



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPO, CPPB
PURCHASING AGENT

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COUNTY COURTHOUSE
722 Moody (21st Street)
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GALVESTON, TEXAS 77550
(409) 770-5371

June 1, 2021

PROJECT NAME: On-Site Medical Services

SOLICITATION NO: RFQ #B212023

RE: ADDENDUM #1

To All Prospective Proposers:

The following information is being provided to aid in preparation of your qualification proposal submittal(s):

Solicitation Timeline:

The timeline for RFQ #B212023, On-Site Medical Services for County of Galveston, has been revised and is listed below:

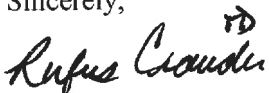
Bid Opening: Tuesday, June 15, 2021
Time: 2:00 p.m.

If you have any further questions regarding this solicitation, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at purchasing.bids@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Rufus G. Crowder, CPPO CPPB
Galveston County Purchasing Agent
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
E-mail: purchasing.bids@co.galveston.tx.us

Please excuse us for any inconvenience that this may have caused.

Sincerely,

Handwritten signature of Rufus Crowder in black ink.

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County



THE COUNTY OF GALVESTON

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June 4, 2021

PROJECT NAME: On-Site Medical Services

SOLICITATION NO: RFQ #B212023

RE: ADDENDUM #2

To All Prospective Bidders:

The following information is being provided to aid in preparation of your bid submittal(s):

Question #1: *Please confirm when answers will be sent back?*

Response: The addendum is scheduled to be released on or before June 8, 2021.

Question #2: *Please confirm that bid RFQ #B212023 is for both the health center and the on-site pharmacy?*

Response: Correct.

Question #3: *Would the County like to keep on-site pharmacy or switch to mail-order dispensing or other related dispensing system (as permitted by the State of Texas' regulations)?*

Response: Onsite pharmacy only

Question #4: *Is the pharmacy currently in a building separate from the 3 current health centers? If so, does the County have a lease for that space?*

Response: No. The Texas City location has the pharmacy onsite. The County does have a lease for this location.

Question #5: *If the pharmacy is located in one of the 3 current health center spaces, which health center location houses the on-site pharmacy?*

Response: Texas City

Question #6: *Please confirm current pharmacy hours of operation: Monday through Friday, 11 am-6pm?*

Response: Monday – Friday, 11am-6pm

Question #7: *Who is your current on-site pharmacy vendor/provider?*

Response: Morris Dickson

Question #8: *What is the amount that the County budgeted for their on-site pharmacy for the 2 years?*

Response: The County budgeted \$1.4M for both the clinic & pharmacy, including rent.

Question #9: *What was the total Rx spend for the pharmacy (not including staffing cost- please break out staffing and benefits from the total Rx spend)?*

Response: Total RX spend in 2020 was \$331,811.53 – This does not include staffing – Drug cost only

Question #10: *Does the County own the pharmacy equipment, supplies, and meds?*

Response: Yes

Question #11: *Can we obtain a PHI-free Rx claims data report for the on-site pharmacy Rx dispensed in 2020?*

Response: Attached

Question #12: *What is the assumption in pricing for backfill staffing for pharmacy staff?*

Response: The vendor is responsible for staffing and maintaining adequate staffing to run the pharmacy at required staffing levels.

Question #13: *Who is your current PBM?*

Response: Navitus but the PBM does not coordinate any pharmacy claims with the clinic. Morris Dickson is the provider for the CareHere Pharmacy.

Question #14: *What was the total number of prescriptions filled by the pharmacy in 2019 & 2020?*

Response: Total number of RX filled for 2020: 23,703

Question #15: *Can you provide pharmacy data in the attached spreadsheet labeled “Data Request (Pharmacy)”?*

Response: Attached

Question #16: *Why is the County going out to bid/changing vendors?*

Response: The contract with CareHere hasn’t been updated since 2008, so the County is looking to evaluate partners to continue with their clinic strategy.

Question #17: *Does the county have existing programs for the following and if so, please provide the services you are using and who the vendors are: telemedicine, transparency/cost/quality, narrow networks, direct contracts, advocacy, and any other programs to note?*

Response: No. The majority of these services are offered through the medical plan. The clinic does provide a telemedicine service option for appointments.

