



Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

County requires third party administrator/claims management services for specialty care medical services claims and referrals to be provided to non-legal medically indigent County residents. The vendor will manage/process claims and referrals for the specialty care professional medical services.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Sante Health System, d.b.a. Advantek Benefit Administrators
7370 N. Palm Ave., Suite #101
Fresno, CA 93711
Name: Chris Cheney
Phone: (559) 228-5400
email: ccheney@santehealth.net

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The agreement will be for Three (3) years, with the option of Two (2) additional Twelve (12) month extensions, at a total maximum compensation not to exceed \$3,000,000 for the entire term of the agreement of which \$300,000 will pay for administration services and \$2,700,000 will be used for direct service reimbursement to providers.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

The vendor currently has successfully established processes and lines of communication with both the referral agencies and the local service providers to assure there is minimal processing time from the time of service request to approval and the time of service billing and payment. Their long standing practices and developed communication with hospitals/clinics and specific service providers, that are willing to provide services to the eligible population, assures there is minimal wait time between when services are requested and approved, as well as when billing for services and reimbursement for services occurs.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☐ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$2,500 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

The Department (County) requires third party claims administration services for specialty care that will be provided to County's non-legal medically indigent residents. The services are required by the Department in order to facilitate the claims management component of making specialty medical services available to non-legal medically indigent residents of Fresno County. Their unique understanding of the population receiving the services and the system of care requesting and providing the services assures that the established process will remain consistent, seamless and without delay, which will aid in maintaining the supply of service providers willing to continue to assist the eligible population.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

No other vendors were contacted. The selection of Advantek for third party administrator/claims management services is advantageous to the County because Advantek has an established referral and billing business relationship with current specialty care provider groups. The groups' physicians provide direct specialty care services to the non-legal medically indigent residents of Fresno County. The Department has determined that contracting with Advantek is in the best interest of the County, due to Advantek's existing business relationship and well-established referral and payment processes with the Federally Funded Clinics and specialty care service provider groups, which will ensure continuity of care to the target population, as well as allow the continuation of the existing referral and claims processing already in place. With the termination of a long standing contract with

Community Regional Medical Center whom previously served as the sole contractor for specialty care to all the indigent population in Fresno County and the adjustments made to the Medically Indigent Services Program (MISP), it was necessary to find a new third party claims administrator for specialty care services to the non-legal residents who no longer qualify under the new MISP eligibility criteria. Under the previous program, provisions of services in CRMC's clinics, were provided by CCFMG physicians; therefore, historically the third party claims administration was well established through this relationship. Continuing to contract with Advantek as they employ the existing third party claims administrator for claims and referrals services to be provided by Sante contracted CCFMG physicians, and have built relationships with all other medical specialty groups willing to provide services, it is in the best interest of the County to continue to contract with Sante Health System, d.b.a. Advantek Benefit Administrator.

The Department recently experienced establishing a third party administrator for different services with specific funding requirements. The process started with a contract being put in place in late 2018, however the vendor has had some setbacks in working out processes with service providers to assure billing submitted is accurate and in the format needed by the administrator to provide payment. The administrator has just recently started settling claims processes in the last eight (8) months, which meant a long wait time for service provider reimbursement. The existing Advantek Benefit Administrator, is uniquely experienced to continue to provide claims administration services without disruption to service payments which assures providers continue to collaborate with the eligible population.

blchavez 3/3/2020 12:56:36 PM

Requested By:

Title

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I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

dpomaville 3/3/2020 2:23:27 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

gcornuelle 3/4/2020 11:13:12 AM

Purchasing Manager Signature

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