

**AMENDMENT NO. 2
TO
ONE-E-APP
MAINTENANCE & ENHANCEMENT AGREEMENT
DATED JULY 1, 2007
BY AND BETWEEN
SAN MATEO COUNTY
AND
THE CENTER TO PROMOTE HEALTHCARE ACCESS, INC.**

This Amendment No. 2 To One-e-App Maintenance and Enhancement Agreement By and Between San Mateo County and The Center to Promote HealthCare Access, Inc. ("Amendment") is made effective January 27, 2009, and amends that certain agreement entitled "One-e-App Maintenance and Enhancement Agreement" dated July 1, 2007 ("the Agreement") by and between San Mateo County ("Client") and The Center to Promote HealthCare Access, Inc. ("The Center"). This Amendment replaces Appendix A of the Agreement as set forth below.

This Amendment is an integral part of the Agreement and except as set forth herein, is subject to its terms and conditions. In the event of any conflict between the Agreement and this Amendment, this Amendment shall control. Except as to those portions of the Agreement which are modified by this Amendment, the terms and conditions of the Agreement shall continue in full force and effect.

NOW, THEREFORE, in consideration of the mutual promises of the undersigned parties, and for other good and valuable consideration, the parties hereby enter into this Amendment as set forth below.

AMENDMENT TO THE EXHIBIT A OF THE AGREEMENT. The undersigned parties agree that Appendix A of the Agreement shall be replaced with this Amendment:

**APPENDIX A
SCOPE OF SERVICES**

**ONE-E-APP
MAINTENANCE AND ENHANCEMENT**

A. TERMS OF AGREEMENT

The Term of this Agreement shall be from July 1, 2007 through June 30, 2010.

B. SCOPE OF SERVICES

The Center will work with the Client to configure the core features of One-e-App and validate the Client specific requirements and design, configure, and implement specific

capabilities (*custom* features) of One-e-App. These One-e-App capabilities are the underpinnings of an electronic application management system that will gather the applicant information via a browser user interface and store information in a relational database management system. The Client uses One-e-App, a web-based application processing system, to screen and enroll individuals and families for Medi-Cal, Healthy Families, Healthy Kids, WELL, WELL Plus, and the Discounted Health Care Program, respectively.

One-e-App has two components: 1) *Core* components are those that are shared by the majority of One-e-App users. These application functions and features are available to all users. 2) *Custom* application functions and features are those that augment core features and are designed to support the specific needs of one or more users, but are not available for use by all users. This agreement covers both core and custom features.

C. RESPONSIBILITIES

It shall be the responsibility of each party to identify to the other party that other information it considers confidential other than that identified above in Section 5.a) of this Agreement. Should Client receive a Public Records Act request for any confidential information, Client shall provide notice to The Center, and it will be the responsibility of The Center to take court action for an order that such information need not be provided, and Client is not responsible for any disclosure under the Public Records Act after written notice has been provided.

Given the parameters outlined in the scope above, the responsibilities of the participants in the maintenance and enhancement of the Client's One-e-App system are outlined below.

I. The Center Responsibilities

The Center shall be responsible for performing the following Services in accordance with the terms of this Agreement and generally accepted practice standards:

a. Compliance with Employee Jury Service Ordinance

The Center shall comply with the County Ordinance with respect to provision of jury duty pay to employees and have and adhere to a written policy that provides that its employees shall receive from The Center, on an annual basis, no less than five days of regular pay for actual jury service in San Mateo County. The policy may provide that employee's deposit any fees received for such jury service with The Center or that The Center deducts from the employees regular pay the fees received for jury service.

b. Compliance with Non-Discrimination and Other Requirements

In accordance with the San Mateo County Administrative Memorandum and Ordinances, The Center will comply with the following

- i. The Center shall comply with § 504 of the Rehabilitation Act of 1973, which provides that no otherwise qualified handicapped individual

shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of this Agreement.

ii. General non-discrimination. No person shall, on the grounds of race, color, religion, ancestry, gender, age (over 40), national origin, medical condition (cancer), physical or mental disability, sexual orientation, pregnancy, childbirth or related medical condition, marital status, or political affiliation be denied any benefits or subject to discrimination under this Agreement.

iii. Equal employment opportunity. The Center shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County of San Mateo upon request.

iv. Violation of Non-discrimination provisions. In the event of a dispute between the Center and any person on the grounds of a violation of the non-discrimination provisions of paragraphs A - C of this Section, the Center shall use good faith efforts to attempt to resolve the dispute promptly. Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager, including but not limited to

- a. termination of this Agreement;
- b. disqualification of the Center from bidding on or being awarded a County contract for a period of up to 3 years;
- c. liquidated damages of \$2,500 per violation;
- d. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Manager.

To effectuate the provisions of this section, the County Manager shall have the authority to examine the Center's employment records with respect to compliance with this paragraph and/or to set off all or any portion of the amount described in this paragraph against amounts due to the Center under the Contract or any other Contract between the Center and County.

The Center shall report to the County Manager the filing by any person in any court of any complaint of discrimination or the filing by any person of any and all charges with the Equal Employment Opportunity Commission, the Fair Employment and Housing Commission or any other entity

charged with the investigation of allegations within 30 days of such filing, provided that within such 30 days such entity has not notified the Center that such charges are dismissed or otherwise unfounded. Such notification shall include the name of the complainant, a copy of such complaint, and a description of the circumstance. The Center shall provide County with a copy of their response to the Complaint when filed.

c. Compliance with Equal Benefits Ordinance. With respect to the provision of employee benefits, the Center shall comply with the County Ordinance which prohibits contractors from discriminating in the provision of employee benefits between an employee with a domestic partner and an employee with a spouse.

The Center shall comply fully with the non-discrimination requirements required by 41 CFR 60-741.5 (a), which is incorporated herein as if full, set forth.

d. Maintenance

Maintain a production technical environment and telecommunications infrastructure to host the One-e-App application, which will include the centralized SQL Server database with a specific database instance that is allocated and secure for the Client, but infrastructure shared by other One-e-App clients.

i. Maintain a training environment (also used for user acceptance testing) for the One-e-App application that is a replica of the One-e-App production environment and available to the Client to conduct demonstrations and training as coordinated with The Center.

ii. Maintain the One-e-App production and training technical environments (in accordance with Exhibit B) for the term of the contract which includes the following services:

iii. Secondary-level help desk support (9:00 AM – 5:00 PM PST, Monday through Friday);

iv. Bug fixes to the One-e-App application, as implemented (Bugs introduced as a result of enhancements made on behalf of the Client are not considered maintenance, but will be addressed and resolved as part of the preparation for implementing the enhancement in accordance with the performance standards set forth in Exhibit B);

v. Server hardware and software maintenance:

- Installing third party software upgrades, where appropriate
- Maintaining or managing maintenance agreements with third party software vendors where the third party software is used as part of the production environment
- Installing patches, where appropriate
- Installing point release upgrades where appropriate;

- Weekly maintenance tasks to ensure that an optimal state of the system architecture (i.e. defragmentation of the operating system and databases)
- vi. Establish virus protection by running anti-virus software at the server level;
- vii. Monitor and review system performance, consisting of:
 - Availability of system
 - Document management solution
 - Monitor interface activity
 - Testing One-e-App application performance on a monthly basis, or more frequently, if necessary;
 - Maintenance of real time and batch interface activity
 - Maintenance of daily batch jobs
 - Periodically validate that the Health-e-App and CalWIN interfaces stays in sync with appropriate systems of record
 - Maintenance and monitoring of data replication processes and the FTP site
- viii. Telecommunications infrastructure management for the hosted One-e-App application at the One-e-App Data Center:
 - Switch
 - Router
 - Load balancer
 - Fax servers
 - T1, fax telephone, help desk phones and conference call telecommunication services required to support the One-e-App application
 - Verisign certificates and encryption key
- ix. Monitoring of the system architecture on a daily basis
 - Monitoring the activity on the network
 - Monitoring the web server memory, hard disk and CPU performance
 - Space management on production servers
- x. Perform database management
 - Perform daily incremental back-up on-site and weekly off-site storage
 - Conduct performance monitoring weekly, that includes regular stress testing
 - Conduct database sizing analysis monthly
 - Monitor the One-e-App database instances
 - Monitor the timely and complete distribution of data to the Client based on the process established at May 31, 2005.
- xi. Establish and maintain a contingency or disaster plan to protect the Client in case of a system failure which is available to the Client upon request.
- xii. Perform FPL updates yearly as set by Federal rules
- xiii. Perform Healthy Kids eligibility rules changes that mirror those of

Healthy Families when changes to Healthy Families are made. These changes will not exceed 40 hours/year of eligibility rules changes. Should the changes exceed 40 hours/year, The Center will provide the County with the resource, timeframe, and cost impacts of the proposed change.