Question #18: *Please describe your existing wellness program and who the vendor is.*

Response: The CareHere wellness program is a comprehensive one on one approach with a designated Wellness Coach that offers programs designed to achieve measurable goals to improve and maintain a personal wellbeing. Some of the programs include diabetes, weight, cholesterol, hypertension, nutrition and stress management. The clinic is also responsible to run the annual health assessment and the tobacco/nicotine testing.

Question #19: *Please provide average population age and average appointment length.*

Response: Average population age: 45 / Average appointment time: 20 minutes

Question #20: *Can you provide the number by type of drug tests conducted in the last two years?*

Response: Pre-employment drug screens: 2019 – 75
2020 - 55

Question #21: *Please provide numbers and information on work-related injuries in the last two years.*

Response: CareHere does not provide services for work-related injuries.

Question #22: *Can you provide floorplans of your existing health centers?*

Response: This information is not available.

Question #23: *Please break out staffing for each health center to state Full Time Equivalent (FTE) for each position.*

Response:

MD	PRN	Texas City
MD	PRN	Texas City
NP	PRN	Texas City
NP	PRN	TC/646
NRCMA	FT	Texas City
Pharmacist	FT	Texas City
Pharmacy Tech-C	FT	Texas City
MD	PRN	Galveston
PA	FT	Galveston
FNP	PRN	Galveston
NRCMA	FT	Galveston
NRCMA	FT	Galveston
MD	PRN	646
PA	PRN	646
NRCMA	FT	646
NP	PRN	**
FNP	PRN	**
NRCMA	PRN	**
NRCMA	PRN	**

Question #24: *Would you like to retain your current health center staff members? If so, what are their salaries and benefit load? If so, do they have a non-compete agreement?*

Response: The original contract has a non-compete for staff. This item can be discussed between all parties. The County would have an interest in retaining staff.

Question #25: *What are the addresses for each of your 3 current health center locations?*

Response: Texas City Clinic – 600 Gulf Freeway, Suite 600, Texas City, TX 77591
 Galveston Clinic– 2028 Sealy, Galveston, TX 77550
 Dickinson (646) Clinic – 1455 FM 646, Suite 100, Dickinson, TX 77539

Question #26: *Please provide a list of employee and member zip codes for each entity involved in this process – Galveston County, Galveston Independent School District, and Galveston County Health District?*

Response: See attached report

Question #27: *Please provide the total number of members' eligible broken down by employee and spouse dependents for health center access by entity – Galveston County, Galveston Independent School District, and Galveston County Health District?*

Response: See attached report

Question #28: *Does the County own the equipment in the health centers currently?*

Response: Yes

Question #29: *Are Galveston Independent School District and Galveston County Health District on the same health plan as the County? If not, what health plan are they on?*

Response: No. They have different health plans. However, they do participate in the clinic.

Question #30: *Would you like us to price the existing staff, an alternate staffing model, or both?*

Response: Both

Question #31: *Would you like to see one price sheet for on-site health center pharmacy?*

Response: Yes

Question #32: *Please provide the current visit count for the last 2 years.*

Response: See attached clinic utilization reports

Question #33: *Please provide the current utilization data for the last 2 years.*

Response: 2019 – 16,728
2020 – 14,782

Question #34: *Please provide detailed med and Rx claims data for the last 2 years.*

Response: Attached

Question #35: *Please provide the current utilization rate for the HRA offered.*

Response: 2019 – 1,737
2020 – 1,623

Question #36: *Are these run through your health centers or an outside vendor? If an outside vendor, which one?*

Response: Annual Health Assessments are done at the CareHere clinics by CareHere staff. Blood draws are processed by Quest Diagnostics.

