

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

October 22, 2024

FROM

ANDREW GOLDFRACH, Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Experian Health, Inc. to Extend the Term of the Agreement by Six Months

RECOMMENDATION(S)

Approve **Amendment No. 5 to Agreement No. 19-721** with Experian Health, Inc., for use of software supporting payment transactions, extending the term by an additional six months, for a total contract period of November 5, 2019, through May 4, 2025, with no change to the not-to-exceed contract amount of \$3,009,777.

(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.

Ensure Development of a Well-Planned, Balanced, and Sustainable County.

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

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$3,009,777 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) 2024-25 budget.

BACKGROUND INFORMATION

Approval of the Amendment No. 5 to Agreement No. 19-21 (Agreement) with Experian Health, Inc. (Experian) will allow ARMC to continue to use Experian's software and devices for point-of-sale transactions, and Patient Statement Letter templates, which are crucial for the Outpatient Pharmacy and Patient Account Departments for an additional six months to allow time to complete a Request for Proposal (RFP).

On November 5, 2019 (Item No. 8), as a result of non-competitive procurement, the Board of Supervisors (Board) approved the Agreement with Experian, in an amount not to exceed \$2,304,000, for the term of November 5, 2019 through November 4, 2024, for the conversion of Experian software and licensing of additional third-party software to ensure compatibility with both the existing and new electronic health record (EHR) system at ARMC.

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On August 11, 2020 (Item No. 21), the Board ratified the County Chief Executive Officer's execution of Amendment No. 1 to the Agreement for the suspension of the County's payment obligations from August 1, 2020 through September 30, 2020, due to the delayed conversion of the Experian software to a new EHR system as a result of the COVID-19 pandemic, with no changes to the contract term or the not-to-exceed contract amount.

On February 9, 2021 (Item No. 9), the Board approved Amendment No. 2 to the Agreement, for Payment Safe Epic External Payment Page and Precise ID, increasing the contract amount by \$210,540, from \$2,304,000 to \$2,514,540, with no change to the contract term of November 5, 2019, through November 4, 2024. This added two modules that allow for secure site access for patients to view their information and make payments.

On August 24, 2021 (Item No. 6), the Board approved Amendment No. 3 to the Agreement, for additional software modules needed to ensure compatibility with the new EHR system at ARMC, increasing the contract amount by \$448,200 from \$2,514,540 to \$2,962,740, with no change to the term of November 5, 2019, through November 4, 2024.

On June 25, 2024 (Item No. 15), the Board approved Amendment No. 4 to the Agreement, for software integration and devices for point-of-sale transactions, as well as Patient Statement Letter template software, for the Outpatient Pharmacy and Patient Account Departments, respectively, increasing the not to exceed contract amount by \$47,037 from \$2,962,740 to \$3,009,777, with no change to the term of November 5, 2019, through November 4, 2024

On August 29, 2024, RFP (MCR23-12) was released on the County's Electronic Procurement Network (ePro). All bids received were deemed unresponsive based on the absence of required documents. The RFP will be re-released on November 4, 2024. This extension will allow for more time to complete the RFP.

ARMC recommends approval of the Amendment to provide for the health and safety of County residents by providing infrastructure for payment transaction processing for medications and expanding notifications regarding outstanding account balances and the availability of financial assistance for medical expenses.

PROCUREMENT

Not Applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Supervising Deputy County Counsel, 387-5455) on September 26, 2024; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on September 27, 2024; Purchasing (Veronica Pedace, Buyer III, 387-2464) on September 12, 2024; Finance (Jenny Yang, Administrative Analyst, 387-4884) on September 30, 2024; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on October 1, 2024.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY  _____
DATED: October 22, 2024



cc: ARMC - Goldfrach w/agree
Contractor - c/o ARMC w/agree
File - w/agree
CCM 10/23/2024