- xiv. Monitor and report interconnections between Pilot Counties
- xv. Provide weekly status reports on help desk calls.
- xvi. In accordance with Section 6 of the General Terms and Conditions of this Agreement, the Client has a web server which was purchased in 1993 and is currently in service at The Center's data center to support the production and training environments of the Client. This server is obsolete and will be removed from production level service in fiscal year 2007-2008 at which point the Client's application and database will be moved to a totally shared environment with all other counties and clients who use One-e-App.
- xvii. Maintenance and support performance standards are delineated within Exhibit B.

II. The Client's Responsibilities

The Client will be responsible for performing the following tasks:

- a. Provide a project manager representing the project participants, who is empowered to make daily project decisions.
- b. Provide appropriate mechanisms to resolve issues in a timely manner so the maintenance schedule is not adversely impacted.
- c. Provide subject matter experts to participate in testing activities, as needed.
- d. Assign a technical resource as a contact for ongoing application maintenance.
- e. Provide help text to be inserted into the application.
- f. Provide Spanish or other language translations for all customizations and help text. This is typically done after the final design is complete to avoid rework created by revisions to the web pages. Maintenance of translations will be the Client's responsibility.
- g. Coordinate the participation of the Client's staff involved in the One-e-App project in any required discussions, meetings, or other activities.
- h. Coordinate, complete, and maintain the setup of the technical infrastructure requirements at the Client's user sites.
- i. Establish workspace for The Center project staff to be used on an ad hoc basis. The workspace should include a telephone, access to the Internet and space for at least 2 staff.
- j. Provide implementation support to the users.
- k. Attend meetings, as required, to support maintenance and enhancement of One-e-App.

- I. Prepare training materials and provide end user training (Assuming that The Center is not used to support the training effort as part of this scope of work).
- m. Provide ongoing first tier help desk support. Teach the Client's users when and how to contact The Center second tier help desk.

D. ENHANCEMENTS

I. Inclusion of Retroactive Medi-Cal Forms

Enhancement will incorporate the MC 213 form in the system. One-e-App will generate the form with the applicant's information. This feature will enable assistors to expedite the Medi-Cal application process in One-e-App.

II. Inclusion of Medi-Cal Citizenship Forms

Description: Enhancement will incorporate the MC 13 form in the system. One-e-App will generate the form with the applicant's information. This feature will enable assistors to expedite the Medi-Cal application process in One-e-App.

For these enhancements, The Center will:

- Confirm requirements and design with the Client,
- Complete the changes and conduct unit testing,
- Support the Counties conduct of user acceptance testing (UAT), which includes:
 - Support the Client to conduct training of user acceptance testing group,
 - Implement framework to capture issues identified by testers, and
 - Monitor and support 1 week of UAT.
- Make changes identified and agreed to based on acceptance testing results. Once the functionality has been tested in UAT, there will be one round of re-testing for a period not to exceed two days. It shall be the Client's responsibility to conduct this re-testing. The Client shall identify and record issues as part of this user acceptance testing. The recorded testing issues (we expect this will be done using the automated UAT log tool provided by The Center) will be due to The Center within 24 hours of the conclusion of testing. The Center will categorize the issues identified as High, Medium, Low or Change Order based on documented requirements. The Center will correct High and Medium issues prior to go live. Low priority items will be scheduled as part of regular production releases. The Client shall have one day to re-validate that the High and Medium issues were corrected. No new issues or considerations that were not previously identified as part of the testing will prevent the enhancement from being published and considered go live. Additional items identified will be considered as part of future production releases or as change orders.

- Implement One-e-App application in the production environment for the Client's ongoing use which is equivalent to "go live".

While San Mateo may be considering other enhancements, they have not yet authorized them to be included in this agreement. Therefore, should other enhancements be identified, this agreement will be modified through the change order process which include an amendment to this agreement.

Initial Program Eligibility Determination for inclusion of San Mateo's new ACE Program by September 17, 2007. There are a number of other changes that the Client is requesting for additional support of the ACE Program that are the October 2007 ACE Program Changes. The Client has reviewed all of One-e-App and has identified a number of additional ACE Program changes that support the Final ACE Program requirements. The Client is phasing these additions to One-e-App to be sure that the program design is finalized prior to completing the changes in One-e-App.

In addition, the Client wishes to add certain key functions to support some of the premium billing requirements for San Mateo's ACE Program.

III. Access and Care for Everyone (ACE) Program Business Need

The Client wants to add their new ACE Program to One-e-App which will provide healthcare coverage to the people who meet the eligibility criteria of the Adult WELL Program (except for the assets limit and deductions) program and meet all of the following criteria:

- Not enrolled in private or employer-sponsored health coverage
- Ineligible for full scope no-cost or share-of-cost Medi-Cal, Healthy Families or Access for Infants and Mothers (AIM)
- Resident of San Mateo County
- Between 19 and 64 years of age
- U.S. Citizens with verifiable proof of citizenship, or Legal Permanent Residents (LPR) with 5 years or more of LPR status and verifiable proof of permanent residency;
- Total net countable income at or below 200% of the FPL; and

Proposed Solution

One-e-App will be enhanced to include two new programs called "Access and Care for Everyone (ACE)" and "ACE Fee Waiver" with the following changes.

Description of Change(s):

I. **September 17, 2007 Changes:** The following system modifications are proposed for this change by September 17, 2007:

a. Modify the Person Demographics screen in One-e-App.

- The Person Demographics screen in One-e-App will be modified to add a new field that will state Date Legal Permanent Resident Status Received
- This question will be asked in the immigration information section.
- This question will appear if a person has answered "Yes" to the Legal Permanent Resident field.

b. Modify the Rules Engine in One-e-App to include Access and Care for Everyone (ACE) and ACE Fee Waiver programs.

- The Rules Engine in One-e-App will be modified to add the following programs.
 - **"ACE Fee Waiver"** with the following criteria:
 - Basic eligibility for Adult WELL (except for assets limits and deductions);
 - Not enrolled in private or employer-sponsored health coverage; However, applicants who decline employer sponsored insurance would be eligible for ACE and ACE Fee Waiver. Conversely, applicants who decline employer sponsored insurance are ineligible for the WELL program.
 - Ineligible for full scope no-cost or share-of-cost Medi-Cal, Healthy Families or Access for Infants and Mothers (AIM)
 - Resident of San Mateo County
 - Between 19 and 64 years of age
 - U.S. Citizens with verifiable proof of citizenship, or Legal Permanent Residents (LPR) with 5 years or more of LPR status and verifiable proof of permanent residency;
 - Total net countable income at or below 100% of the FPL; and
 - **"ACE"** with the same criteria as noted above except the following:
 - Total net countable income between 101% and 200% of the FPL
 - Must not have had employer sponsored health insurance in the three months prior to enrollment unless the individual had employer-sponsored health insurance and one of the following events occurred in the three months prior to application for the ACE program:
 - Loss of job
 - A move to a zip code area or region that is not covered by the employer-sponsored health insurance
 - Loss of health insurance because the employer stopped providing health insurance for all employees

- A divorce or legal separation from the individual whose employer provides health insurance
- The death of the individual who is the subscriber of the employer-sponsored health insurance
- Termination or cancellation of the individual's Consolidated Omnibus Budget Reconciliation Act (COBRA) policy
- The One-e-App Rules Engine will be modified to apply the following deductions for the two new programs:
 - \$90 per working adult
 - \$50 per family for alimony and/or child support received.
 - Total amount of alimony or child support PAID deducted from the household income.
 - \$200 for childcare for children under 2 years of age
 - \$175 for childcare for children 2 years of age and older
 - \$175 for disabled dependent care expenses
 - \$240 from disability income

The One-e-App Rules Engine will further be modified for WELL, WELL Fee Waiver, DHC and Self Pay to readjust the program hierarchy where ACE and ACE Fee Waiver will come prior to WELL in the hierarchy.

c. Modify the workflow after the Preliminary Eligibility calculation in One-e-App to include the following for the ACE and ACE Fee Waiver programs.

