



# ADMINISTRATIVE SERVICES AGREEMENT

~~for Active health Plan for the~~  
*Between*

County of Orange

*And*

*Kaiser Foundation Health Plan, Inc.*

*For*

~~Health Maintenance Organization (HMO) Medicare Retiree Health~~  
*Plan*

**Administrative Services Agreement**

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**ADMINISTRATIVE SERVICES AGREEMENT  
FOR ACTIVE HEALTH PLAN FOR  
THE COUNTY OF ORANGE**

THIS ~~“Contract”~~ *AGREEMENT for the provision of Health Maintenance Organization (HMO) services (hereinafter referred to as “Contract”),* is effective January 1, ~~2016~~ 2024 by and between the County of Orange, a political subdivision of the State of California, hereinafter referred to as “County” and Kaiser Foundation Health Plan, Inc., *with a place of business at 1950 Franklin Street, Oakland, CA 94612,* hereinafter referred to as “Contractor”, which are sometimes individually referred to as “Party,” or collectively referred to as “Parties.”

**RECITALS**

WHEREAS, Contractor responded to a Request for Proposal (“RFP”) for offering health maintenance organization (“HMO”) benefits to ~~County Active enrollees~~ *as defined herein;* and

*WHEREAS, the Contractor responded and represents that its proposed services shall meet or exceed the requirements and specifications of the RFP; and*

WHEREAS, Contractor has been selected to offer such HMO benefits to enrollees effective January 1, ~~2016~~ 2024, through a Group Services Agreement (“GSA”) which may be amended ~~annually to comply with regulatory or statutory requirements from time to time~~ and which must be approved by the State of California Department of Managed Health Care;

WHEREAS, in consideration of the County allowing Contractor to offer HMO benefits to County enrollees, Contractor has agreed to certain performance guarantees in connection with services provided under the GSA;

*WHEREAS, the County’s Board of Supervisors has authorized the Purchasing Agent or authorized Deputy Purchasing Agent to enter into this Contract with Contractor for Health Maintenance Organization (HMO) services;*

NOW, THEREFORE, the Parties mutually agree as follows:

**ARTICLES**

**General Terms and Conditions:**

1. **Performance Guarantees:** Contractor agrees to provide the County the performance guarantees specified in Attachment A and to pay any penalties incurred in accordance with the terms of Attachment A.
2. **Scope of Contract:** *This Contract, including any Attachments and Exhibits, specifies the contractual terms and conditions by which the County will procure the Provision of a full service administration, coordination, monitoring and implementation for Health Maintenance Organization (HMO) from Contractor as further detailed in the GSA.*
3. **Compensation:** *The Contractor agrees to accept the specified compensation as set forth in this Contract as full*

payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder.

~~2.4. Term of Contract~~**Term-:** The initial term of this Contract is for three (3) years, effective ~~shall commence~~ January 1, 2016~~2024~~, continuing for three (3) years from that date, ~~and shall continue in effect through~~ December 31, 2023, unless earlier terminated by County. The Contract Term may be renewed for two (2) additional consecutive one (1) year terms, upon the mutual written agreement of the Parties. Renewal of the Contract may require approval by the County Board of Supervisors. Permitted renewals of the Contract provided in this paragraph 4 shall not result in any change in any other term, condition or provision of this Contract.

**3.5. Entire Agreement:** This Contract, including the GSA and Attachments A through ~~C~~**D**, contains the entire Contract between the Parties with respect to the matters herein and there are no ~~exceptions, alternatives, substitutions, revisions, understandings, agreements,~~ restrictions, promises, warranties or undertakings, ~~whether oral or written,~~ other than those set forth herein or referred to herein. *No exceptions, alternatives, substitutes or revisions are valid or binding unless authorized by both parties in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee.* ~~To the extent that there is a conflict between a provision of this Contract and the GSA, the GSA shall control.~~

**4.6. Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the Parties; ~~no oral understanding or agreement not incorporated herein shall be binding on either of the Parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on the County unless authorized by the County in writing.~~

**5.7. Governing Law and Venue:** This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California, ~~without reference to conflict of laws provisions.~~ In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the Parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the Parties specifically agree to waive any and all rights to request that an action be transferred for ~~trial adjudication~~ to another ~~venue~~ county.

**6.8. Appropriation/Contingency of Funds:** ~~This Contract is subject to and~~ Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon applicable budgetary appropriations being state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by the County's ~~of Orange~~ Board of Supervisors for each fiscal year during the Term of covered by this Contract. If such approval, funding or appropriations are not approved, forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract ~~will be immediately terminated~~ without penalty to the County.

~~7. Taxes:~~ Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax.

**8.9. Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor, shall qualify for workers' compensation or other fringe benefits of any kind through County.

~~9.10.~~ **Assignment or Sub-contracting:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the Parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned ~~or sub-contracted~~ by Contractor without the express written consent of County. ~~Notwithstanding this paragraph or any other terms or provisions set forth in this Contract or its Attachments, none of the work done for the County, its employees, agents, directors, elected officials or their dependents as relates to this Contract may be performed outside the United States of America. Further no participant specific data including but not limited to name, personal health information, social security numbers, addresses, information regarding dependents, or date of birth may be accessed outside the United States of America by Contractor, its affiliates, or their employees, directors, or subcontractors. Notwithstanding the foregoing, Contractor is a licensed Knox Keene health care service plan that arranges to provide health services under a health benefit plan through its own contracted integrated health delivery system. This prohibition against assignment pertains only to Contractor's obligation as a health care service plan to arrange the provision of health services. Contractors' agreements with health care providers in its integrated health delivery system are subject to the review and approval of the California Department of Managed Health Care and must comply with various regulatory requirements in the Knox Keene Act. The parties understand and agree that Contractor will utilize subcontractors in its performance of the services. Furthermore, the County understands that certain services, including but not limited to interpretation services or information technology support, may involve offshore resources. Contractor will require any offshore vendors to sign business associate agreements; follow Kaiser's privacy and data security policies; adhere to Kaiser's vendor code of conduct; and adopt appropriate physical, technological, and administrative safeguards to protect County information. Kaiser agrees that all provisions of the Agreement including, but not limited to, indemnification, insurance and liability provisions shall apply to the services provided to the County by such outside vendors including those offshore. Contractor shall provide to the County information about its offshore subcontractors, including the identity of, the location of, and a description of the activities to be performed by such offshore subcontractor. Contractor will provide the County with regular updates to Attachment D, no less frequently than quarterly.~~

~~10.11.~~ **Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any sub-contractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to all the penalties imposed for a violation of anti-discrimination laws or regulations including but not limited to Section ~~1720-1741~~*et seq.*, of the California Labor Code.

