFP was posted on the San Bernardino County Electronic Procurement Network (ePro). DAAS received one application from proposer COASC.

The proposal was evaluated based on the following criteria: program description, relevant experience, cost, and administrative and fiscal capability. Based on these criteria, COASC's proposal met the County's needs and therefore is being recommended for contract award.

DAAS is recommending a contract award to COASC in the amount of \$650,000, for the period of April 1, 2025 through August 31, 2026 to provide HICAP and MIPPA Program services to eligible clients based on the needs of the client and the service(s) provided.

**REVIEW BY OTHERS**

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on February 25, 2025; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on March 4, 2025; Finance (John Hallen, Principal Administrative Analyst, 388-0208) on March 7, 2025; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0332) on March 10, 2025.

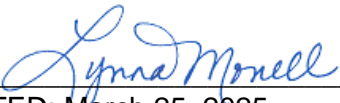
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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Curt Hagman  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: March 25, 2025



cc: DAAS - Gallegos w/agree  
Contractor - c/o DAAS w/agree  
File - w/agree  
CCM 03/26/2025