- Retroactive coverage request
- ACE and ACE Fee Waiver Rights and Declarations with both paper and electronic signatures.
- Program Submission logic
- Fax Cover Sheet

d. Modify the Verification Document Check Point in One-e-App to include the ACE and ACE Fee Waiver programs.

e. Modify the Disposition module One-e-App to include automated disposition for the ACE and ACE Fee Waiver programs.

II. II. October 2007 Changes: The Client has identified the following changes to be added to One-e-App during the month of October to address some of the specific WELL and WELL FW program operational support needs:

a. Modify One-e-App to treat individuals from age 19 through date of their 21st birthday, and not living in the household as Medi-Cal adults.

- **Business Need:** Per the current design, individuals who are age 19 through date of their 21st birthday are treated as children for the Medi-Cal program. This means that the parents for this age group get linkage to Medi-Cal if deprivation exists. However, if these young adults don't live in the same household as their parents and are not claimed as dependants in the parents' income tax, then they should not be treated as children in Medi-Cal and hence the parents will not get any deprivation linkage. Further, these individuals will not be a part of the budget unit for the parents or their siblings.
- **Proposed Solution:** Modify the One-e-App Rules Engine to treat the above mentioned individuals as Medi-Cal adults.
- **Description of Changes:** The following system changes are proposed for this enhancement.
 - **Modify the Household Summary screen in One-e-App with the following:**
 - Display the individuals who are age 19 through date of their 21st birthday, and ask who amongst them is currently living in the same household as their parents.
 - For the persons who are not living in the household, include a new question that collects the information about whether those persons are claimed as dependants in their parents' income tax.
 - **Modify the Rules Engine in One-e-App with the following:**
 - If the person age 19 through date of his or her 21st birthday does not live in the same household as his or her parents and is not claimed as dependant in his or her parents' income tax, then the parents will not get any deprivation linkage unless they have other children that are either under 19 years of age or are living in the household.
 - The persons who are age 19 through date of their 21st birthday does not live in the same household as their parents and are not claimed as dependant in their parents' income tax will not be a part of the family size of their parents and their siblings and their income will not be counted towards eligibility for their parents or siblings.
 - These persons will have a budget unit of their own where they can be a part of the family size for their spouses and their children and their income will be counted towards the eligibility of their spouses and children.
 - The budget unit calculation for the above mentioned individuals will also be applicable to the following programs:
 - WELL
 - WELL Fee Waiver
 - ACE
 - ACE Fee Waiver

- Discounted Health Care

b. Modify One-e-App to provide retroactive WELL and WELL Fee Waiver coverage for ACE and ACE FW eligible persons who are seeking retroactive coverage beyond the 1st day of the month of their application.

- **Business Need:** Per the current design, persons who are eligible for WELL/WELL FW are allowed to seek retro active coverage for the past 90 days. However, per the business rules for ACE/ACE FW, a retro active coverage can only be provided back to the 1st day of the month when the application was signed. This creates an issue where the person is seeking retro active coverage for services that were obtained prior to the 1st day of the month when the application was created.
- **Proposed Solution:** Modify the One-e-App to provide retro active coverage for ACE or ACE Fee Waiver in the above scenario if the person also meets WELL/WELL Fee Waiver eligibility criteria.
- **Description of Changes:** The following system changes are proposed for this enhancement.
 - **Ask the WELL/WELL Fee Waiver and ACE/ACE Fee Waiver Retroactive Coverage questions before determining the preliminary eligibility**
 - Per the current design; the retro active coverage questions for WELL/WELL Fee Waiver and DHC are asked after the preliminary eligibility is determined. These questions need to be moved to the screen where One-e-App asks about the retroactive coverage question for Medi-Cal before the preliminary eligibility section.
 - The retroactive question needs to be added to the screen where One-e-App asks about San Mateo residency.
 - The question on this screen will say "Have you ever received services at any of the following locations?"
 - The retroactive question will say, "Do you need retroactive coverage for any San Mateo Medical Center visits?" Yes or No
 - If Yes, the medical record number field will appear.
 - **Modify the Rules Engine in One-e-App with the following:**
 - If the date provided for the retroactive coverage on the above mentioned screen is less than the 1st day of the month of the creation date, then the rules engine should screen the person for WELL and WELL Fee Waiver even if he or she is preliminarily eligible for ACE.
 - If the person meets the eligibility criteria for WELL or WELL Fee Waiver then the person should get dual preliminary eligibility

(ACE as Primary and WELL or WELL Fee Waiver as secondary)

- **Modify the WELL Disposition logic in One-e-App with the following:**
 - If the person is preliminarily eligible for secondary WELL/WELL Fee Waiver coverage and Primary ACE/ ACE Fee Waiver coverage, then the person should be automatically dispositioned for WELL or WELL Fee Waiver for the period that can not be covered by ACE/ACE Fee Waiver. For example, if a person is requesting retro active coverage from August 1st, 2007 and the application creation date is October 22nd, 2007, then the person should be dispositioned for WELL or WELL Fee Waiver with an enrollment date of August 1st, 2007 to September 30th, 2007. The ACE eligibility is effective October 1, 2007.
 - **Implement the new eligibility rules for the Discounted Health Care Program**
 - The client has decided to implement new rule changes to the Discounted Health Care Program in San Mateo.
 - **Description of Changes:** The following system changes are proposed for this enhancement.
 - **Modify the Discounted Health Care Rules in One-e-App with the following.**
 - Remove the following rules that deny the applicants from being preliminarily eligible for DHC:
 - If the applicant has not been a resident of San Mateo county for 6 months or more.
 - If the family has more than \$15,000.00 in liquid assets.
 - If the applicant own the primary residence that he or she lives in
 - Remove the following rule in the total assets calculation for DHC:
 - If the family has more than one car per adult, then one car per adult is exempted and the value of the least priced vehicle is added to the total assets for the applicant
- IV. **Final ACE Program Requirements:** The Client has reviewed all of One-e-App and has identified a number of additional ACE changes that support the Final ACE Program requirements.
- Complete the additional ACE program requirements as highlighted in the attached flowchart, Exhibit A-1. While there are additional minor changes, the largest changes are to the workloads, modifications to the disposition module and follow-up process and handling of income and estimated income associated with the ACE Program. Certain of these requirements have already been completed and implemented in One-e-App.

Implemented items are also noted and highlighted in the attached flowchart labeled as Exhibit A-1.

In addition, the Center will perform the following activities as it relates to the Health Plan of San Mateo (HPSM) membership data and premium information interface.

- Interim membership and premium data must be provided to HPSM daily in a simple format such as an Excel spreadsheet until such an automated process can be built for an 834 transaction.
- Minimum information should consist of member identification, social security number, client identification number, name, address, dates of eligibility, date of birth, gender, phone number, ethnicity and premium amount and override.