Question #37: *Please provide a break-down of staffing for each of the three health centers with the number of staff and hours by health center. We have listed what was provided and an example spreadsheet for more details:*

- *MD-4 PRN Staff*
- *Nurse Practitioner-5 PRN Staff*
- *Physician Assistant- 1 FT Staff, 1 PRN Staff*
- *Medical Assistants-4 FT Staff, 2 PRN Staff*
- *Pharmacist- 1 FT Staff*
- *Pharmacy Technician- 1 FT Staff*

Response:

Credentials	Status	Clinic
MD	PRN	TC
MD	PRN	TC
NP	PRN	TC
NP	PRN	TC/646
NRCMA	FT	TC
Pharmacist	FT	TC
Pharmacy Tech-C	FT	TC
MD	PRN	Galveston
PA	FT	Galveston
FNP	PRN	Galveston
NRCMA	FT	Galveston
NRCMA	FT	Galveston
MD	PRN	646
PA	PRN	646
NRCMA	FT	646
NP	PRN	**
FNP	PRN	**
NRCMA	PRN	**
NRCMA	PRN	**

** Denotes employee is not assigned to one clinic but fills in if a provider/MA are out for PTO

Question #39: *We acknowledge the estimated 1,190 employees and 148 retirees. If those numbers do not include dependents, what is the current or anticipated number of participating dependents?*

Response: In the medical plan we have 1084 dependents

Question #40: *Regarding the County’s agreement with the School District (470 employees) and Health District (278 employees), how many of those employees are currently participating or are anticipated to participate?*

- a. *Also, are the dependents of these employees eligible to participate?*
- b. *If so, how many are participating or are estimated to participate?*

Response: a. Yes b. see census

Question #41: *For pricing, would the County prefer a flat rate for staffing or fee per service model?*

Response: Flat rate

Question #42: *For pricing on items that cannot be flat rate (e.g. supplies and consumables), will the County accept per unit pricing or do they need a not to exceed price?*

Response: Unit pricing

Question #43: *What occupational health services (i.e. pre-employment screenings or surveillance) are performed by the clinic?*

Response: Pre-Employment screenings

Question #44: *For annual surveillance testing:*

- a. *What programs does the County have (i.e. hearing, respirator, silica DOT)?*
- b. *How many employees are currently enrolled in annual surveillance testing?*
- c. *Does the County do any discretionary (non-mandated) surveillance testing, and if so, what?*

Response: N/A

Question #45: *Are there any County-specific health standards for any positions (i.e. police officer)?*

Response: N/A

Question #46: *For items that require specialized equipment (e.g. audiometric testing), would the County prefer per-unit pricing, or would the County prefer to simply acquire the necessary equipment for the lab, and not incur per-unit charges?*

Response: N/A

Question #47: *Does the County's current provider offer telehealth services? If so, please provide a description of available telehealth services*

Response: Yes

Question #48: *What kind of electronic health record is the clinic currently using? Has the County secured the rights for data transfer from that record and in what format?*

Response: Information not provided by current vendor.

Question #49: *What kind of imaging and diagnostics are they requesting to perform on-site (i.e. x-ray, ultrasound, EKG resting, EKG stress, etc.)?*

Response: The clinic does not perform these services

Question #50: *What injury prevention programs are in place and what role does the clinic have with those?*

Response: N/A

Question #51: *The County currently provides clinic in three buildings in three different locations. Would the County be interested in utilizing one location instead of three?*

Response: Potentially

Question #52: *For the two leased locations, who is the lessee?*

Response: The County of Galveston

Question #53: *Does the County own the equipment and furniture in the current clinic locations?*

Response: Yes

Question #54: *Will any furniture and/or equipment remain with the clinic?*

Response: Yes – it is all owned by the County.

Question #55: *Are there floor plans/schematics for the current clinic sites?*

a. *If there are no floor plans/schematics available for the current clinic site, please provide a description of the current size and configuration of the sites.*

Response: Exam Rooms: Galveston 3, Texas City 3, Dickinson 3

Question #56: *Are there any photographs of the interiors of the current clinic sites?*

Response: Not available

Question #57: *Is the County interested in having the vendor retain any of the current staff of the clinic or pharmacy?*

Response: Please see response to question 24.

Question #58: *Will vendors have the ability to interview current staff as part of evaluating feasibility for retention?*

Response: Discussion would need to be held with current vendor.