~~11.12.~~ **Performance Warranty:** Contractor shall perform or arrange to have performed all services under this Contract, including the GSA to *meet County's reasonable business expectations* ~~the satisfaction of County~~. In doing so, Contractor shall be responsible for arranging to provide an available and accessible network of healthcare providers to provide such services and to ensure the quality thereof. Contractor shall at its sole expense obtain and maintain all permits and licenses required by California state and Federal *public* authorities, *including those of County required in its governmental capacity*, in connection with performance of the services; *and if permitted to subcontract*, and shall be fully responsible for all work performed by sub-contractors. ~~As a health plan that provides Covered Benefits under this Agreement, Contractor is considered a Covered Entity as defined in the HIPAA Regulations. Pursuant to the requirements of the HIPAA Regulations, Contractor, as a Covered Entity, is obligated to prevent the unauthorized use and/or disclosure of Protected Health Information ("PHI") and to protect the confidentiality and security of PHI in its possession. Pursuant to the California Confidentiality of Medical Information Act ("COMIA"), Contractor is obligated to prevent the unauthorized disclosure of PHI as defined in that Act. These laws restrict the use and disclosure of PHI and require that certain measures be taken to maintain its confidentiality and security. Contractor agrees to maintain the confidentiality and security of information received from County that is considered PHI and to maintain, use and disclose such PHI in full compliance with these laws. Third party vendors who have access to such PHI, no matter where they are located, are contractually obligated pursuant to Contractor's HIPAA-compliant business associate agreements, to comply with privacy and security practices in accordance with requirements in the HIPAA Regulations.~~

~~12.13.~~ **Errors and Omissions:** All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as Account Manager and key personnel *attached hereto*, prior to submission to the County. Contractor agrees that County review is discretionary and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor’s reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by *the* Contractor after County approval thereof, County approval of Contractor’s reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction ~~at no charge to County.~~

~~13.14.~~ **Patent/Copyright Materials/Proprietary Infringement:** *Unless otherwise expressly provided in this Contract*, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph ~~19-15~~ below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including *costs and expenses*, but not ~~limited to, including~~ attorney’s fees, ~~costs and expenses.~~

**15. Compliance with Laws:** *Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor’s expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively “laws”), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph 16 below.*

~~14.16.~~ **Indemnification:** Contractor agrees to indemnify, defend with counsel mutually agreed upon by County and Contractor, and hold ~~harmless~~ County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County’s Board of Supervisors acts as the governing Board (“County Indemnitees”) *harmless* from any claims, *demands or liability of any kind or nature*, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither Party shall request a jury apportionment.

~~15.17.~~ **Insurance:** Prior to the provision of services under this Contract, the Contractor agrees to ~~purchase~~ *carry* all required insurance at Contractor’s expense ~~and to deposit with the County Certificates of Insurance~~, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. *Contractor agrees* ~~and to keep such insurance coverage current, -and the provide~~ *Certificates of Insurance, and endorsements to* ~~therefore on deposit with the County during the entire term of this Contract. In addition, all subcontractors performing work on behalf of contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall maintain insurance subject to the same terms and conditions as set forth herein for Contractor. County and Contractor agree that~~ such insurance may include alternative risk management programs, including self-insurance or a combination of self-insurance and insurance, provided that such alternative risk management programs provide protection equivalent to that specified under this Agreement.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the

County may terminate this Contract.

**Qualified Insurer**

The policy or policies of insurance must be issued by an insurer with a minimum rating of A-(Secure A.M. Best’s Rating) and VIII (Financial Size Category as determined by the most current edition of the **Best’s Key Rating Guide/Property-Casualty/United States ambest.com**). It is preferred, but not mandatory, that the insurer be licensed to do business in the state of California (California Admitted Carrier).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company’s performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

Coverage	Minimum Limits
Commercial General Liability	\$1,000,000 limit per occurrence (minimum limit) \$2,000,000 aggregate (minimum limit)
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 <del>combined limit per occurrence</del> ( <del>minimum limit</del> ) <i>Single limit each accident</i>
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 limit per occurrence
Professional Liability Insurance	\$1,000,000 per claims made or per occurrence <i>\$1,00,000 aggregate</i>
Network Security and Privacy Liability Insurance	<del>\$10</del> <i>15,000,000</i> per claims made or per occurrence

*Increased insurance limits may be satisfied with Excess/Umbrella policies. Excess/Umbrella policies when required must provide Follow Form coverage.*

**Required Coverage Forms**

The Commercial General Liability coverage shall be written on *an occurrence basis utilizing* Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

**Required Endorsements**

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of insurance:

- 1) An Additional Insured endorsement using ISO form CG 2010 or CG 2033 or a **form at least as broad** naming



*including* the County of Orange, its elected and appointed officials, officers, employees, *and* agents as Additional Insureds *on the blanket coverage, which will state As Required by Written Contract.*

- 2) A primary non-contributory ~~ing~~ endorsement *using ISO form CG 20 01 04 13, or a form at least as broad* evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing. ~~The endorsement shall read "County of Orange, its elected and appointed officials, officers, employees and agents"~~.

*The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the **County of Orange, its elected and appointed officials, officers, employees, and agents** or provide blanket coverage, which will state **As Required by Written Contract.***

The Network Security and Privacy Liability policy shall contain the following endorsements which shall accompany the Certificate of Insurance:

- 1) An Additional Insured ~~endorsement naming~~ *including* the County of Orange, its elected and appointed officials, officers, *and* agents and employees as Additional Insureds *for its vicarious liability.*
- 2) A primary and non-contributory ~~ing~~ endorsement evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing

All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange ~~and members of the Board of Supervisors~~, its elected and appointed officials, officers, *and* agents ~~and employees~~ when acting within the scope of their appointment or employment.

Contractor shall ~~notify County in writing within~~ *provide* thirty (30) days *prior written notice to the County* of any policy cancellation *or non-renewal, unless replaced by similar coverage* and ten (10) days ~~for~~ *written notice where cancellation is due to* non-payment of premium and provide a copy of the cancellation notice to County, unless replaced by similar coverages. Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

If Contractor's Professional Liability ~~policy is a "claims made" policy, contractor~~ *and Network Security and Privacy Liability are "Claims-Made" policies, Contractor* shall agree to ~~maintain professional liability coverage for two years~~ *the following completion of Contract:*

- 1) *The retroactive date must be shown and must be before the date of the Contract or the beginning of the Contract services.*
- 2) *Insurance must be maintained, and evidence of insurance must be provided for at least three (3) years after expiration or earlier termination of Contract services.*
- 3) *If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of the contract services, Contractor must purchase an extended reporting period for a minimum of three (3) years after expiration of earlier termination of the Contract.*

The Commercial General Liability policy shall contain a severability of interests clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract ~~which shall be mutually agreed upon~~. Any increase or decrease in insurance will ~~shall~~ be ~~as deemed~~ *mutually agreed upon* by *Contractor and* County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of mutually agreed upon changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, ~~nor act in any way to reduce the policy coverage and limits available from the insurer.~~

~~16.18.~~ **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.