Premium Billing Business Need

As noted above, the Client needs to add Premium Billing Functionality to One-e-App to support the ACE Program.

While the Client is exploring implementation of comprehensive Premium Billing, they have indicated that they want to handle point of service invoicing and associated indicators and the premium override functions in One-e-App. These functions will be designed and implemented based on the Healthy Kids model that is operational in One-e-App. These changes do not include the development of an ACE interface with the Health Plan of San Mateo, so the assumption is that invoice, premium amount and premium override will be looked up in One-e-App.

Assumptions for Enhancements I, II, III and IV

The Center shall complete this work on the schedule necessary to support Client's program start up. Client will provide answers to questions on a timely basis and will provide support to system testing that will occur prior to User Acceptance Testing. In the timeline identified below, this testing period is shown in yellow. It is expected that at least one subject matter expert is available to support this system testing activity.

Once the functionality is completed, Client shall perform one round of testing for a period of five total days over the course of this change order. All issues identified will be recorded as part of this testing and will be due to The Center within 24 hours of the conclusion of testing. The Center will categorize the issues identified as High, Medium, Low or Change Order based on previously established criteria. All High and Medium issues will be corrected by The Center prior to go live. Low priority items will be scheduled as part of regular production releases.

The Client will have one day to re-validate that the High and Medium issues were corrected. No new issues or considerations that were not previously identified as part of the testing will be considered prior to go live. Items identified will be considered as part of future production releases.

1. This change order will supplement the One-e-App Agreement (Dated July 1, 2007). All the assumptions and agreements set forth in the aforementioned document are applicable to this agreement.
2. Any changes to the requirements specified herein will require an additional change order.

3. The Center will schedule the development once a signed copy of the Change Order is received. Once we have completed the changes, the Client will test these changes prior to The Center publishing the changes to the production system.
4. Cost estimates are contingent on timely review, testing and feedback on changes. The Client is responsible for providing testers, managing the testing process and providing the feedback to The Center. Feedback must be received in written form in the timeframes specified above. If feedback is not provided in these timeframes, the changes will be deemed accepted.
5. The Client will be responsible for conducting the user acceptance and testing of this enhancement.
6. The Client will be responsible for providing the Spanish translations for the changes specified above.
7. The Client will also responsible for providing the translation for all additional foreign languages for the changes.
8. The Premium Billing changes do not include the development of an ACE interface with the Health Plan of San Mateo, so the assumption is that invoice, premium amount and premium override will be looked up in One-e-App.
9. The total period for UAT will be five total days. Documentation of issues will take place every day during UAT, but all issues must be reported within one day of the completion of UAT.
10. This change order, as shown in the timeline spans beyond the planned go-live. The requirements have been organized and are represented in the timeline below to show those that are pre- and post-go-live based on impact on the user to utilize the system at go-live.
11. Maintenance for this functionality will begin on go-live. If go-live is delayed for more than 30 days from the original agreed to date with the Client do to circumstances beyond The Center's control, the Client understands that maintenance for this enhancement will begin even though the enhancement has not been moved into production.

Timeline for Enhancement I, II, III and IV

This proposed solutions will be implemented based on the Client's needs. The timeline for each specific change is listed below:

ACE

September 17 th , 2007	September 17 th , 2007
October 2007	November 5 th , 2007
Final Requirements	February 28, 2008
Discounted Health Care Modifications	February 28, 2008

Premium Billing

February 28, 2008

Enhancement Costs

Costs for these enhancements are presented in the Summary Cost Tables found at the end of this Amendment.

V. Birth Records Matching

Business Need

The recent regulations in the DRA guidelines mandate the verification of original Citizenship and Identification documents for each applying person for Medi-Cal and other related programs like the Coverage Initiative. This mandate has brought the challenges in regards to enrolling the people in need for healthcare coverage in a timely manner because of the following reasons.

- Many of these people are reluctant to submit such important original documents.
- Many of them don't have the original documents available right away and it takes a long time to request for the originals and get them re issued.
- In an event where the families have to request for the documents, it costs them to get them and for the low and no income families that cost is significant.

Proposed Solution

In order to create a universal solution that will allow all the participating counties to use this feature in One-e-App in real time, the following solution is proposed by The Center.

- Alameda County has agreed to share Birth Record data they purchased from the state with other counties.
- The Center will store the information provided in a birth record database.
- One-e-App will create a Universal Unique Identifier for each person in the database.
- One-e-App already collects 6 of the 7 following identifiers that are used to obtain a match for each applying person in the application process, including:
 - First Name
 - Middle Name
 - Last Name
 - Date of Birth
 - Gender
 - Birth County
 - Mother's Maiden Name
- However, the following additional information needs to be collected in One-e-App in order to make sure that maximum information is available to match the records.
 - **Birth Name (If different than the current name)** – This needs to be collected in One-e-App because many people go through name changes and hence matching against the current name if that is different than the birth name might not fetch the right results.
 - **Mother's Maiden Name** – One-e-App collects Mother's name only for the children. Mother's maiden name needs to be collected for all applicants.

The Center will develop a web service that will conduct this matching. Summarized below is how the web service will work in One-e-App.

The web service will be called by the application after the One-e-App person clearance screen.

- The web service will get the identifiers for each person and will start the matching process against the One-e-App birth record database.
- This matching process will work in an asynchronous mode. What that means is One-e-App will not wait for a response from the web service while the web service is executing the matching mechanism. The user can proceed with the other data collection processes like Relationship and Income while the matching process is going on in the background. **This will make sure that this matching process happens efficiently.**
- Once the application reaches to the Final Preliminary Eligibility screen, One-e-App will display the information about the persons for whom there was a match found.
- The indications about the persons who get a match will be displayed through an icon.
- One-e-App will also display the Universal Unique Identifier for each person that has a match.
- For the persons where a match is found One-e-App will not ask for the proof of citizenship but will still ask for proof of identification. This change will be implemented in both the Verification Check Point modules and the Fax Coversheets.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the cost for each set of solutions as shown below:

<u>Birth Records Matching</u>	
One-e-App Services	\$20,000.00

Project Start-Up	\$8,000
Start of UAT	\$6,000
Go-live	\$6,000

In addition to these implementation costs, the annual maintenance costs will be increased by \$1,404 per annum on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of July 28, 2008, the estimated timeline for this change is Oct 12, 2008 for the client to begin their testing. Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

VI. Implementing Race, Ethnicity, Language and Special Needs Questions in One-e-App

Business Problem

To gather the race and/or ethnicity of the applicants, One-e-App currently asks a single question with a drop down list to choose both race and ethnicity. This question was modeled after the question on the Joint Application. As a part of the implementation of Senate Bill 853, the information about race and ethnicity needs to be collected distinctly. There is also a need for collecting the Special Needs information for the applicants as a part of this bill.

Proposed Solution

One-e-App needs to be enhanced to collect the information about race and ethnicity distinctly and also collect the special needs information.

Description of Change(s):

The following system modifications are proposed for this change.

- **Changes to the Person Demographic screen:** The following changes need to be implemented on the Person Demographic screen in One-e-App
 - Replace existing 'Ethnicity' field with the Following:
 - Question 1: Are you Hispanic or Latino **Yes/No**
 - Question 2: What is your race? Followed by the instruction text: '(You may select up to 2 races with which you most closely identify)'
 - Provide check boxes for 5 races
 - Asian
 - Black/African American
 - Native American Indian
 - Pacific Islander/Native Hawaiian
 - White
 - Declined to State (if selected all others blanked out and grayed out)
 - Validation to require at least one selection. Message: 'Please make at least one selection for 'What is your race?'
 - Display of these answers need to be handled on the UA Summary, as well as display of the currently entered information.

Changes to the Household Contact Information screen: The following changes need to be implemented on the Household Contact Information screen in One-e-App.

