

Contract Summary Form

OC Expediter Requisition #: 1647466

CALIFORNIA PHYSICIANS' SERVICE
DBA BLUE SHIELD OF CALIFORNIA

SUMMARY OF SIGNIFICANT CHANGES

A copy of the Blue Shield of California contract is on file in the office of the Clerk of the Board.

SUBCONTRACTORS

This contract, due to the nature of the services, could require the addition of subcontractors. In order to add subcontractor(s) to the contract, the provider/contractor must seek express consent from the department. Should the addition of a subcontractor impact the scope of work and/or contract amount, the department will bring the item back to the Board of Supervisors for approval. In the past (if there is information available), subcontractor(s) have/have not been used for this contract.

This contract includes the following primary subcontractors anticipated by Contractor to provide member-facing services. Contractor shall provide all subcontractors anticipated to provide services under the Contract upon County request.

Subcontractor Name	Service(s)
Arvato Digital Services, LLC	Arvato produces member ID cards from Valencia, California, and also provides print/mail fulfillment services, pre-sale kit production services, and client- and broker-facing portal services.
Carenet Health	Carenet Health administers our NurseHelp 24/7 SM program.
CredibleMind	The CredibleMind platform offers evidence-based mental health and resilience information, tools, and resources via our blueshieldca.com member website.
HealthEquity	HealthEquity provides integrated consumer-directed healthcare services for our account-based health plans.
HealthMine	HealthMine provides preventive care outreach support for our commercial and Medicare populations.
HealthSparq	HealthSparq administers our online treatment cost and quality tools to help members shop, compare, and save on their health care.

Healthwise	Healthwise, a nonprofit consumer health content provider, supplies a robust health and wellness knowledgebase product for use on our member website.
LanguageLine Solutions	LanguageLine Solutions provides language services to assist non-English speaking members.
Magellan Healthcare	Magellan Healthcare (Magellan) serves as the mental health services administrator, providing utilization-management-only services.
Maven	Maven administers the Prenatal Program, as well as a suite of optional family-building and reproductive services.
MediKeeper, Inc.	MediKeeper, Inc. administers the health risk assessment available at blueshieldca.com.
National Imaging Associates, Inc.	National Imaging Associates, Inc. provides prior-authorization services for interventional pain and spine surgery, and prior authorization and medical management services for outpatient advanced imaging services.
Optum	Optum administers our Smart Data Engine and some elements of our care management programs.
Sagility	Sagility handles a percentage of our Core and Premier Accounts member calls via a U.S.-based call center.
Solera Health, Inc.	Solera Health administers our diabetes-prevention program and a curated network of lifestyle-medicine providers for our Wellvolution® offering.
Teladoc Health, Inc.	Teladoc Health provides telehealth services and handles inbound calls and written correspondence for telehealth providers participating in our commercial network.
The Rawlings Group	The Rawlings Group provides investigation and recovery functions.

Amount is unknown. Blue Shield considers subcontractors to be confidential, proprietary, and trade secret information. They have provided under mutually-agreeable terms the list above of public facing subcontractors.

CONTRACT OPERATING EXPENSES

See next page.

Self-Funded Fixed Fees - Current and High Performance Network							
Fixed Fees	Enrollment	Year 1	Year 2	Year 3	Year 4	Year 5	Comments
Base Fees							
ASO Fee - Wellwise	5,363	\$32.00	\$32.00	\$32.00	\$32.80	\$33.62	Core/base fee
ASO Fee - Sharewell		\$32.00	\$32.00	\$32.00	\$32.80	\$33.62	Core/base fee
Transfer of Fiduciary Liability		Included	Included	Included	Included	Included	Included in Shield Advocate Suite (which includes Claims Fiduciary w/ External Review)
Network Access Fee (NAF)		\$0.41	\$0.41	\$0.41	\$0.41	\$0.41	NAF is estimated; actual cost will be vary based on utilization.
Claims and Litigation Support Services for two years following termination of contract		Included	Included	Included	Included	Included	
Annual Cost		\$2,059,392	\$2,059,392	\$2,059,392	\$2,110,877	\$2,163,649	Annual cost does not include estimated NAF cost.
Program Fees							
Banking		Included	Included	Included	Included	Included	
Management Reports		Included	Included	Included	Included	Included	
HSA administration		\$2.95	\$2.95	\$2.95	\$2.95	\$2.95	Per account per month basis.
Behavioral Health / ABA (ABA for actives only)		Included	Included	Included	Included	Included	
Utilization Review		Included	Included	Included	Included	Included	
Disease Management		Included	Included	Included	Included	Included	Included in Shield Advocate Suite.

