

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

February 10, 2026

FROM

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

SUBJECT

Contract with PointCare LLC for Virtual Medi-Cal Enrollment Services for Arrowhead Regional Medical Center

RECOMMENDATION(S)

1. Approve **Contract No. 26-76** with PointCare LLC, including non-standard terms, to provide Medi-Cal virtual enrollment services and coverage management, for a total amount of \$1,023,435, for the period of March 1, 2026 through February 28, 2029.
2. Authorize the ARMC Chief Executive Officer to execute and submit any subsequent non-substantive amendments to the contract on behalf of the County, subject to review by County Counsel.
3. Direct the ARMC Chief Executive Officer to transmit all non-substantive amendments to the contract to the Clerk of the Board of Supervisors within 30 days of execution.

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

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

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 Costs). The cost of \$1,023,435 is funded by State Medi-Cal, Federal Medicare, private insurance, and other departmental revenues. 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

The California Medical Assistance Program (Medi-Cal) is California's implementation of the Medicaid program serving low-income individuals, including families, seniors, persons with disabilities, children in foster care, and pregnant women. ARMC is a Medi-Cal health care facility within the County, providing primary care, reproductive health services, pediatrics, immunizations, and many specialty health services to low-income residents through the hospital and community clinics in the region.

It is anticipated that there are many residents in the County who are uninsured but that may qualify for Medicaid coverage. Through the use of PointCare LLC (PointCare), ARMC seeks to

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provide patients with additional Medi-Cal resources to apply for and maintain Medi-Cal coverage. This will expand the healthcare resources available to patients as well as allow ARMC to obtain reimbursement for services provided.

PointCare specializes in providing liaison support and proactive Medi-Cal/Medicaid coverage management to over 1.3 million members across the United States. PointCare offers patient application support through the use of the Vance Enrollment Companion (Vance), a digital online platform that is accessed from any computer or wireless device. Vance guides patients through the Medi-Cal application process and submits information electronically to the PointCare call center team. The dedicated call center team then acts as a liaison and works directly with County eligibility staff to complete the enrollment process on behalf of the patient.

The contract with PointCare (Contract) is its standard commercial contract with terms that differ from the standard County terms as follows:

1. PointCare provides the product “AS IS” and disclaims all warranties of any kind.
 - There is no warranty requirement in the Contract. The standard County contract requires its vendors and service providers to fully warrant the products and services they provide to the County.
 - Potential Impact: The County’s use of the product is solely at its own risk.
2. The County is required to indemnify PointCare against third party claims of intentional or negligent acts or omissions by the County.
 - The County standard contract does not include any indemnification or defense by the County of a Contractor.
 - Potential Impact: By agreeing to indemnify PointCare, the County could be contractually waiving the protection of sovereign immunity. Claims that may otherwise be barred against the County, time limited, or expense limited could be brought against PointCare without such limitations and the County would be responsible to defend and reimburse PointCare for costs, expenses, and damages, which could exceed the total contract amount.
3. The County can terminate the Contract for convenience only at the end of each contract year if the County gives written notice to terminate by February 1 for that contract year.
 - The County standard contract gives the County the right to terminate the contract, for any reason, with a 30-day written notice of termination without any obligation other than to pay amounts for services rendered and expenses reasonably incurred prior to the effective date of termination.
 - Potential Impact: The County’s ability to terminate for convenience is more restricted compared to the standard County termination clause. The County can only terminate the Contract at the end of each contract year if it provides advance proper notice.
4. Except for its indemnification obligations or claims based on personal injury (including death), property damage, gross negligence, violations of law, or willful misconduct, PointCare limits its liability to the greater of the insurance policy limits required under the Contract, \$1,000,000, or the total amounts payable under the Contract.
 - The County standard contract does not include a limitation of liability.
 - Potential Impact: Claims could exceed the liability cap and the Contract amount, leaving the County financially liable for the excess.

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ARMC recommends approval of the Contract, including the non-standard terms, to streamline the Medi-Cal application process through virtual enrollment services, which will expand access to healthcare resources to patients and increase reimbursements to ARMC for services provided.

PROCUREMENT

Purchasing supports this noncompetitive procurement based on the proprietary nature of these services. PointCare offers specialized services and proprietary use of their Vance system to provide virtual Medi-Cal application support and proactive coverage management. These services are not offered by other vendors.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Supervising Deputy County Counsel, 387-5455) on January 29, 2026; Purchasing (Veronica Pedace, Buyer III, 387-2464) on January 16, 2026; Risk Management (Stephanie Pacheco, Staff Analyst II, 386-9039) on January 20, 2026; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on February 6, 2026; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on February 6, 2026.

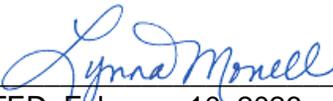
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Record of Action of the Board of Supervisors
San Bernardino County

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: February 10, 2026



cc: ARMC - Goldfrach w/agree
 Contractor - c/o ARMC w/agree
 File - w/agree
CCM 02/11/2026