- Modify the drop down list values for the Written and Spoken Language questions in One-e-App to add six additional languages from the ICE Common Language list that do not currently appear in One-e-App.
- Modify the preferred written language list to add "Don't Read" as an answer option.
- Modify the written and spoken language questions to display a text box if the applicants select "other" from the drop down lists.
- The applicants will be able to write-in their language in the text box.
- Modify both written and spoken language questions to remove "unable to determine" as an answer choice.
- Modify the screen to ask the following two special needs.
 - **Vision Impaired: Yes/No**
 - **Hearing Impaired: Yes/No**
- **Changes to the Interfaces:** All the interfaces in One-e-App (Health-e-App, CalWIN and Health Plan) will be modified to reflect the new race, ethnicity and language categories included as a part of this enhancement.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the costs to develop, test, implement and maintain this functionality.

Implementing Race, Ethnicity, Language and Special Needs Questions in One-e-App	
One-e-App Services (Single County Implementation)	\$6,500.00

The payment schedule for this Amendment is:

Project Start-Up	\$3,000
Start of UAT	\$1,500
Go-live	\$1,500

The maintenance for this enhancement will be \$2,300.00 per year, or \$192 per month, ongoing. This maintenance amount is subject to the 5% annual increase on maintenance fees. For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of January 27, 2009, the estimated timeline for this change is March 1, 2009. If this Amendment is not approved by January 27, 2009, the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

VII. Expand the Adult WELL Coverage to Persons with Chronic Diseases

Business Need

The Client uses One-e-App as the system of record for one of their primary adult indigent programs called Adult WELL. The Client recognizes the importance of ensuring that patients with chronic diseases receive ongoing and proper care to treat and monitor

their medical conditions. Therefore, the Client, as part of the Health Access Initiatives project and Blue Ribbon Task Force to Expand Adult Health Coverage goals, is expanding the Adult WELL program eligibility criteria so that more patients with chronic diseases can be eligible for this program and receive health care coverage.

Proposed Solution

The Clients has proposed to change the eligibility rules for Adult WELL in One-e-App that will allow adults with chronic diseases to be determined eligible for Adult WELL who otherwise might not have been eligible due to assets that are beyond the allowable limits.

The following system modifications are proposed for this change:

- **Modify One-e-App to add the following question.**
 - Have you been diagnosed with a chronic medical condition?
 - If the users respond "Yes" to this question then the following choices will be presented:
 - AIDS
 - Asthma
 - Atherosclerotic disease
 - Chronic liver disease
 - Chronic obstructive pulmonary disease
 - Congestive heart failure
 - Coronary artery disease
 - Depression
 - Diabetes
 - Hyperlipidemia
 - Hypertension
 - Osteoarthritis
 - Other: Please specify _____
- One-e-App will be modified to allow the Super System Administrators to be able to add or edit the diseases.
- These options will be presented as check boxes where the users can select multiple diseases.
- This question will be asked only for undocumented adults (i.e., over 19).
- This question will be asked on the screen where One-e-App collects information about a person's medical condition such as Disability.
- To ensure the health information has high security associated with it, the information about the chronic diseases will be available only to users of One-e-App with appropriate logon credentials and the data encrypted when stored in the One-e-App database. The data will be

decrypted when displayed on the screen to users with appropriate credentials in One-e-App.

- **Modify the Rules Engine in One-e-App with the following:**
 - The following adults will now be eligible for Adult WELL if they are:
 - San Mateo County Resident (have a current home address in San Mateo county and have lived in San Mateo county for at least 6 months)
AND
 - Undocumented
AND
 - Family income 200% FPL and below
AND
 - Over assets for Adult WELL (The current asset limit for Adult WELL is \$2,000.00 per adult in the family unit)
AND
 - Have one of the chronic medical conditions listed above.

Note: These questions will not be integrated with the client questionnaire that is being financed for the Client by the California HealthCare Foundation as this was not considered as part of the scope of that effort.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the cost for each set of solutions as shown below:

Expand the Adult WELL Coverage to Persons with Chronic Diseases	
One-e-App Services	\$12, 000.00

The payment schedule for this Amendment is:

Project Start-Up	\$4,500
Start of UAT	\$4,500
Go-live	\$3,000

In addition to these implementation costs, the annual maintenance costs will be increased by \$3,000 per annum or \$250 per month, on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

This enhancement has already been completed per the clients' approval. However, only a partial implementation has been done for this enhancement where the additional questions are presented in the application, but the preliminary eligibility determination changes have not been deployed. Based on the responsibilities and assumptions set forth, with a start date of January 27th, 2009, the estimated timeline for the preliminary eligibility determination change is April 1, 2009 since this will be a part of the ACE County program implementation. If this Amendment is not approved by January 27, 2009, the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

VIII. Removal of Certain Medi-Cal Linkage Logic in One-e-App

Business Need

San Mateo County has implemented the Medi-Cal program in One-e-App to maximize the health care benefits for persons who need coverage. The Medi-Cal program is also used as a precursor to the local programs to ensure that the local programs are the last payers of resort for persons applying for coverage. One-e-App goes through a comprehensive preliminary determination for Medi-Cal through a rules engine that has extensive detailed rules related to 1931 B, Aged, Blind and Disabled and Medically Indigent categories in Medi-Cal. The system allows the assistors to collect the information that is needed to determine preliminary eligibility for Medi-Cal and the rules engine determines preliminary eligibility based on the information gathered. Some of the data elements that are collected in the Medi-Cal application process are complicated and require specific skill and knowledge from a person to be able to provide the right kind of information related to those data elements.

The Client feels that the Human Services Agency Benefits Analyst should make the final determination if the applicant will have the appropriate Medi-Cal linkage. This will

ensure that all potentially eligible Medi-Cal applicants are thoroughly screened for Medi-Cal linkage.

Proposed Solution

The Client has, therefore, requested to remove certain detailed eligibility determination rules (as described below) for Medi-Cal from the One-e-App rules engine. This will make One-e-App disregard the rules that are described below and determine preliminary eligibility for Medi-Cal based on the rest of the eligibility rules that are operational right now in the system. Once the application is routed to the Human Services, the eligibility workers can make final eligibility determination.

The following system modifications are proposed for this change:

- **Modify the One-e-App rules engine with the following.**
 - Children under 21 years of age will be linked to Medi-Cal regardless of their household income.
 - All Children under 19 will be screened for Medi-Cal Share of Cost even if they are preliminarily eligible for Healthy Families and Healthy Kids.
 - All Children under 19 will be screened for Medi-Cal Share of Cost even if they are over 400% of FPL.
 - All Medi-Cal deprivation logic in the One-e-App's rules engine will be removed including the determination of parents being preliminarily eligible for Medi-Cal if they have at least one applying child in the household.
 - The linkage rules related to disability and pregnancy will remain the same.
 - Please note that only the eligibility rules will be changed in One-e-App. The questions that determine linkage will still be there in the application and will not be taken out.
- **Modify the One-e-App's workflow engine with the following.**
 - Children who are determined preliminary eligible for Medi-Cal and are over 300% of FPL should automatically be routed to CalWIN and not SPE.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the cost for each set of solutions as shown below. Please note that this enhancement is a significant deviation from the CORE Medi-Cal rules in One-e-App and by making this change for San Mateo County, the Center will have to maintain a separate version of the Medi-Cal rules and processes.

<u>Removal of Certain Medi-Cal Linkage Logic in One-e-App</u>	
One-e-App Services	\$55, 000.00

The payment schedule for this Amendment is:

Project Start-Up	\$20,000
Start of UAT	\$20,000
Go-live	\$15,000

In addition to these implementation costs, the annual maintenance costs will be increased by \$13,750 per annum or \$1,145.83 per month on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of January 27th, 2008, the estimated timeline for this change is April 1, 2009 for the clients to start their testing. If this Amendment is not approved by January 27, 2009, the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

IX. Translation of Universal Summary in Spanish

Business Need

San Mateo County uses the Medi-Cal program in One-e-App to maximize the benefits for persons applying for coverage and also to make sure that the County programs are the last payers of resort by using Medi-Cal as a precursor to the local programs. The

Client has also received approval from the State of California that the Universal Summary in One-e-App can be used as an official Medi-Cal application.