~~17.19.~~ **Contractor Key Personnel:** Contractor warrants that all Contractor personnel engaged in the performance of work under this Contract shall possess sufficient experience and/or education and the required licenses set forth herein in good standing to perform the services requested by the County.

~~18.20.~~ **Contractor's Account Manager *and Key Personnel*:** Contractor shall appoint an Account Manager to direct the Contractor's efforts in fulfilling Contractor's obligations under this Contract. This Account Manager shall be subject to approval by the County and shall not be changed without the written consent of the County's *project Program* manager, which consent shall not be unreasonably withheld.

~~The Contractor's Account Manager and key personnel shall be assigned to this project for the duration of this Contract and shall diligently pursue all work and services to meet the project time lines. Key personnel are those individuals who report directly to the Contractor's Account Manager.~~

**21. Program Manager:** *The County shall appoint a Program Manager to act as liaison between the County and the Contractor during the Term of this Contract. The County's Program Manager shall coordinate the activities of the County staff assigned to work with the Contractor.*

*Should County determine that Contractor Personnel, Contractor's Account Manager or Key Personnel or , or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, County shall provide Contractor with written notice of such failure. Within ten (10) business days of Contractor's receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency.*

~~19.22.~~ **Reports/Meetings:** The Contractor shall develop reports and any other relevant documents necessary to complete the services and requirements as set forth in this Contract. The County's *project Program* manager and the Contractor's Account Manager will meet on reasonable notice to discuss the Contractor's performance and progress under this Contract. If requested, the Contractor's Account Manager and other project personnel shall attend all meetings. The Contractor shall provide such information that is requested by the County for the purpose of monitoring progress under this Contract.

~~20.23.~~ **Ownership of Documents:** The County has permanent ownership of all directly connected and derivative materials produced under this Contract by the Contractor. All documents, reports and other incidental or derivative work or materials furnished hereunder shall become and remain the sole properties of the County and

may be used by the County as it may require without additional cost to the County. None of the documents, reports and other incidental or derivative work or furnished materials shall be used by the Contractor without the express written consent of the County. Notwithstanding the foregoing, this section 20-23 does not apply to documents, reports and other incidental or derivative work or furnished materials that may contain PHI.

24. **Title to Data:** All materials, documents, data or information obtained from the County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may not be used or copied for direct or indirect use by the Contractor after completion or termination of this Contract without the express written consent of the County. All materials, documents, data or information, including copies, must be returned to the County at the end of this Contract.
- ~~24.25. **Contractor's Records:** The Contractor shall keep true and accurate accounts, records, books and data which shall correctly reflect the business transacted by the Contractor in accordance with generally accepted accounting principles.~~
26. **Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor- Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing Contractor's compliance with the Performance Guarantees including, but not limited to, the costs of administering the Contract. The County will provide at least (90) ninety calendar days advanced written notice of such an audit or inspection.

The County reserves the right to audit and verify the Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. ~~Further, Contractor agrees to include a similar right to the County to audit records and interview staff of any sub-contractor related to performance of this Contract.~~

Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this Contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to the County's Program Manager.

- ~~22.27. **Publication:** No copies of schedules, written documents, and computer based data, photographs, maps or graphs, resulting from performance or prepared in connection with this Contract, are to be released by Contractor and/or anyone acting under the supervision of Contractor to any person, partnership, company, corporation, or agency, without prior written approval by the County, except as necessary for the performance of the services of this Contract. All press releases, including graphic display information to be published in newspapers, magazines, etc., are to be administered only by the County unless otherwise agreed to by both Parties.~~
- ~~23.28. **Conflict of Interest:** The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor's employees, ~~and~~ agents, ~~and~~ relatives; ~~sub-tier Contractor's and third parties~~ associated with accomplishing services hereunder. The Contractor's efforts shall include, but not be limited to establishing precautions to prevent its employees or agents from ~~making, receiving,~~ providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to ~~influence or~~ appear to influence ~~individuals to act contrary to~~ *County staff or elected officer from acting in* the best interests of the County. ~~The County Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.~~~~

24.29. **Termination:** In addition to any other remedies or rights it may have by law, County has the right to terminate this Contract without penalty immediately with cause or after 30 days' written notice without cause, unless otherwise specified. Cause shall be defined as any breach of this Contract, ~~or~~ any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligations.

25.30. **Breach of Contract:** The failure of the Contractor to comply with any of the terms, provisions, covenants or conditions of this Contract shall constitute a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

- a. *Terminate this Contract immediately, pursuant to paragraph 29 herein;*
- ~~a.b.~~ Afford the Contractor written notice of the breach and ten (10) calendar days or such shorter time that may be specified in this Contract within which to cure the breach; ~~and/or~~
- c. Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; ~~and~~
- ~~b.d.~~ Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above; ~~and/or~~
- e. ~~Terminate this Contract immediately, without penalty to the County.~~

26.31. **Disputes:** The Parties shall deal in good faith and attempt to resolve potential disputes informally. If ~~a~~ *the* dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Account Manager and the County *Program* Manager, such matter shall be brought to the attention of the *County Deputy* Purchasing Agent by way of the following process:

- a. The Contractor shall submit to the *agency/department assigned* Deputy Purchasing Agent a written demand for a final decision regarding the disposition of any dispute between the Parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.
- b. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to ~~this~~ *the* Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the ~~amount~~ *Contract adjustment* for which the Contractor believes the County is liable.
- c. Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the County's *Deputy* Purchasing Agent or his designee. If the County fails to render a decision within 90 days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions. *Nothing in this section shall be construed as affecting the County's right to terminate the Contract for cause or termination for convenience as stated in paragraph 29 herein.*

27.32. **Orderly Termination:** Upon termination or other expiration of this Contract, each Party shall promptly return to the other Party all papers, materials, and other properties of the other held by each for purposes of execution of the Contract. In addition, each Party will assist the other Party in orderly termination of this Contract and the transfer of all aspects, tangible and intangible, as may be necessary for the orderly, non-disruptive business continuation of each Party.

At the end of the term of this Contract or in the event of termination of this Contract by either party, the Contractor agrees to provide County with a computer history tape (in a form and format reasonable acceptable to the County) with information necessary to transfer the records of each member's history of Claims within thirty (30) days of the effective date of the termination of this Contract. County may request copies of individual files necessary to reconstruct individual histories on specified members for up to five (5) years after termination of this Contract.

At the end of the term of this Contract or in the event of termination of the Contract by either Party and upon the request of County Contractor agrees to continue the administration of claims incurred prior to the effective ending date of this Contract for a period of six months after the termination date.

28.33. **Force Majeure:** Contractor shall not be in breach of this Contract during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.

29.34. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

30.35. **Remedies Not Exclusive:** The remedies for breach set forth in this Contract are cumulative as to one another and as to any other provided by law, rather than exclusive; and the expression of certain remedies in this Contract does not preclude resort by either Party to any other remedies provided by law.

