

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

December 16, 2025

FROM

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

SUBJECT

Contract with All Care To You LLC

RECOMMENDATION(S)

Approve **Agreement No. 25-1081** with All Care To You LLC, for medical provider claims management services, in the amount not-to-exceed \$1,500,000 for the period of January 1, 2026 through December 31, 2030.

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

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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) as the total cost of \$1,500,000 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

Approval of the agreement with All Care To You LLC (ACTY) will provide ARMC with medical provider claims management services to ensure appropriate reimbursements and payments to providers. ACTY will implement and maintain systems to intake ARMC provider contracts and managed associated payments with an understanding of the terms and conditions of the contracts between third-party vendors and San Bernardino County (County) on behalf of ARMC and the associated cost, prices, and rates that are payable by the County/ARMC for those contracts. They will review claims billed to ARMC to ensure no other third-party payor exists and to ensure proper payment is issued as contractually agreed upon between ARMC and the vendors.

ARMC recommends approval of this agreement to support the hospital's ongoing efforts to strengthen its revenue cycle operations and maintain fiscal responsibility consistent with County goals for providing quality health services to residents.

PROCUREMENT

Contract with All Care To You LLC
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On August 18, 2025, Request for Proposal (RFP) No. ARMC125-ARMC-5960 to solicit proposals from interested and qualified vendors to provide medical provider claims management for medical insurance reimbursement services was posted on the County's Electronic Procurement Network (ePro).

Two proposals were received by the established deadline in response to the RFP. Proposals from the two vendors listed below met the minimum requirements and continued through the evaluation process.

Agency	Agency Address
All Care To You LLC	1912 N Batavia #D Orange, CA 92865
Dijination LLC	2850 W Parker Rd Plano, TX 75075

The evaluation committee reviewed and evaluated the proposals based on the criteria released in the RFP. The criteria included: Qualifications and Experience, Technical Review, Reference, and Cost.

Based on the evaluation criteria, the evaluation committee determined that ACTY best meets the needs of ARMC and are being recommended for award to provide medical provider claims management services. award and denial letters were sent to all proposers, advising the non-selected bidder of the opportunity to submit a formal written protest based on the criteria in the RFP. No protests were received by the deadline.

The Purchasing Department supports this competitive procurement based on the solicitation mentioned above.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Supervising Deputy County Counsel, 387-5455) on November 6, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on November 12, 2025; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on November 20, 2025; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on November 25, 2025.

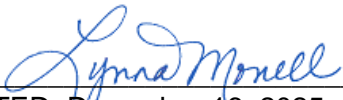
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman 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: December 16, 2025



cc: ARMC - Goldfrach w/agree
 Contractor - c/o ARMC w/agree
 File - w/agree
MBA 12/23/2025