Currently, the Universal Summary is available only in English in One-e-App. Oftentimes, the assistors support Spanish only speaking applicants who don't read or understand English. In those circumstances, the applicants face a challenge of understanding the information presented on the Universal Summary. Since the Universal Summary is an important document for the applicants, the Client wants the Universal Application Summary translated into Spanish.

Proposed Solution

The Universal Application Summary will be translated into Spanish. To accommodate this change, The Center has agreed to waive the development cost for the Spanish Universal Application Summary as long as the Client provides the Spanish translations for the questions and data that are displayed on the Universal Application Summary. Further, the Client agrees to handle the system, integration and User Acceptance testing for this enhancement. While The Center will not charge for implementation costs assuming the Client meets its responsibilities regarding translation and testing, ongoing maintenance costs will be the responsibility of the Client.

The following system modifications will be done for this enhancement.

- Translate the Universal Application Summary into Spanish.
- The Spanish text will be provided by the Client.
- In an event where the translation received from the counties are different for core questions, the counties will need to resolve the differences and provide one agreed upon translation to The Center.
- Only the questions that are displayed on the summary will be translated. The values that come from the database and displayed on the summary will be still in English.

Enhancement Costs

Based on the changes requested above and the proposed solution there will not be any cost to develop, test and implement the request. However, the annual maintenance costs will be increased by \$ 2,000 per annum, or \$166.67 per month, on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of January 12th, 2009, the estimated timeline for this change is February 12th, 2009 for the clients to start their testing. If this Amendment is not approved and complete Spanish translations not received by January 27, 2009 the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

X. Transition of Adult WELL Program to the Health Plan of San Mateo

Business Need

One-e-App serves as the system of record for the primary Adult Indigent program in San Mateo called Adult WELL. As a part of their goal to implement a universal indigent coverage in San Mateo, the Client has undergone business process review and recommendations from the Blue Ribbon Commission over the past couple of years and based on the recommendation the first step towards the universal coverage includes the following:

- Transition the administration of the Adult WELL program from the San Mateo Medical Center to the Health Plan of San Mateo.
- Model the program as close possible to the county's coverage initiative program (ACE).
- Expand the program coverage to people with chronic diseases who would otherwise be ineligible for Adult WELL based on income and assets.
- Have a more unified and centralized management process for Healthy Kids, ACE and Adult WELL program.

Proposed Solution

The Client has decided to make this transition and One-e-App will remain the system of record for this new program after the transition. The system related changes in One-e-App to support this transition will be implemented in two phases. The first phase will include changes as described below on January 1st, 2009 and the second phase will be implemented on April 1st, 2009, assuming this Amendment is executed on the agreed upon date of January 31, 2009.

Enhancements for the First Phase: The following system enhancements will be a part of the first phase:

- Change the name of the Adult WELL and Adult WELL Fee Waiver programs to ACE County and ACE County Fee Waiver. The following screens in One-e-App will be changed to reflect the new name:
 - All application screens (wherever applicable)
 - Adult WELL and Adult WELL Fee Waiver Rights and Declarations screens
 - Workloads (wherever applicable)
 - Program Summaries for Adult WELL and Adult WELL Fee Waiver
 - Fax Coversheet
 - Notification Letters
 - Submitted Application Details, Disposition and Person History screens
 - Search and Search Results screens
- Modify the One-e-App rules engine where a person will always be screened for ACE County and ACE County Fee Waiver regardless of whether he or she owns the primary residence.
- Modify the One-e-App fax coversheet to remove the requirement for proof of assets for ACE County and ACE County Fee Waiver programs.
- Develop a Primary Care Physician selection for persons who are preliminarily eligible for ACE County and ACE County Fee Waiver programs that are similar to the PCP Selection feature for ACE and ACE Fee Waiver.
- Modify the disposition logic for ACE County and ACE County Fee Waiver programs to have the Coverage start date as the first day of the month of the Application Creation Date.
- Turning off the manual disposition feature for the CHAs for the Adult WELL and Adult WELL Fee Waiver programs.
- Turning off the 10% audit feature that is in place for Adult WELL and Adult WELL Fee Waiver programs.
- Develop a daily 834 interface between One-e-App and HPSM for the ACE County and ACE County Fee Waiver programs starting 1/1/2009. The interface should support the following business transactions:
 - New ACE County and ACE County Fee Waiver application events
 - ACE County and ACE County Fee Waiver renewal application events
 - Change in circumstance application events
 - Reinstatement events for ACE County and ACE County Fee Waiver
 - Re-Add events for ACE County and ACE County Fee Waiver
 - Termination of coverage for ACE County and ACE County Fee Waiver
 - Change in demographic data
- Transition of existing Adult WELL and Adult WELL Fee Waiver persons to HPSM that will include sending all existing Adult WELL and Adult WELL Fee Waiver persons to HPSM through the 834 interface as a one time event before January 1st, 2009. Any new enrollments received after the one-time file but prior to January 1st, 2009 will be transmitted in the January 1st 2009 834 file. A test file with all existing Adult WELL and Adult WELL Fee Waiver persons will be sent to

HPSM on December 5th, 2008, and additional test files will be sent as needed to ensure accurate and successful data transmission

- Provide the following for HPSM:
 - Disenrollment workload processing capability
 - Capability to update application data such as date of birth, name, address, and other demographic information
 - Letter generation capability on HPSM letterhead.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the estimate cost to develop, test and implement the request.

Transition of the Adult WELL Program to HPSM – First Phase	
One-e-App Services	\$30,000.00

The payment schedule for this Amendment is:

Project Start-Up	\$12,000
Start of UAT	\$12,000
Go-live	\$6,000

In addition to these implementation costs, the annual maintenance costs will be increased by \$7,500, per annum, or \$625 per month, on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of November 15th, 2008, the estimated timeline for this change is January 1, 2009. If this Amendment is not approved by January 27th, 2009, the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

Enhancements for the Second Phase: The following system enhancements will be a part of the second phase:

- Modify One-e-App to include generation of the Rx card for ACE County and ACE County Fee Waiver persons.
- Create new user types in One-e-App that will process the ACE County and ACE County Fee Waiver applications. The following new user types will be added to the system:
 - ACE County Liaison
 - ACE County Liaison Supervisor
 - ACE County Office Assistance
 - ACE County Office Assistance Supervisor
- Implement a fee assistance feature where the system will allow the applicants that are preliminarily eligible for either the ACE program or the ACE County program and are between 100 and 200% of FPL. The fee assistance module will be similar to the premium assistance module for Healthy Kids where it will allow the assistors to record a request for fee assistance and the ACE Liaisons to approve fee assistance. However, unlike the Healthy Kids program, only a full waiver of fee option will be available. The system will not provide an option for partial waiver.
- Modify the ACE County 834 interface to send the fee assistance information to HPSM.
- Turning off the auto disposition feature for ACE County and ACE County Fee Waiver programs.
- Develop a file clearance workload that will be accessible by the ACE County Office Assistance and ACE County Office Assistance Supervisor user types.
- Modify One-e-App to route the preliminarily eligible persons for ACE County and ACE County Fee Waiver programs to the ACE County file clearance workload. The workload will be similar to the current file clearance workload for Medi-Cal.
- Allow the file clearance person to record the file clearance information in One-e-App and assign the application to an ACE County Liaison or ACE County Liaison Supervisor for final eligibility determination.
- Develop a disposition feature for ACE County and ACE County Fee Waiver programs. The disposition feature will be similar to the ACE disposition module and will be accessible by the ACE County Liaison or ACE County Liaison Supervisor user types.