31.36. **Notices:** Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given herein shall be in writing, *with a copy provided to the assigned Deputy Purchasing Agent (DPA)*, except through the course of the County's ~~project~~-Program Manager and Contractor's Account Manager routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate Party at the address stated herein or such other address as the Parties hereto may designate by written notice from time to time in the manner aforesaid.

County: Program Manager, ~~Diana~~ Robin Gurien  
Human Resource Services/Employee Benefits  
333 W. Santa Ana Blvd., Room 137  
400 W. Civic Center Dr., 1st Floor  
Santa Ana, CA 92701

~~Deputy Purchasing Agent, Melvin Chua~~  
\_\_\_\_\_  
Human Resource Services/Employee Benefits  
\_\_\_\_\_  
333 W. Santa Ana Blvd., Room 137  
\_\_\_\_\_  
Santa Ana, CA 92701

Contractor: Kaiser Foundation Health Plan Inc. ~~Permanente~~  
Attn: Justin Cao, Director, Strategic Accounts  
1851 E. 1<sup>st</sup> St., Ste 1100

*Santa Ana, CA 92705*

1950 Franklin Street

Oakland, CA 94612

Attn: Wade J. Overgaard

Senior Vice President, California Health Plan Operations

~~32. **County Child Support Enforcement:** Contractor is required to comply with the child support enforcement requirements of the County. Failure of the Contractor to comply with all federal, state, and local reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment shall constitute a material breach of the Contract. Failure to cure such breach within 60 calendar days of notice from the County shall constitute grounds for termination of this Contract.~~

~~33.37. **Change Of Ownership, Name, Litigation Status, Conflicts with County Interests:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract which approval shall not be unreasonably withheld, the new owners shall be required under *the* terms of sale or other *instruments of* transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of *the* County. If County does not agree to assignment of the Contract, County reserves the right to immediately terminate the Contract in the event the County reasonably determines that the assignee is not qualified for the provision of services under the Contract. Otherwise, the Contract may be terminated by the County without cause as set forth in Article 24.~~

*In addition, Contractor has the duty to notify the County in writing of any change in the Contractor's status with respect to name changes that do not require an assignment of the Contract. The Contractor is also obligated to notify the County in writing if the Contractor becomes a party to any litigation against the County, or a party to litigation that may reasonably affect the Contractor's performance under the Contract, as well as any potential conflicts of interest between Contractor and County that may arise prior to or during the period of Contract performance. While Contractor will be required to provide this information without prompting from the County any time there is a change in Contractor's name, conflict of interest or litigation status, Contractor must also provide an update to the County of its status in these areas whenever requested by the County.*

*The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with County interests.*

~~38. **Precedence:** The *Contract* documents ~~herein~~ consist of this Contract and its *exhibits and* attachments. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the *recitals and* articles of this Contract, and then the exhibits and attachments.~~

~~34.39. **Headings:** The various headings and numbers herein, the grouping of provisions of this Contract into separate clauses and paragraphs, and the organization hereof are for the purpose of convenience only and shall not limit or otherwise affect the meaning hereof.~~

~~35.40. **Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.~~

~~36.41. **Calendar Days:** Any reference to the word "day" or "days" herein shall mean calendar day or calendar days, respectively, unless otherwise expressly provided.~~

~~37.42.~~ **Attorney Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, ~~or where any provision hereof is validly asserted as a defense,~~ each Party shall bear its ~~its~~ **their** own attorney's fees, costs and expenses.

~~38.43.~~ **Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each Party has been represented by experienced and knowledgeable independent legal counsel of their own choosing, or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each Party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other Party hereto or by any person representing them, or both. Accordingly, any rule of law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the Party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the Parties and this Contract.

~~39.~~ **Third Party Beneficiaries:** This Contract is for the benefit of the County and Contractor and not for any other person. It shall not create any legal relationship between Contractor and any employee, beneficiary or any other party claiming any right, whether legal or equitable, under the terms of this Contract or the GSA.

~~40.44.~~ **Authority:** The Parties to this Contract represent and warrant that this Contract has been duly authorized and executed and constitutes the legally binding obligation of their respective organization or entity, enforceable in accordance with its terms.

~~41.~~ **Survival:** Notwithstanding any provision to the contrary herein, the provisions of paragraphs 15, 16, 17, 18, 19, 20 and 21 shall survive the termination of this Contract.

**45. Civil Rights:** *Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.*

**46. Lobbying:** *On the best information and belief, Contractor certifies no federal appropriated funds have been paid or will be paid by, or on behalf of, the Contractor to any person influencing or attempting to influence an officer or employee of Congress; or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative contract.*

**47. Debarment:** *Contractor shall certify that neither Contractor nor its principles are presently debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in the transaction by any Federal department or agency. Where Contractor as the recipient of federal funds, is unable to certify to any of the statements in the certification, Contractor must include an explanation with the bid/proposal. Debarment pending debarment, declared ineligibility or voluntary exclusion from participation by any Federal department of agency may result in the bid/proposal being deemed non-responsible.*

~~42.48.~~ **Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all

covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

- 43.49. **Changes:** Contractor shall make no changes in the work or perform any additional work without County's specific written approval.
- 44.50. **Terms and Conditions:** Contractor acknowledges that it has read and agrees to all terms and conditions included in this Contract.
51. **Incorporation:** This Contract and its Attachments A through ~~C-D~~ are attached hereto and incorporated by reference and made a part of this Contract.
52. **Third Party Beneficiaries:** This Contract is for the benefit of the County and Contractor and not for any other person. It shall not create any legal relationship between Contractor and any employee, beneficiary or any other party claiming any right, whether legal or equitable, under the terms of this Contract or the GSA.
53. **Subcontracting:** *This Contract shall take precedence over the terms of a contract between Contractor and subcontractor. The County shall look to the Contractor for performance and indemnification and not deal directly with any subcontractor.*

#### ~~Consolidation Appropriations Act (CAA)~~

##### ~~Nonduplication Agreement~~

~~Contractor agrees to undertake performance of the following regulatory requirements, and County may rely on Contractor's performance in order to satisfy its obligation to perform the same activities with respect to the health plan coverages issued to County by Contractor:~~

- ~~Preparation and publication of machine-readable files on a public website for in-network rates and billed charges and allowed amounts for out-of-network providers in the required form and manner as set forth in applicable regulations and any sub-regulatory guidance~~
- ~~Provision of an internet, self-service tool as well as paper reports and telephone assistance to provide personalized estimates of cost sharing for 500 shoppable services beginning on January 1, 2023, and for all covered services as of January 1, 2024 as set forth in applicable regulations and any sub-regulatory guidance~~
- ~~Annual reporting of prescription drug and health care costs reporting required to be furnished in accordance with applicable regulations and any sub-regulatory guidance~~
- ~~Publication of a consumer notice regarding federal and, when applicable, any state legal requirements related to balance billing by non-participating providers in accordance with applicable regulations and any sub-regulatory guidance~~
- ~~Annual reporting of data related to the provision and cost of air ambulance services for 2022 and 2023 in the required form and manner as set forth in applicable regulations and any sub-regulatory guidance~~
- ~~Annual submission of a Gag Clause Prohibition Compliance Attestation in the required form and manner as set forth in applicable regulations, if any, and sub-regulatory guidance~~