Question #59: *Is there a buy-out fee applicable to retaining the current clinic or pharmacy staff?*

Response: N/A

Question #60: *Does the County have a plan in place for transfer of existing stock and supplies at the clinic and/or pharmacy?*

Response: The County of Galveston owns all supplies at the clinics

Question #61: *Who comprises the clinic management team at the County that the successful vendor would be working with and reporting to?*

Response: The County Human Resource Director and Benefits Manager

Question #62: *If it is separate, what does their risk management team look like and does the vendor participate?*

Response: N/A

Question #63: *To what limit is the County self-insured?*

Response: 100%

Question #64: *Does the County carry any re-insurance or excess insurance on health?*

Response: Yes

Question #65: *How is the workers compensation insurance structured?*

- a. *Do any of your insurance programs have any incentives or premium reductions based on the provision of wellness programs, injury prevention or other similar services?*

Response: Workers compensation is not run through the clinic. It is outsourced.

Question #66: *With regard to workers comp claims:*

- a. *How many average works comp claims per year?*
- b. *How many are first aid? How many are reportable?*
- c. *How many open workers comp cases?*
- d. *Do you track near miss comp claims?*
- e. *How many are stress injuries (strain, sprain, carpal tunnel/etc.)?*

Response: N/A

Question #67: *What number or percentage of eligible individuals are using the wellness program?*

Response: Less than 10%

Question #68: *What do current wellness services consist of?*

Response: The CareHere wellness program is a comprehensive one on one approach with a designated Wellness Coach that offers programs designed to achieve measurable goals to improve and maintain a personal wellbeing. Some of the programs include diabetes, weight, cholesterol, hypertension, nutrition and stress management. The clinic is also responsible to run the annual health assessment and the tobacco/nicotine testing.

Question #69: *Is there any biometric data available from the existing wellness program?*

Response: Not available

Question #70: *Please provide a copy of the current contract.*

Response: Attached

Question #71: *Please provide data on costs:*
a. Under existing contract (total costs with current provider)?
b. Third party costs (external services, referrals)?

Response: Please see response to question 8.

Question #72: *Is there a negotiated fee schedule with the County's TPA?*

Response: Yes. The fee is separate from the clinic contract

Question #73: *How does the County's workers' compensation program work? Is all treatment provided through the clinic?*
a. How is the County paying for workers' compensation care?

Response: Not treated at the CareHere clinic – N/A

Question #74: *How does the insurer pay for non-occupational health services provided through the clinic? Health insurance? Self-pay?*

Response: All services at CareHere are at no charge to employees covered under the Medical plan. Part of the flat fee per employee charge.

Question #75: *Will the County accept bids solely for one of the two services (i. e. solely for on-site medical or solely for pharmacy)?*

Response: No

Question #76: *Is the County interested in mobile services or onsite services in addition to the fixed clinic location(s)?*

Response: Depends on the service. We are not looking for duplication of services.

Question #77: *Regarding the Conflict of Interest Questionnaire: If we do not have any conflicts of interest, should we submit this form and just leave it blank? Or should we not submit this form at all?*

Response: Submit the form with "N/A" across the document. Sign & date the form and include with the packet.

Question #78: Regarding the Affirmative Action Plan (Required Form 2):

- a. Please define “Plan” in Section #4. Does Galveston require us to have a written plan? Is it required to be specific to Galveston?
- b. The last paragraph speaks to including language in subcontractor agreements. Is it acceptable to modify the language to something similar to the following?

“The Contractor shall use reasonable business efforts to ensure that any subcontractor used in the provision of services under this Contract complies with the non-discrimination requirements herein. The Contractor agrees to notify the County of any known refusal or failure of any subcontractor to comply with these non-discrimination requirements. Any failure or refusal of the Contractor to comply with these provisions shall be a breach of this contract.”

Response: Yes to bullet point “a”. For bullet point “b”....

Question #79: Please confirm the member counts, as RFP counts differ from the counts we have on file.

- a. County of Galveston: RFP shows 1,190. We show 1,177.
- b. ISD: RFP shows 480. We show 544.
- c. Health District: RFP shows 278. We show 220.