- Develop the Complete, Incomplete and Renewal workloads that will be similar to what is available to the ACE Liaisons for the ACE program now.
- Implement the “Return to Assistor” feature for the new programs similar to the “ACE Return to Assistor” feature.
- Implement appropriate approval and denial notices for ACE County and ACE County Fee Waiver programs.
- Modify One-e-App that will allow the CHA and CHA Supervisor user types to have the discretion of routing applicants with income between 201 to 225 % of the Federal Poverty Level to the ACE County Liaisons for final eligibility determination. Summarized below are the details of this feature.
 - If a person is not preliminarily eligible for ACE County program only because higher income between 201 to 225% of the Federal Poverty Level, then the system should flag them as “ACE County – Excess Income” applicants.
 - The threshold will vary for CHA (up to 210%) and CHA Supervisors (up to 225%).
 - The CHA and CHA Supervisors will have the ability to approve the preliminary eligibility of these applications.
 - Once approved, One-e-App will allow these applicants to go through the program submission for ACE County program.
 - Once submitted, these applications will follow the same route as the ACE County program applications.
 - The disposition workload for the ACE County Liaison and ACE County Liaison Supervisors will flag these applications differently where the liaison will know that these applications are Excess Income applications.
 - The system will allow the liaisons to determine final eligibility for ACE County program for these applicants.

Enhancement Costs

Based on the changes requested above and the proposed solution we have provided the estimate cost to develop, test and implement the request.

Transition of the Adult WELL Program to HPSM – Second Phase	
One-e-App Services	\$35,000.00

The payment schedule for this Amendment is:

Project Start-Up	\$13,000
Start of UAT	\$13,000
Go-live	\$9,000

In addition to these implementation costs, the annual maintenance costs will be increased by \$7,500 per annum, \$625 per month, on an ongoing basis and are subject to the 5% annual increase on maintenance fees.

For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated. Maintenance will start at this date whether the Client is actively using this feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Assumptions

Please note that the above mentioned cost is based on the assumptions described on page 31 and 32 of this document.

Timeline

Based on the responsibilities and assumptions set forth, with a start date of January 27th, 2009, the estimated timeline for this change is April 1, 2009. If this Amendment is not approved by January 27th, 2009, the timeline will be shifted according to when the Amendment is approved.

Any change in scope will be discussed with the Client and an estimated impact on resources along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

Assumptions for Enhancements V, VI, VII, VIII, IX and X

The Center shall complete this work on the schedule necessary to support Client's timelines for each of the enhancements that is a part of this amendment. Client will provide answers to questions on a timely basis and will provide support to system testing that will occur prior to User Acceptance Testing. It is expected that at least one subject matter expert is available to support the system testing activity for each of the enhancements described in this document.

Once each of these functionalities is completed, Client shall perform one round of testing for a period of five total days over the course of each enhancement. All issues identified will be recorded as part of this testing and will be due to The Center within 24 hours of the conclusion of testing. The Center will categorize the issues identified as High, Medium, Low or Change Order based on previously established criteria. All High and Medium issues will be corrected by The Center prior to go live for the specific enhancement. Low priority items will be scheduled as part of regular production releases.

The Client will have one day to re-validate that the High and Medium issues were corrected. No new issues or considerations that were not previously identified as part of

the testing will be considered prior to go live. Items identified will be considered as part of future production releases.

- a) This amendment will replace Appendix A of the One-e-App Agreement (Dated July 1, 2007). All the assumptions and agreements set forth in the aforementioned document are applicable to this agreement.
 - b) Any changes to the requirements specified herein will require an additional change order.
 - c) The Center will schedule the development once a signed copy of the amendment is received. Once we have completed the changes, the Client will test these changes prior to The Center publishing the changes to the production system.
 - d) Cost estimates are contingent on timely review, testing and feedback on changes. The Client is responsible for providing testers, managing the testing process and providing the feedback to The Center. Feedback must be received in written form in the timeframes specified above. If feedback is not provided in these timeframes, the changes will be deemed accepted.
 - e) The Client will be responsible for conducting the user acceptance and testing of this enhancement.
 - f) The Client will be responsible for providing the Spanish translations for additional questions and forms that will be added to One-e-App for any of the above mentioned enhancements.
 - g) The Client will also responsible for providing the translation for all additional foreign languages for additional questions and forms that will be added to One-e-App for any of the above mentioned enhancements (wherever applicable).
12. The total period for UAT will be three total days for each of the enhancements listed in this amendment. Documentation of issues will take place every day during UAT, but all issues must be reported within one day of the completion of UAT.
13. For purposes of determining when maintenance charges will begin, go live shall be no more than one week after UAT is re-validated for each of these enhancements. Maintenance will start at this date whether the Client is actively using the feature in production or not. Maintenance is due on the first of the month and paid in 1/12th increments.

Any change in scope will be discussed with the Client, an estimated impact on resources, along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

XI. Core Enhancements

From time to time, upgrades and changes will be made to enhance One-e-App core features. These changes may be financed by third parties, other One-e-App Clients and/or the Client in concert with other One-e-App clients. The Client will be obligated to support reasonable maintenance of these upgrades. The Client

will be given written notice of the new maintenance fees and expected timeline prior to the development work on the enhancement begins. The Client is obligated to implement the enhancement and to begin payment for maintenance no later than one month after the announced availability of the enhancement. Core and maintenance cost changes will require a change order. Core and maintenance cost changes will require a change order. The Client will have an opportunity to conduct user acceptance testing on the enhancement and the enhancement will be supported by a written description and demonstration of the functionality. As indicated below, there may be ongoing maintenance fees associated with these core enhancements that will be the obligation of the Client to support.

E. GENERAL ASSUMPTIONS

Our assumptions for the maintenance and enhancement of the One-e-App application include the following:

- The Client has established an organizational structure to support the maintenance and enhancement of the Client's One-e-App system so as to make timely decisions, prepare the Client's participants for adoption of this system and contribute Subject Matter Experts (SME) as scheduled for Joint Requirements Planning sessions (JRPs), Rapid Application Development sessions (RADs), User Acceptance Testing sessions (UATs), Training and other sessions that will be conducted as part of completing the requirements set forth in this contract.
- The One-e-App enhancements will be based on the process flow, database design, and hardware and software infrastructure of the current One-e-App application, whenever practical.
- The Client will work collaboratively with other counties that are implementing, or have implemented, the One-e-App application through The Center.
- The fees, as quoted in this scope of services, are based upon the Client and other One-e-App clients sharing the costs of maintenance and enhancement for their specific One-e-App application with other One-e-App clients. Should such sharing not take place, the fees are subject to adjustment.
- The Client will provide appropriate information technology staff resources access to the Internet (high speed where available), and prepare the desktops and laptops to be used to support the implementation of the One-e-App application.
- The Client will be responsible for training and supporting staff that will use One-e-App, unless otherwise included in the "Enhancement" section of this Appendix A.
- The infrastructure proposed is scaled to accommodate 80 concurrent users. If the number of concurrent users exceeds this number, there will be an additional cost of \$18,000 to add web servers and associated configuration, testing and installation. A contract amendment will need to be initiated to include these additional users and the additional cost.
- The Center will monitor the database size and activity and over the course of time, we will notify the Client should it become necessary to upgrade the database or add additional infrastructure to support the application. The costs for these upgrades will be the responsibility of the Client.