#### 45. **Payment:**



- a. ~~COUNTY acknowledges and agrees that premium payments are due to the Contractor on the first day of the month of the coverage month. Contractor may assess an additional premium charge if premium payments are received after the 1st of the coverage month in the event that COUNTY has made late premium payments totaling 13 or more half months in a 12-month period (a "half month" payment is a payment made after the 15th of the coverage month). In such event, the additional premium charge would be included in payments after contract renewal.~~
- b. ~~Notwithstanding the foregoing, Contractor and COUNTY agree that throughout the Term COUNTY will make premium payments no later than the 18th of the coverage month and if COUNTY so performs, Contractor will waive any additional premium charge that would accrue pursuant to paragraph c.~~
- e. ~~If COUNTY fails in any month during the Term to make premium payment by the 18<sup>th</sup> of the coverage month and has made late payments totaling 13 or more half months in a 12-month period pursuant to paragraph A, an additional premium charge will be included in the 2017 renewal.~~
- e. ~~Premium payments will be based upon on the number of subscribers and associated rates as provided by COUNTY to Contractor on COUNTY's monthly Premium Report.~~
- d. ~~In addition to Premium payment, Contractor agrees to pay for Open Enrollment communication cost billed by County based on the number of retiree health plans and the required communication materials needed.~~
46. ~~**Change of Ownership/Name, Litigation Status:** Contractor has the duty to notify the County in writing of any change in the Contractor's status with respect to a name change that does not require an assignment of the Contract. The Contractor is also obligated to notify the County in writing if the Contractor becomes a party to any litigation against the County. The obligation to provide notice is satisfied through service of process for such litigation, except separate written notice, pursuant to Article 32, will be provided if such litigation pertains directly to the services under this Contract, which specifically are group health plan HMO benefits provided through the GSA ("Service"). Contractor will also notify the County in writing if it becomes a party to litigation that Contractor reasonably believes will materially affect the Contractor's ability to provide Services under the Contract and may be legally disclosed. The parties acknowledge that due to the size and complexity of Contractor's organization, the Account Manager will provide notice as soon as reasonable possible once the Account Manager has knowledge or receipt of information that requires notice under this section. While Contractor will be required to provide notice of this information without prompting from the County, Contractor must also provide an update to the County if its status in these areas whenever requested by the County.~~

CONTRACT SIGNATURE PAGE

*IN WITNESS WHEREOF*, The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

***Kaiser Foundation Health Plan, Inc., Southern California\****

\_\_\_\_\_  
Print Name Title

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name Title

\_\_\_\_\_  
Signature Date

*\* If the Contractor is a corporation, signatures of two specific corporate officers are required as further set forth.*

**The first corporate officer signature must be one of the following: 1) the Chairman of the Board; 2) the President; 3) any Vice President.**

**The second corporate officer signature must be one of the following: a) Secretary; b) Assistant Secretary; c) Chief Financial Officer; d) Assistant Treasurer.**

*\*If the contracting party is a corporation, two (2) signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision.*

**In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.**

\*\*\*\*\*

**County of Orange, a political subdivision of the State of California**

\_\_\_\_\_  
Print Name Title

\_\_\_\_\_  
Signature Date

\*\*\*\*\*

Approved by Board of Supervisors on: Date \_\_\_\_\_

APPROVED AS TO FORM:

---

Deputy, Office of County Counsel  
Orange County, California

## Attachment A

### **Performance Commitments and Penalties Guarantees Annual Service Metrics**

#### **Performance Commitments and Penalty Amounts**

*The County of Orange Actives/Non-Medicare Retiree Performance Agreement will be reviewed and renewed annually for any changes and agreed upon by Kaiser Permanente and the County of Orange.*

In connection with the services Contractor will provide to the County with respect to the Plan, Contractor guarantees its performance as follows (A summary of all performance commitments and their associated penalties is included in this Attachment A):

**A. Financial Accuracy**

The percentage of total audited claim dollars shall be at least the percentage designated in Attachment A.

**B. Evaluation of Financial Accuracy**

(a) Financial accuracy represents the sum of the total dollars ~~overpaid and~~ *paid amount less* the total dollars ~~underpaid subtracted from the total dollars paid,~~ *absolute value of over/under payments* divided by the total *amount* dollars paid and expressed as a percent.

**C. Financial Accuracy Penalty**

The penalty for Contractor's failure to meet the Financial Accuracy Performance Commitment shall be the amount shown in Attachment A.

**D. Claim Processing Accuracy**

The percentage of total audited claims shall be no greater than the percentage designated in Attachment A.

**E. Evaluation of Claim Processing Accuracy**

a) Claim Processing Accuracy represents the total number of claims processed without any payment errors, divided by the total claims processed, expressed as a percent.

**F. ~~Financial~~ *Claims Processing* Accuracy Penalty**

The penalty for Contractor's failure to meet the Claim Processing Accuracy shall be the amount shown in Attachment A.

**G. Average Speed of Answer Commitment**

The average speed of answer for a phone call to the Service Center(s) during the Term ("ASA") shall be no longer than the number of seconds designated in Attachment A.

**H. Evaluation of Average Speed of Answer**

(a) The ASA will be determined by measuring the sum *average speed* of the total elapsed time between the moment when a telephone *answer for a phone* call is queued to the Service Center(s) and the time the caller is responded to, and dividing that number by the total number of telephone calls answered in the Service Center(s) during the Term ("ASA") shall be no longer than the number of seconds designated in Attachment A.

(b) The calculation of ASA is based on ~~all calls received by the~~ *average number of seconds a member waits when phoning the Member Service Contact* Center(s) ~~for all customers serviced in the Special Account Queue related and opting to speak to services provided by Contractor to the County Plan~~ *the first available representative.*

**I. Average Speed of Answer Penalty**

The penalty for Contractor's failure to meet the Telephone Average Speed of Answer Performance Commitment shall be the amount shown in Attachment A.

**Abandonment Rate**

**J. Telephone Abandonment Rate Commitment**

The percentage of calls received by the Service Center(s) resulting in the caller terminating the call before speaking with a customer service representative (“Abandonment Rate”) shall, on average, be no greater than the percentage designated in Attachment A.

**K. Evaluation of Abandonment Rate**

(a) Abandonment Rate will be calculated using the total number of calls received during the Term that result in the caller terminating the call after it is queued to a customer service representative, divided by the total number of telephone calls received by the Service Center(s) during the Term, expressed as a percent.

