SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor: Bright Heart Health  Division/Section: Behavior Health Services (BHS)
Address: 2960 Camino Diablo, Suite 105  Deputy Director: Marlo Simmons
Walnut Creek, CA  94597  DPH Administrator: Judith Martin, MD
Contact: Jonathan Ciampi  Program Administrator: Erik Dubon
Chief Executive Officer: Stephanie Hon  Phone: 415-255-3796

Request for approval of a new contract with Bright Heart Health, in the amount of $232,960 (including contingency), to provide telehealth assessment services and COVID-19 response services for homeless and indigent individuals who need buprenorphine services and addiction treatment for substance use disorders. Tele-BH services include face-to-face interaction between a licensed clinician and patient on electronic devices. Additionally, during the COVID-19 emergency, they may provide addiction specialist consultation in alternative medical and containment sites, as well as work directly with individuals receiving care at these locations. Bright Heart Health will also be e-prescribing medication. This request is for the term of July 1, 2020 through June 30, 2022 (2 years).

Profit  Non-Profit  LBE  RFP– Number:          Date:         
New  Renewal  Mod  Sole Source  21.5

Number of years DPH has been doing business with this organization: 0

CONTRACT INFORMATION:

Prior Transaction  Proposed Transaction  Annualized Difference*

(Final)  7/1/2020-6/30/2022

Funding Sources:
General Fund
TOTAL DPH REVENUES
12% Contingency Amount
CONTRACT TOTAL

ANNUAL AMOUNT OF CONTRACT (estimate)
Agency Funds
Contract FTE

PROPOSED:

Mode(s) of Service & Unit of Service Definition  No. Of Clients  No. of Units (Episode)  Unit Cost

N/A  Duplicated
250  Unduplicated

1 UOS = Episode of tele-medical service

7/1/2020-6/30/2021 ($104,000 annually)

Estimate 20 episodes per week x 52 weeks

One episode is the entire visit, including receptionist, nurse and addiction psychiatrist or Psych NP prescriber, as well as overhead. The actual rate is assumed to be higher, but the vendor will seek MediCal reimbursement when applicable.

Unduplicated client count represents an average of 4-5 visits
Explaination of Service Change and Variances:
This is a new contract.

Monitoring Report/Program Review & Follow-up:
The contract will be monitored in accordance with all applicable Departmental procedures through the DPH Business Office, Office of Contract Compliance (BOCC).

Nondiscrimination and Cultural Competency:
The Contractor will participate in applicable cultural competency requirements.

Other Significant Issues:
The primary purpose of this contract is to make Tele-Medicine available, with a specific focus on homeless and indigent individuals for the purpose of treating substance use disorders, including issuing prescriptions for Buprenorphine, an effective alternative to Methadone. Through this contract, individuals will have access to licensed medical practitioners, as well as certified addiction staff who have direct experience and interest in serving an indigent and homeless population with high acuity needs, in a culturally competent manner.

Telemedicine provides an effective way to provide services by medical personnel who are trained, licensed and experienced in treating DPH’s target population, and are therefore able to assist with capacity by providing evaluations, assessments, counseling and Buprenorphine prescriptions that can then be filled by the BHS Pharmacy. Both the Pharmacy and selected harm reduction/syringe access sites will be set-up to enable individuals to access tele-medicine on-site in a private setting, with BHS owned tablets made available for usage. Other services will include counseling and referrals to wrap-around care for addiction, mental health, pain management, and nutrition services. When a patient consents, they will also be able to get follow-up care through their cell phone.

As a result of the pandemic, the City’s Emergency Operations Center (EOC) is setting up Alternative Care Sites, e.g. COVID-response field hospitals, medical shelters, COVID shelters, and Isolation/Quarantine facilities. Experience to date has strongly indicated the need for addiction specialist consultation both directly with the individuals, as well as to the M.D. providing medical care to address COVID complications, but without a strong background in addiction treatment. This Tele-medicine contract will allow the EOC to meet the demand for addiction specialty in real time, while preserving staff resources and lowering staff exposure to possible infection.

Bright Heart Health is headquartered in Walnut Creek, California. They were incorporated on 03/02/2015. Bright Heart Health is the first and currently only tele-medicine program in the State that is also Drug-MediCal certified. This ensures consistency with DPH’s DMC-ODS managed care plan, ensuring that this vendor meets all Federal, State and County requirements.

The proposed contract is authorized under the SF Administrative Code Section 21.5 as a sole source.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director:
Bright Heart Health has three Board of Directors. They are Norman Ciampi, Carole Bennett and Jonathan Ciampi. There are no vacancies on the Board. Each Director is elected to hold a one year term under the charter document. There are no term limits.

Recommendations:
The Department recommends approval of this contract.