- The Center will maintain the Client's One-e-App for the term of this contract. This pricing for maintenance is only available to the Client because of their participation and commitment to the One-e-App pilot.
- The Client will provide translations for the application.
- The scope of this agreement does not include retro fix of any application or person data in One-e-App that were created before the changes were deployed into the production environment. Should a need arises for the retro fix of such data, a separate change order will be required.
- The Client will provide first level help desk support for One-e-App.
- The Center will support up to two, one-hour calls per month with Client analyst from The Center and Client representatives to discuss One-e-App.
- Any changes to the requirements specified herein will require an additional change order.
- This maintenance contract includes 40 hours/year of eligibility rules changes to Healthy Kids in the event that Healthy Families rules changes. The County will work with The Center to identify and determine what the changes to the rules are for Healthy Kids based on the changes to the Healthy Families rules.
- Cost estimates are contingent on the Client's timely participation, decision-making, review, testing and feedback on changes. The Client is responsible for providing testers, managing the testing process and providing the feedback to The Center. Feedback must be received in written form in the timeframes specified above. If feedback is not provided in these timeframes, the changes will be deemed accepted
- Then client will maintain the CalWIN test and production environment access for the interface from One-e-App.

F. SOURCE CODE ACCESS IN THE CASE OF INSOLVENCY OF THE CENTER AND CHCF

Should The Center and CHCF both become insolvent the source code of the San Mateo version of the One-e-App software will be provided to the Client so that they can productively continue to use the One-e-App software including any modifications, enhancements, updates or derivative works thereof shall be strictly subject to all of the terms, conditions and restrictions of the Sublicense Agreement.

G. SUMMARY SERVICES FEES AND PAYMENT SCHEDULE

The Center will perform services for the fees identified in the schedule below, based on the assumptions set forth above. The Center has provided a pricing model based on a shared-infrastructure model for One-e-App. Based on the high-level requirements meeting and discussions with the Client's representatives, these prices are reflective of what we understand your required enhancements.

I. Annual Maintenance and Enhancements I and II Summary Costs:

San Mateo County Summary Costs for One-e-App			
Description	Amount	Totals	Monthly Additional Maintenance for Enhancement*
Annual Maintenance Costs Fiscal Year 2007-2008***			
Hardware and Software Maintenance	\$ 62,406		
Ongoing Network Costs - T1, Fax Lines, 800# for Help Desk	\$ 59,839		
Technical Support and Help Desk	\$ 62,406		
2007-2008 Maintenance (68% Base Maintenance; 32% Well, DHC and AMC Maintenance) [Monthly \$15,387]		\$ 184,651	
Fiscal Year 2008-2009 (Annual Increase of 8%) [Monthly \$16,915]		\$ 202,987	
Fiscal Year 2009-2010 (Annual Increase of 8%) [Monthly 18,269]		\$ 219,226	
Total Three Years of Annual Maintenance		\$ 606,864	
Enhancements Fiscal Year 2007-2008***			
Inclusion of Retroactive Medi-Cal Forms	\$ 15,000		\$ 250
Inclusion of Medi-Cal Citizenship Forms	\$ 3,000		\$ 25
Total Enhancements	\$ 18,000	\$ 18,000	\$ 275
Total Contract Amount		\$ 624,864	\$ 3,300

* Monthly Additional Maintenance to be charged at the beginning of the month of go-live of the enhancement.

** Monthly Maintenance is due at the beginning of the month and due on a monthly basis.

\$3,300 is the total possible maintenance that could be charged for the enhancements included in the agreement.

*** This does not include the changes and enhancements required to support the new Well Plus program.

Maintenance costs associated with enhancements made by any third party or by The Center to the core functionality of the One-e-App application are not included in the aforementioned cost schedule. This Agreement will need to be amended for the Client to pay its share of maintenance fees for enhancements made by such third parties or by The Center to the core One-e-App application. As noted above, the Client will be given notice of the new maintenance fees and expected timeline prior to the development work on the enhancement begins.

The Maintenance Costs identified above will be invoiced at 1/12 of the annual total per month, beginning on the first day of the month for the month that One-e-App maintenance is to be provided by The Center.

The Enhancement Costs are to be paid 1/3 at start up, 1/3 when User Acceptance Testing begins and 1/3 when the enhancement goes live. The maintenance associated with the enhancement is due at the beginning of the first month in which the enhancement goes live and then at the beginning of each month, thereafter.

II. Costs for Enhancements III and III:

Based on the changes requested on Enhancements III and IV, The Center provided the cost for each set of solutions as shown below:

Project Description		Implementation Go-Live Cost	Maintenance Per Month	Period covered for maintenance cost	Total Maintenance Cost	Total Cost
Coverage Initiative						
	Workaround process deployed Sept 17, 2007	\$18,000	\$950	9/17/07-6/30/10	\$31,762	\$49,762
	Final requirements to be deployed April 1, 2008	\$35,000	\$750	4/1/08-6/30/10	\$20,250	\$55,250
Total OeA Coverage Initiative Cost						\$105,012
WELL-related enhancements		Implementation Go-Live Cost	Maintenance Per Month	Period covered for maintenance cost	Maintenance Cost	Total Cost
	Rules Engine Change for screening documented persons between 19 and 21 for indigent programs	\$13,000	\$250	4/1/08-6/30/10	\$6,750	\$19,750
	Coverage for 19-21 non-US Citizens and not living in the household	\$6,000	\$200	4/1/08-6/30/10	\$5,400	\$11,400
	Support Retroactive WELL for Coverage Initiative	\$10,500	\$250	4/1/08-6/30/10	\$6,750	\$17,250
Total WELL-related cost						\$48,400
Total Amendment Cost	\$153,412					

*Maintenance is paid in advance and is due on the first day of the month of go-live or 30 days after go-live was scheduled as indicated on the assumptions above

The costs for the changes for the DHC Program will be applied to a grant balance that has been established by the California HealthCare Foundation due to San Mateo County's support of the Business Case Analysis for One-e-App. As a result of this, no additional costs are added to this amendment to accommodate the DHC Program changes.

Any change in scope will be discussed with the Client, an estimated impact on resources, along with a cost estimate of the change in scope will be mutually agreed upon, before any additional work is initiated.

III. Cost of Enhancements V, VI, VIII, IX and X

Below is a cost breakdown of the enhancements and the maintenance for each enhancement.

#	Enhancement	Enhancement Cost	Monthly Maint. Cost Year 1	# of mos covered	Year 1 Covered Period for Maintenance Cost	Year 1 Maint. Cost	Monthly Maint. Cost Year 2	# of mos covered	Year 2 Covered Period for Maintenance	Year 2 Maintenance Cost	Total Maintenance Cost	Total Cost
V	Birth Records Match	20,000	117	9	Oct 08-June 09	1,053	123	12	Jul 09-Jun 09	1,474	2,527	22,527
VI	SB 834 Race, Ethnicity, Language	6,500	192	5	Feb 09-June 09	958	201	12	Jul 09-Jun 09	2,415	3,373	9,873
VII	WELL Chronic Disease Question	12,000	250	11	Aug 08-June 09	2,750	263	12	Jul 09-Jun 09	3,150	5,900	17,900
VIII	Removal of Medi-Cal Logic	55,000	1,146	3	Apr 09-June 09	3,438	1,203	12	Jul 09-Jun 09	14,438	17,875	72,875
IX	Translation of Universal Summary in Spanish	0	167	5	Feb 09-June 09	833	175	12	Jul 09-Jun 09	2,100	2,933	2,933
X	WELL-HPSM Transition Phase 1	30,000	625	6	Jan 09-June 09	3,750	656	12	Jul 09-Jun 09	7,875	11,625	41,625
	WELL-HPSM Transition Phase 2	35,000	625	3	Apr 09-June 09	1,875	656	12	Jul 09-Jun 09	7,875	9,750	44,750
	TOTAL	158,500				14,657				39,327	53,984	212,484

In no event shall the County's total fiscal obligation under this Agreement exceed \$994,060 without appropriate amendment to this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date of January 27th, 2009.

THECENTER TO PROMOTE
HEALTHCARE ACCESS, INC.

CLIENT
SAN MATEO COUNTY

By: *Claudia Page*
Printed Name: Claudia Page
Title: Director

By: _____
Printed Name: _____
Title: _____