Healthy Maternity		Included	Included	Included	Included	Included	Including Prenatal Program.
Case Management		Included	Included	Included	Included	Included	Included in Shield Advocate Suite.
Telehealth		Included	Included	Included	Included	Included	Included in Shield Advocate Suite.
Value-Based Care Fee #1		\$5.35	\$5.35	\$5.35	\$5.35	\$5.35	PMPM basis. Blue Distinction Total Care Fee is estimated; estimated savings \$7.75 PMPM. Actual savings and costs will vary based on utilization.
Value-Based Care Fee #2		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	
Annual Cost		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	
Integration / File Transfer Fees							
Rx Integration Fee		Included	Included	Included	Included	Included	
HSA / FSA		Included	Included	Included	Included	Included	Included in H.S.A. admin charge of \$2.95.
Reporting Fees**		\$150/Hr	\$150/Hr	\$150/Hr	\$150/Hr	\$150/Hr	
Programming Fees		Included	Included	Included	Included	Included	
ID Cards / Medical		Included	Included	Included	Included	Included	
Subrogation		Included	Included	Included	Included	Included	
Annual Cost							
Other Fees							
24 Hour Nurse Line		Included	Included	Included	Included	Included	Included in Shield Advocate Suite.
Non-Smoker Incentive Program Administration Fee		Included	Included	Included	Included	Included	
Shield Advocate Suite		\$8.16	\$8.16	\$8.16	\$8.36	\$8.57	Shield Advocate Suite combines the following

							value-added services: - Shield Advocate + Shield Support (including Disease Management, Behavioral Health Condition Management, and Musculoskeletal) - NurseHelp 24/7 - Teladoc - Advanced Imaging - Spine & Pain Management - Claims Fiduciary w/ External Review
Wellvolution Next		Included	Included	Included	Included	Included	
Wellvolution Next Basic plan including Disease Prevention Program		Included	Included	Included	Included	Included	
Wellvolution Next High Acuity Program		Included	Included	Included	Included	Included	Available on a per claim amount based on a participant completing a program. We pay our vendors on a pay for performance basis based on individual's engagement outcomes. These charges would appear on the County invoicing.
Annual Cost		\$525,145	\$525,145	\$525,145	\$538,016	\$551,531	
Grand Total		\$2,584,537	\$2,584,537	\$2,584,537	\$2,648,893	\$2,715,180	
One Time Implementation Costs							
One Time Set Up Fee (if applicable)		\$0.00					
Potential Additional Costs (describe if applicable)		\$0.00					
		<u>\$0.00</u>					
Total Cost							

Run-Out Claims Administration***			
Medical Run-Out Claims Administration		Core fee	Core fees times three months of enrollment. Ex. Current fee \$32.00 X 3 X 5,363 = \$514,848
Total Cost			

***75 AD-HOC hours included annually at no charge. In excess of 75 AD-HOC hours requires written approval to the County prior to the start of work. For additional work requested by County during the term of this Contract, consistent with administration of the Plans, the County will be charged at the programming and reporting rates above. Examples of such work would be a request to implement plan design changes, eligibility changes, etc. Contractor shall provide written estimate of the work and the related charges for written County approval prior to the start of work.*

****Contractor will process run-out medical claims for a period of twelve months following the termination date. Any and all additional services needed by the County to administer and track Claims run-out, including but not limited to claims reporting, bank reconciliation reports, claim appeals, subrogation, etc., shall be included in the above fees.*

Credits -							
Implementation Credit		\$0	\$0	\$0	\$0	\$0	
Pre-Implementation Audit Credit		\$0	\$0	\$0	\$0	\$0	
Wellness Credit (at least \$250k)		\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	
Communication Credit		\$0	\$0	\$0	\$0	\$0	
Other – Wellwise Non-Smoker Incentive Credit		\$75,000	\$0	\$0	\$0	\$0	