



## Legislation Text

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**File #:** 24-2026, **Version:** 1

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**To:** Board of Supervisors

**From:** Anna Roth, Health Services Director

**Report Title:** Contract #74-655-2 with United Behavioral Health (dba Optum)

Recommendation of the County Administrator  Recommendation of Board Committee

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### RECOMMENDATIONS:

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #74-655-2 with United Behavioral Health (dba Optum), a corporation, in an amount not to exceed \$769,045 to provide after-hours call coverage for the Behavioral Health Access Line, for the period from July 1, 2024 through June 30, 2025.

### FISCAL IMPACT:

Approval of this contract will result in an annual expenditure of up to \$769,045 and will be funded as budgeted by the department in FY 2024-25, 100% by Mental Health Realignment Funds. (No rate increase)

### BACKGROUND:

This contract with United Behavioral Health (dba Optum) is to continue a partnership with San Mateo, Sonoma, and Marin counties to provide after-hours behavioral health information and referral line coverage. This contract will ensure the County always has a staffed and functional Access Line for residents who are in need of Specialty Mental Health and/or Substance Abuse Disorder services and will free up resources at the Psychiatric Emergency Services (PES) Unit, minimize the call drop rate, and provide better coverage and coordination of care. The nature of the after-hours call services needed is complex and requires seamless coordination, integration, and collaboration with existing programs, systems, and personnel. United Behavioral Health is familiar with the County's specific requirements to help ensure a smoother implementation and delivery process and has a proven track record and established reputation. Their holistic approach ensures optimal resource allocation and cost-efficiency while maintaining quality patient care.

This contract is entered into under and subject to the following legal authorities: California Government Code §§ 26227 and 31000. This contractor has worked with Behavioral Health division fostering a deep understanding of the County's mission, values and long-term objectives since July 1, 2022. This contract was approved by Health Services Personnel to ensure there is no conflict with labor relations. The Behavioral Health's Quality Management, Utilization Management and Contract Monitor Staff meet on a regular basis to ensure monitoring and performance measures in the Contract are upheld. Following a Request for Proposal (RFP), this contract was awarded to United Behavioral Health (dba Optum) by Public Works Department on April 19, 2024.

On October 17, 2023, the Board of Supervisors approved Contract #74-655-1 with United Behavioral Health (dba Optum), in an amount not to exceed \$781,407, for the provision of after-hours call coverage for the

Behavioral Health Access Line for the period July 1, 2023 through June 30, 2024.

Approval of Contract #74-655-2 will allow the contractor to continue providing after-hours call coverage for the Behavioral Health Access Line through June 30, 2025. This contract includes mutual indemnification to hold harmless both parties for any claims arising out of the performance of this contract.

**CONSEQUENCE OF NEGATIVE ACTION:**

If this contract is not approved, the Health Access Line calls will continue to be routed to the PES Unit and the department will not meet the expectations of the State with regard to the call drop rate.