(b) The calculation of Abandonment Rate is based on all calls received by the Service Center(s) for all customers serviced in the Special Account Queue related to services provided by Contractor to the County Plan.

**L. Abandonment Rate Penalty**

The penalty for Contractor's failure to meet the Telephone Abandonment Rate Performance Commitment shall be the amount shown in Attachment A.

**First Call Resolution**

**M. First Call Resolution Performance Commitment**

The percentage of inquiries related to the Plan that are closed on the first inquiry, meaning that Contractor determines that no inquiries involving the same matter are received during the 45 Day timeframe preceding and following the inquiry, shall be the percentage designated in Attachment A.

**N. Evaluation of First Call Resolution**

(a) First Call Resolution will be calculated based on the inquiries received by Contractor related to services provided by Contractor to the County Plan.

(b) The First Call Resolution rate will be calculated using the number of inquiries received from the County that were closed during the first inquiry, divided by the total number of inquiries received from the County, expressed as a percent.

(c) An inquiry will be considered closed when Contractor gives it a closed status on the Inquiry Tracking System(s) and no inquiries involving the same matter are received during the 45 Day timeframe preceding and following the inquiry.

**O. ~~First Call~~ *Contact* Resolution Penalty**

The penalty for Contractor's failure to meet the First Call Resolution Performance Commitment shall be the amount shown in Attachment A.

**Customer Service Associate (CSA) Quality**

**P. CSA Quality Performance Commitment**

A designated percentage of inquiries received by the Service Center(s) servicing the County (the “Service Center(s)” and randomly monitored, shall achieve Contractor's quality standards ~~for issue resolution, ownership and professionalism~~ *based on telephone call etiquette, customer interaction and relationship, information and knowledge and documentation where each category ranks as a percentage of the total.* The designated percentage is shown in Attachment A.

**Q. CSA Quality Evaluation**

(a) CSA Quality will be based on a random sample of all inquiries received from the County related to services provided by Contractor to the County plan.

(b) The CSA Quality rate will be calculated using the number of inquiries that achieved Contractor’s quality standards, divided by the total number of inquiries audited, expressed as a percent.

**R. CSA Quality Penalty**

The penalty for Contractor’s failure to meet the CSA Quality Performance Commitment shall be the amount shown in Attachment A.

**Eligibility Processing –Maintenance (Ongoing) Automated Eligibility Time-to-Process**

**S. Maintenance (Ongoing) Automated Eligibility Time-to-Process Performance Commitment**

A designated percentage of the file(s) received from the County after the effective date and during the Term shall be loaded onto the eligibility system within the number of Business Days, as designated in Attachment A, of the receipt of a complete and valid eligibility file. The designated percentage is shown in Attachment A.

**T. Evaluation of Maintenance (Ongoing) Automated Eligibility Time-to-Process**

(a) Maintenance (On-going) Automated Eligibility Time-to-Process will be calculated by counting the number of Business Days from the Business Day that the file is received by Contractor to and including the Business Day the file is loaded onto the eligibility system. The Business Day the file is received will not be included in this calculation.

(b) “Business Days” will mean the days of the week that the responsible eligibility unit is conducting business, which excludes Saturdays, Sundays and holidays observed by Contractor.

(c) This Commitment will be contingent on the County submitting full files in which no more than two percent (2%) of the member records are erroneous. An “erroneous member record” will be defined as any member record lacking accurate information regarding the spelling of the participant’s name, the Social Security number, account, branch, benefit option, network ID, effective date of coverage, termination date, address and any other demographic data.

**U. Maintenance (Ongoing) Automated Eligibility Time-to-Process Penalty**

The penalty for Contractor's failure to meet the Maintenance (Ongoing) Automated Eligibility Time-to-Process Performance Commitment shall be the amount shown in Attachment A.

**ID Card Maintenance (On-going) Performance**

**~~V. ID Card Maintenance (Ongoing) Performance Commitment~~**

~~A designated percentage of the ID cards issued to the County's participants in the Plan will be mailed within specified Business Days of the date that the eligibility information necessary to issue that card is released to the ID card vendor. The designated percentage is shown in Attachment A.~~

**~~W. Evaluation ID Card Maintenance (Ongoing) Performance~~**

~~(a) ID Card Maintenance (Ongoing) Performance will be calculated by counting the number of Business Days from the Business Day that eligibility information necessary to issue that card is released to the ID card vendor, to and including the Business Day the ID card is issued to the Plan participant. The Business Day the eligibility information is received by the vendor will not be included in this calculation.~~

~~(b) "Business Days" will mean the days of the week that the responsible unit is conducting business, which excludes Saturdays, Sundays and holidays observed by Contractor.~~

**~~X. ID Card Maintenance (Ongoing) Performance Penalty~~**

~~The penalty for Contractor's failure to meet ID Card Maintenance (Ongoing) Performance Commitment shall be the amount shown in Attachment A.~~

**Account Management**

**Y. Account Management Commitment**

Contractor's Account Management Sales Team commits to provide services to the County of such quality as will result in Contractor's achieving the Account Management Composite Score, designated in Attachment B, on the Account Management Report Card. The Account Management Report Card is attached as Attachment B to this Agreement and must be completed, signed and dated by the County and returned to Contractor on a quarterly basis.

**Z. Evaluation of Account Management**

(a) At the beginning of the Term, the County shall designate individuals on its benefits staff who will receive and complete the Account Management Report Card (Attachment B) on a quarterly basis.

(b) ~~The Account Management Report Card will be distributed to the Company's designated staff members on a quarterly basis and shall be completed, signed and dated by the County and returned sent to Contractor within six (6) weeks after the end of the quarter its distribution date.~~

If any quarterly Account Management Report Card is not received within six (6) weeks of its distribution by Contractor, that Account Management Report Card will not be included in the calculation of the Composite Score; and if any quarterly Account Management Report Card is not received within six 6 weeks of its distribution by Contractor, the Account Management Performance Guarantee Penalty Amount will be reduced. The amount Account Management Performance Guarantee Penalty Amount will be reduced as follows:

One (1) Account Management Report Card not received within 6 weeks of distribution: 25% reduction in Account Management Performance Guarantee Penalty Amount.

Two (2) Account Management Report Cards not received within 6 weeks of distribution: 50% reduction in Account Management Performance Guarantee Penalty Amount.

Three (3) Account Management Report Cards not received within 6 weeks of distribution: 75% reduction in Account Management Performance Guarantee Penalty Amount.

- (c) Following the end of the calendar year and ~~receipt~~ **completion** of the fourth (4<sup>th</sup>) quarterly survey from the County, Contractor will calculate the Composite Score in each performance assessment category by averaging the scores for the four (4) quarters of the Term. The assessments of each of the designated staff members and each of the performance assessment categories will be weighted equally. The Account Management Commitment will be deemed as fulfilled if the average of the Composite Scores in each category (“Account Management Composite Score”) is equal to or greater than the Account Management Composite Score indicated on Attachment B.

