

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

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

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

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

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

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

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

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

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

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

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

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

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