Response: Please use the RFP numbers

Question #80: Please provide details on each of the County’s current health center locations and arrangements/situations. In addition,

- a. Please confirm that there are three locations for the eligible population to utilize.
- b. In the instance that the County chooses a new vendor, is the county still able to use the current locations?

Response: Bullet point “a”: Yes, the County currently have three locations.
Bullet point “b”: Yes. However, the County is open to suggestion on the locations. Only one location is owned by the County.

Question #81: Please clarify who is eligible to use the health centers and provide a breakdown of eligible spouses and dependents by entity, including total counts for each.

- a. If census data is available, please provide.

Response: Census attached

Question #82: What is the current participation for members?

Response: Census attached

Question #83: Out of the available appointment slots what is currently being used?

Response: Utilization report attached

Question #84: *What are the County's pain points with the current vendor?*

Response: N/A

Question #85: *Please confirm the staffing at the each location, including hours for each staff member.*

Response: Please see response to question 23 & 37.

Question #86: *Is staff exclusively dedicated to the County?*

Response: Yes

Question #87: *Is the County interested in alternate staffing models?*

Response: The County will consider and review alternate suggestions.

Question #88: *Is the County using a consultant to help with this RFP?*

Response: Yes

Question #89: *Are Health Risk Assessments and Biometric Screenings currently performed on an individual basis or in a mass event?*

a. What is the current participation in the HRA?

b. Is there an incentive program in place for health risk assessments?

Response: Individual basis.
Bullet point "a": Average 1700
Bullet point "b": Yes, premium discount on Health Insurance premiums

Question #90: *What is the County's current medical spend?*

Response: Please see response to question 8.

Question #91: *Please provide Exhibit B – Claims information.*

Response: This information has not been provided by the current vendor.

Question #92: *Please provide recent (past 2 years) medical and pharmacy plan claims data.*

Response: This information has not been provided by the current vendor.

Question #93: *In which section of the Table of Contents does the response to the questionnaire belong?*

Response: The response to the questionnaire should be tabbed and included as item #17 in your qualification response.

Question #94: *Specific to the current pharmacy solution,*

- a. *Please provide a recent claims data file to perform an analysis on cost, formulary, and benefit design.*
- b. *Who is the County's PBM?* Navitus for the medical plan. Morris Dickson for CareHere
- c. *What is the primary pharmacy benefit for the eligible patients – co-pay structure, are there HSA plans, or are all the patients on a PPO? Do patients have a separate copay plan for the on-site pharmacy vs in retail?* The pharmacy is only used by patients using the CareHere Clinic and the available prescription list is attached. The prescriptions are provided at no charge to the patient.
- d. *Does the pharmacy do mail order? What does this volume look like?* No
- e. *Does the pharmacy currently dispense for workers' compensation, and would we be able to analyze claims for dispensed WC medications?* No
- f. *Are retirees that are Medicare eligible seen in the pharmacy?* Yes, if they participate in the Medical Plan and opt for access to CareHere.
- g. *Does the County own the pharmacy inventory, or is it paid for after it is dispensed?* County owns.
- h. *Does the PBM reimburse the pharmacy for claims submitted?* No
- i. *Does the pharmacy carry and dispense any controlled substances?* No
- j. *Is the pharmacy operated by UTMB or another vendor? If another vendor, please provide.* No – Pharmacy is operated by CareHere and Morris Dickson is the provider of inventory.
- k. *Is it a narrow formulary or the PBM's formulary or an open formulary?* Formulary attached
- l. *Is the County sending claims real time or batch to the PBM currently?* No claims are run through PBM – EXCEPT GISD.
- m. *What percent and dollars of total scripts is the pharmacy seeing?* See question 9
- n. *Is the County doing variable coupons or are they also using Patients Assistance Programs?* No
- o. *Is the County open to other pharmacy types?* Yes

Response: See answers next to the questions above.

Question #95: *Does Galveston County own the equipment and inventory for the onsite pharmacy??*

Response: Yes

Question #96: *Does the pharmacist have a non-compete with Galveston County that prohibits solicitation for employment?*

Response: Please see response to question 24.

Question #97: *Please provide more information on what is required in the Qualifications summary which is item #3 in Qualification Submittal Format.*

Response: See attached example.