**AA. Account Management Penalty**

The penalty for Contractor's failure to meet the Account Management Commitment shall be the amount shown in Attachment A.

**Weighting of Performance Results**

**AB. Weighting of Results for Telephone Services**

Results for Telephone Services from each assigned Service Center will be weighted by call volume in order to calculate the overall result unless membership by site is made available.

**AC. Evaluation of Services and Payment of Penalties**

- (a) Within four (4) months after the end of each calendar year during the Term, Contractor shall compile the necessary documentation and perform the necessary calculations to evaluate its fulfillment of each performance commitment set forth in this Agreement and make this information available to the County.
- (b) Any dispute concerning the amount Contractor determines to be owed under this Agreement must be raised in writing within sixty (60) days of the date that Contractor notifies the County in writing of its determination.
- (c) If Contractor fails to meet any of the performance commitments set forth in herein, Contractor shall pay to the Company the appropriate penalty set forth in Attachment A.
- (d) If the GSA under which Contractor provides insurance and/or administrative services to the Plan is terminated prior to the end of the Term of this Agreement, any penalties owed by Contractor shall be prorated for that portion of the year for which the contract was in force, except that Contractor shall owe no penalties for partial quarters and Contractor shall owe no penalties if the contract is terminated by the County with notice and without cause.
- (e) In the event that the period during which performance is measured is less than twelve (12) consecutive months, the penalty amounts set forth in Attachment A shall be pro-rated for that portion of the year for which performance measurements are in force.
- (f) The penalty amounts in Attachment A have been established in relationship to the actual annual premium that the County pays for each calendar year of the Term.
- (g) The total amount payable by Contractor during each calendar year of the Term for failure to meet the performance commitments set forth in this Contract Attachment 1, Part III shall not exceed the sum of the maximum penalties identified in Attachment A.



The health plan(s) listed below are guaranteed measures are based on 2011 projected membership based on annual, plan-wide performance unless specified otherwise. Penalty thresholds and results are rounded to the nearest whole number except on measures where the penalty threshold is shown with a decimal point. (e.g. <3.0%)

<b>Performance Measures</b> <i>Kaiser Permanente Southern California – Guaranteed</i>		<b>Penalty Threshold</b>	<b>Penalty (% of Premium)*</b>
<b>Member Services</b>			
1.	Member service calls – answered within 30 seconds <i>Average Speed to Answer</i>	80%	0.10.09%
2.	Telephone call abandonment rate	≤3.0%	0.08%
3.	Call Quality Identification card distribution – within 10 business days of receipt	95.85%	0.1009%
4.	First Contact Resolution (includes emails, same member/same issue call back)	85%	0.09%
4.5.	Eligibility information available to medical groups within eight business days (% of PG Accounts)	95%	0.09%
5.	Premium reconciliation – percent accounts reconciled within 30 calendar days	85%	0.08%
6.	Kp.org web site availability ( for non-secure sections, and excluding scheduled maintenance and downtime)	98.5%	0.09%
<b>Claims</b>			
7.	Financial Accuracy	98.5%	0.09%
8.	Claims Processing (Financial Incident) Accuracy	97%	0.08%
<b>Member Satisfaction</b>			
7.9.	Member satisfaction with health plan (CAHPS #42) <sup>1</sup>	≥State Avg. <sup>3*</sup>	0.10%
8.	Member dissatisfaction with health plan (CAHPS # 42) <sup>2</sup>	≤8%	0.09%
9.10.	Member satisfaction with Kaiser web site (registered users of kp.org who access secure features are ‘satisfied’ or ‘very satisfied’)	80%	0.10%
<b>Account Management</b>			
10.	Purchaser overall satisfaction with account management/team	Satisfied 3.0 or better	0.10%
11.	AM/team availability for periodic meetings and open enrollment (2-4 per year)	Meet	0.09%
12.	AM/team response to client calls – within one business day	Meet	0.08%
<b>Quality of Care</b>			
13.12.	Antidepressant medication management (acute phase) <i>Colorectal Cancer Screening</i>	≥ Natl. Avg. <sub>4*</sub>	0.0811%
14.13.	Appropriate Treatment for Children with Upper Respiratory Infection (3mos - 17yrs)	≥ Natl. Avg. <sub>4*</sub>	0.0811%
15.14.	Beta Blocker – Persistence of Use after Heart Attack	≥ Natl. Avg. <sub>4*</sub>	0.0811%
15.	Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents – BMI	≥ Natl. Avg. <sup>4*</sup>	0.11%
16.	Chlamydia Screening in Women (all age categories combined)	≥ Natl. Avg. <sup>4*</sup>	0.0811%
17.	Cholesterol Management for Patients with High Blood Pressure <i>Eye Exam for Patients with Diabetes</i>	≥ Natl. Avg. <sup>4*</sup>	0.0811%
18.	Blood Pressure Control for Patients with Diabetes – Nephropathy (kidney)	≥ Natl. Avg. <sup>4*</sup>	0.0811%

<b>Performance Measures</b> <i>Kaiser Permanente Southern California – Guaranteed</i>		<b>Penalty Threshold</b>	<b>Penalty (% of Premium)*</b>
	disease) Monitored		
19.	Diabetes — lipid control rate	≥ Natl. Avg. <sup>4*</sup>	0.08%
<del>20</del> 19.	Follow-up After Hospitalization for Mental Illness (7 days)	≥ Natl. Avg. <sup>4*</sup>	0.0811%
<del>21</del> 20.	Mammography Screening Rate	≥ Natl. Avg. <sup>4*</sup>	0.0811%
<b>Accreditation and Reporting</b>			
<del>22</del> .	NCQA Accreditation	Maintain	0.09%
<del>23</del> .	HEDIS report available — within one month after NCQA public release of results	Report Available	0.09%
<b>Total Percent at Risk</b>			<b>2.00 %</b>

<sup>1</sup> From the NCQA CAHPS Survey, based on the percent of respondents answering eight or higher on a 0 - 10 scale

<sup>2</sup> From the NCQA CAHPS Survey, based on the percent of respondents answering three or lower on a 0 - 10 scale

<sup>3</sup> Based on NCQA's State/Regional HMO Average

<sup>4</sup> Based on NCQA's National HMO Average

\* Penalties are contingent on statistically significant differences from targets

\*\*COBRA is not included in performance penalty calculations

## Attachment B Account Management Report Card

Rating Methodology:

- 5 = Completely Satisfied
- 4 = Very Satisfied
- 3 = Satisfied
- 2 = Somewhat Satisfied
- 1 = Dissatisfied

Client/Company Name Manager: \_\_\_\_\_  
 Completed By (please print): \_\_\_\_\_  
 Client Signature \_\_\_\_\_  
 Date completed: \_\_\_\_\_  
 Telephone #: \_\_\_\_\_

County will complete the box with the score that most closely reflects the level of satisfaction with the local account management team with respect to the following service categories. A separate quarterly report card will be completed, signed and dated each quarter.

