File No. 120778

Committee Item No. _____
Board Item No. 51

# COMMITTEE/BOARD OF SUPERVISORS
## AGENDA PACKET CONTENTS LIST

Committee _____ Date _____

Board of Supervisors Meeting Date 07/24/12

| Cmte | Board | |
|---|---|---|
| ☐ | ☐ | Motion |
| ☐ | ☒ | Resolution |
| ☐ | ☐ | Ordinance |
| ☐ | ☐ | Legislative Digest |
| ☐ | ☐ | Budget Analyst Report |
| ☐ | ☐ | Legislative Analyst Report |
| ☐ | ☐ | Introduction Form (for hearings) |
| ☐ | ☐ | Department/Agency Cover Letter and/or Report |
| ☐ | ☐ | MOU |
| ☐ | ☐ | Grant Information Form |
| ☐ | ☐ | Grant Budget |
| ☐ | ☐ | Subcontract Budget |
| ☐ | ☐ | Contract/Agreement |
| ☐ | ☐ | Award Letter |
| ☐ | ☐ | Application |
| ☐ | ☐ | Public Correspondence |

OTHER (Use back side if additional space is needed)

☐ ☐ _____
☐ ☐ _____
☐ ☐ _____

Completed by: Nicole Lyshorn Date 7/19/12
Completed by: _____ Date _____

An asterisked item represents the cover sheet to a document that exceeds 20 pages. The complete document is in the file.

FILE NO. 120778 RESOLUTION NO.

[Adoption of the Distributed Consortia-Based Option for the California Health Benefit Exchange Board Call Center]

**Resolution calling on the California Health Benefit Exchange Board (HBEX) to adopt the Distributed Consortia-Based Option (Option 4) for the HBEX Call Center.**

WHEREAS, The stated goal of the Patient Protection and Affordable Care Act is to increase access to health care for currently uninsured and underinsured Americans; and

WHEREAS, California is leading the way in the implementation of the Affordable Care Act by establishing a state-based benefits exchange and planning to implement the Medicaid expansion outlined in the Act; and,

WHEREAS, HBEX is currently considering plans to develop a web portal and call center to facilitate enrollment and is considering four different options for the design and operation of the call center; and,

WHEREAS, HBEX is committed to providing a "no wrong door" approach to enrollment of newly eligible Californians into Medi-Cal by maximizing outreach and providing as many avenues for enrollment as possible; and,

WHEREAS, California's counties are currently delegated the responsibility for determining eligibility and enrolling clients into Medi-Cal by state statutes (Welfare and Institutions Code 14154(d), §14153, §10823); and,

WHEREAS, Counties have demonstrated their resilience in maintaining functional Medi-Cal eligibility and enrollment operations despite drastic cuts to County budgets since the onset of the recession; and,

WHEREAS, Counties currently operate well-integrated call centers and IT systems to facilitate enrollment staffed by knowledgeable and professional staff who know the particulars of the Medi-Cal system; and,

WHEREAS, Counties have already begun preparing for the influx of new Medi-Cal enrollees and are already planning to expand capacity to be ready for January 1, 2014; and

WHEREAS, Building off of the existing County call center infrastructure will provide the HBEX with the most cost-effective means of building an integrated call center in the shortest amount of time; now, therefore, be it

RESOLVED, That the San Francisco Board of Supervisors officially urges the California Health Benefit Exchange Board to adopt the Distributed Consortia-Based Option (Option 4) for the HBEX Call Center.

Print Form

# Introduction Form

By a Member of the Board of Supervisors or the Mayor

Time stamp
or meeting date

I hereby submit the following item for introduction (select only one):

☐ 1. For reference to Committee: _____
An ordinance, resolution, motion, or charter amendment.

☒ 2. Request for next printed agenda without reference to Committee.

☐ 3. Request for hearing on a subject matter at Committee: _____

☐ 4. Request for letter beginning "Supervisor _____ inquires"

☐ 5. City Attorney request.

☐ 6. Call File No. _____ from Committee.

☐ 7. Budget Analyst request (attach written motion).

☐ 8. Substitute Legislation File No. _____

☐ 9. Request for Closed Session (attach written motion).

☐ 10. Board to Sit as A Committee of the Whole.

☐ 11. Question(s) submitted for Mayoral Appearance before the BOS on _____

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

☐ Small Business Commission ☐ Youth Commission ☐ Ethics Commission

☐ Planning Commission ☐ Building Inspection Commission

**Note: For the Imperative Agenda (a resolution not on the printed agenda), use a different form.**

**Sponsor(s):**

Supervisor John Avalos

**Subject:**

Adoption of the Distributed Consortia-Based Option for the California Health Benefit Exchange Board Call Center

**The text is listed below or attached:**

Signature of Sponsoring Supervisor: _____

For Clerk's Use Only:

120778

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