

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

May 5, 2026

FROM

ANDREW GOLDFRACH, ARMC Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Amendment to Agreement with Experian Health, Inc. for Electronic Dental Health Subscription

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 25-674** with Experian Health, Inc., for a subscription to software as a service commercial collections and billing editor platform, to add the ClaimSource - Dental + Electronic Remittance Advice subscription for the Department of Public Health, increasing the contract amount by \$228,324, from \$2,502,153 to a total not-to-exceed amount of \$2,730,477, with no change to the contract term of September 9, 2025 through September 8, 2030.

(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Operate in a Fiscally-Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$228,324 includes implementation, subscription, and estimated transaction costs and is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending, any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2025-26 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

ARMC uses Experian Health, Inc.'s (Experian) transaction-based platform to support accurate patient registration, reduce billing errors, and improve reimbursement timelines. The system integrates with the Epic electronic health record (Epic) to automate eligibility and insurance verification across inpatient, outpatient, laboratory, primary care, and partner sites.

Department of Public Health (DPH) and ARMC have partnered to add Epic to DPH clinic sites. DPH provides dental services and has a need for electronic dental health records. The addition of the ClaimSource - Dental + Electronic Remittance Advice (ERA) subscription with Experian, which includes a HIPAA-compliant version of an Explanation of Benefits (EOB), will address this need.

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Amendment No. 1 (Amendment) to Contract No. 25-674 (Contract) with Experian will provide the use of ClaimSource - Dental + ERA to determine patient insurance eligibility, generate billing reports, and automate statements for all patient visits for dental services at DPH clinic sites.

The additional products added via this Amendment will include:

- Claims Print Fulfillment solution for claims printing, data management, laser imaging of data onto claims form, outgoing envelope and pre-sorted First-Class postage.
- ClaimSource Eligibility runs an eligibility check for patients against the Experian Health eligibility repository during the claim load and validation process.
- Claim Status ANSI 277 provides the ability to perform claims status within ClaimSource.
- PaymentSafe Epic External Payment Page, which provides additional functionality.

The \$228,324 increase includes a one-time implementation cost of \$2,340, annual subscription fees of \$624 per year, and estimated transaction-based costs associated with the addition of a new module and expansion to DPH clinic sites, which include four Federally Qualified Health Centers in San Bernardino Adelanto, Ontario, and Hesperia; two smaller Public Health Clinics in Barstow and Needles; nine Medical Therapy Units in San Bernardino, Barstow, Colton, Etiwanda, Fontana, Hesperia, Yucca, Redlands, and Montclair; and five mobile units. Transaction-based costs are dependent on actual service utilization, including claims processing, eligibility verification, and payment transactions, and are projected based on historical usage and an estimated annual volume of approximately 36,000 claims.

On September 9, 2025 (Item No. 12), as the result of formal solicitation No. ARMC125-ARMC-5723, the Board of Supervisors approved Agreement No. 25-674 with Experian, for a subscription to software as a service commercial collections and billing editor platform, in the not-to-exceed amount of \$2,502,153, for a contract period of September 9, 2025 through September 8, 2030.

ARMC recommends approval of this Amendment to improve billing accuracy, reduce manual administrative work, and enhance service efficiency across ARMC and DPH clinic sites. The Amendment strengthens patient identity verification, increases data accuracy, and supports more effective revenue cycle processes for partner clinic sites.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on March 8, 2026; Purchasing (Veronica Pedace, Buyer III, 387-2464) on April 9, 2026; Public Health (Jennifer Mulhall-Daudel, Strategy and Business Development Officer, 387-9149) on April 30, 2026; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on April 10, 2026; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on April 10, 2026; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on April 20, 2026.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY  _____
DATED: May 5, 2026



cc: ARMC - Goldfrach w/agree
 Contractor - c/o ARMC w/agree
 File - w/agree
CCM 05/7/2026