Measurable Need	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	<i>Comments</i>	Annual Composite Score
1. Provides effective support in preparing for, and conducting open enrollment events/sessions. Acts proactively to provide County with timely notification of issues impacting plan and/or participants.						
2. Provides client with timely notification of issues impacting members Responds in a timely and comprehensive manner to inquiries, issues and questions from the County, County members, and third-party representatives.						
3. Responds to client's issues & questions in a timely, comprehensive manner Finds solutions and develops effective action plans to resolve open issues, including identifying the root cause, and follows through on plans to ensure issues are resolved.						
4. Develops, follows through on action plans; effective coordination to resolve open issues Responds to County inquiries within (number of days specified in Contract) County business days						

Measurable Need	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Comments	Annual Composite Score
<i>of inquiry.</i>						
<i>5. Is accessible and attends scheduled meetings Delivers agreed upon reports and communication of Contractor results within days from the end of the reporting period.</i>						
<i>6. Delivers agreed upon reports and communication of Contractor results on time. Attends scheduled meetings and provides follow-up details and action items in a timely manner.</i>						
Account Management Composite Score (All Categories)	N/A	N/A	N/A	N/A		

Fill in for each quarterly period:

Date Sent to Client:

  /  /        /  /        /  /        /  /  

Date Returned by Client:

  /  /        /  /        /  /        /  /  

~~At the end of each quarterly period, Contractor will forward Account Management Report Card to County for completion.~~

~~Following the end of the calendar year and receipt of the fourth (4<sup>th</sup>) quarterly survey from the County, Contractor will calculate the composite score in each performance assessment category by averaging the scores for the four (4) quarters of the term. The assessments of each of the performance assessment categories will be weighed equally. The Account Management Commitment will be deemed as fulfilled if the average of the composite scores in each category (“Account Management Composite Score”) is equal to or greater than the Account Management Composite Score indicated on Attachment B.~~

**Attachment C**  
**Compensation/Payment**

*2024 Actual rates will be determined in May/June 2023. Active rates increase from 2023 will not exceed 15.1%. Non-Medicare retiree rates will be 20% greater than active rates.*

**Financial/Payment Terms**

1. *Premium payment will be based upon the number of subscribers and associated rate as provided by the County to the Contractor on the monthly Premium Report. Payment for the month will be made on or before the 30<sup>th</sup> day of each month, representing payment for services provided in the current month, i.e., payment for the month of January will be paid by January 30<sup>th</sup>.*
2. *The effective date for mid-month enrollments due to a qualified life event for birth/adoption will be the date of birth/adoption. Premiums for mid-month enrollments before or on the 15<sup>th</sup> of the month will be charged the full month and enrollments after the 15<sup>th</sup> of the month will be charged first of the month following enrollment.*
3. *Quotes for annual rates will be net of commissions.*
4. *Contractor will allow for 45 days grace period for payment and premiums.*
5. *Contractor will allow for retroactive adjustments for eligibility changes.*
6. *Contractor agrees to not increase premium rates except on the policy anniversary. Contractor reserves the right to modify the rates and benefits if Contractor receives further clarification of Federal Health Care Reform requirements, or to incorporate other applicable Federal Health Care Reform requirements. In addition, Contractor reserves the right to make any change in these rates and benefits due to changes in State or Federal legislation or regulatory action. Should this occur, Contractor will work with the County of Orange to determine next steps.*
7. *Travel, travel time, and other related expenses will not to be charged to the County.*

**Credits/Reimbursements**

*Contractor will provide the following credits/reimbursements:*

*Wellness credits of \$15,000 for 2024 to be used with an approved Workforce Health vendor/program.*

**Payment (Electronic Funds Transfer (EFT)):**

1. *The County of Orange offers contractors the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment made via EFT will also receive an Electronic Remittance Advice with the payment details via e-mail. An e-mail address will need to be provided to the County of Orange via an EFT Authorization Form.*
2. *The County of Orange, Auditor-Controller Agency will control and initiate payment. To request a form, please contact the agency/departments representative listed in the Contract.*

**Attachment CD**  
**Staffing Plan**

**1. Primary Staff to perform Contract duties**

<b>Name</b>	<b>Classification/Title</b>
<del>Cindy Striegel</del> <i>Kate Ferrante</i>	<del>VP</del> <i>Vice President, Strategic Accounts</i>
<del>Mark Frey</del> <i>Justin Cao</i>	Director, Strategic Accounts
<del>Jacques Blummer</del> <i>Vacant, in hiring process</i>	Executive Account Manager
<del>Fabricio Jovel</del> <i>Sunny Chhoeuy</i>	<del>Associate Account</del> <i>Client Services Manager II</i>
<del>Carmen Velazquez</del> <i>Ellaine Guzman</i>	<del>Account Administration Rep</del> <i>Representative</i>
Susan Cooper	Senior Retiree <del>Consultant</del> <i>Solutions Manager</i>
<del>Tim Johnson Armaki</del> <i>Nicole Carter</i>	Workforce Health Consultant

**2. Alternate staff (for use only if primary staff are not available)**

<b>Name</b>	<b>Classification/Title</b>

Substitution or addition of Contractor’s key personnel in any given category or classification shall be allowed only with prior written approval of the County Project Manager.

The Contractor may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and timing of the service/class required. Assignment of additional key personnel shall be subject to County Project Manager approval. County reserves the right to have any of Contractor personnel removed from providing services to County under this Contract. County is not required to provide any reason for the request for removal of any Contractor personnel.

**3. Sub-contractor(s)**

In accordance with Article 910, “Assignment or Sub-Contracting”, listed below are Sub-contractor(s) anticipated by Contractor to perform services specified in this Contract.

<b>Company Name</b>	<b>Staff Name</b>
<del>No subcontractors</del> <i>Accenture International Limited</i>	<i>Business Process Outsource (BPO) - Claims auditing and Coordination of Benefits (COB) Specialist, Nurse Clinicians’, and Clinical Review of claims, Grievances and Appeals for CA market</i>
<i>Tata Consulting Services (TCS)</i>	<i>Software development services, software maintenance services, software support services, software testing services, and staff augmentation services.</i>

**4. Other Services**

The County of Orange and Kaiser Permanente will work together to assess the County of Orange's Wellness goals, create a Wellness Engagement and Action Plan and determine how Kaiser Permanente can partner with the County of Orange to create tangible and actionable items that meet the County's Wellness Program’s needs. Any services, programs, incentives, actionable items or deliverables developed and provided to the County as a result of this process will be provided to the County at no additional cost to the County.