

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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City and County of San Francisco

Tails  
Resolution

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

File Number: 120778

Date Passed: July 24, 2012

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

July 24, 2012 Board of Supervisors - ADOPTED

Ayes: 10 - Avalos, Campos, Chiu, Chu, Cohen, Elsbernd, Kim, Mar, Olague and Wiener

Excused: 1 - Farrell

File No. 120778

I hereby certify that the foregoing Resolution was ADOPTED on 7/24/2012 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo  
Clerk of the Board

UNSIGNED

\_\_\_\_\_  
Mayor

8/3/12

\_\_\_\_\_  
Date Approved

Date: August 3, 2012

I hereby certify that the foregoing ordinance, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.

Angela Calvillo  
Clerk of the Board

File No. 120778