Question #98: *Please confirm where the cost proposal is required to be located in the format.*

Response: Cost Proposal information shall be included as a response to the Questionnaire, page 20, Pricing. All cost information shall follow the guidelines as referenced in the Special Provisions Section, on page 7, item Q, Exclusions and General Requirements, third (3rd) bullet point labeled Quoted Rates, and fourth (4th) bulleted point labeled Renewal Rates, and page 10, Item T, Fees for Services.

Question #99: *Can you explain what is meant by Interventions in Special Provisions section page 25 4)?*

Response: These are measures meant to improve health or alter the course of an illness and can be used to prevent, diagnose, and treat disease or improve health in other ways including, but not limited to, any supporting documentation that will assist the health objectives of the assigned medical professional.

Question #100: *Please provide a brief description or copy of floor plans for the 2 clinic spaces to include:*

- a. Total square footage.*
- b. Number of exam rooms.*
- c. Number of restrooms.*
- d. Laboratory rooms.*

Response: Each clinic has 3 exam rooms

Question #101: *Please provide patient visit history for the 2 clinics to show total number of visits or average number of patient visits per week or per month. If lab test are included, please break out lab test visits separately.*

Response: Please see attached utilization chart.

Question #102: *Are the pharmacy staff members (Pharmacist and technician) who are currently serving Galveston County eligible to be retained by the selected health center administrator?*

Response: Please see response to question 24.

Question #103: Can a copy of the current Galveston County Health Center formulary be provided? Are brand and specialty medications offered?

Response: Attached

Question #104: Is the pharmacy currently submitting claims to a pharmacy benefit manager or any other claims processor/payer?

Response: No

Question #105: Are medications expected to be covered as part of the guaranteed fees or can these be included as a variable cost?

Response: Current contract has this as part of the guaranteed fees.

Question #106: In Exhibit A, one of the metrics requested in the reporting section is prescription drug savings. Can further information be provided regarding the benchmark those savings are to be measured against?

Response: Against current formulary.

Question #107: The RFQ states, "The Qualifier should prominently identify the procurement number and name on the outside of the envelope/ mailing package. A label shall be provided for this purpose and usage of the label is preferred." Is the procurement number the same as the RFQ number or is there another number to use for this? Also, where can we find the label that is to be provided?

Response: The Procurement number is the same number as the RFQ – RFQ #B212023. No label is provided. Please omit that statement.

Question #108: What are the current hours for each of the three health centers? Pharmacy?

Response: Pharmacy: Monday – Friday, 11am-6pm
Dickinson – Monday, 8-3, Tues 7-4, Wed 7-3, Thurs 9-4, Friday 7:30 -11:30
Galveston – Monday – Friday 8-5; Saturday 8-1
Texas City – Monday – Friday 8-5

Question #109: What are the current staffing models for each specific health center?

Response: Please see response to question 23 & 37.

Question #110: How many eligible dependents are there for the County? Galveston ISD? Galveston County Health District?

Response: Please see response to question 39 & 40.

Question #111: How many eligible retirees are there for Galveston ISD? Galveston County Health District?

Response: None

Question #112: What are the roles of the PRN positions?

Response: Works according to scheduling needs.

Question #113: Is it possible to understand the FTE equivalent of the PRN staff?

Response: Varies according to scheduling needed & staff availability. ≤.4 FTE

Question #114: Who currently operates the pharmacy? If different than the current on-site vendor partner, do you wish to retain this partner?

Response: CareHere operates the pharmacy. No. The County does not have a different partner.

Question #115: Is the pharmacy full-service pharmacy? Please outline the pharmacy services that are currently provided.

Response: Attached

Question #116: What medications are available for dispensing?

Response: Formulary attached

Question #117: Is there a cost to the employees for the medications?

Response: No

Question #118: Is it the County's goal to keep the pharmacy services?

Response: Yes

Question #119: Are return-to-work physicals provided by the health center staff? Or are return-to-work clearances obtained elsewhere?

Response: Elsewhere

Question #120: Is there currently a dedicated OCC health physician? Is there a dedicated OCC health staff? Is there a dedicated OCC health case manager?

Response: N/A

Question #121: Are DOT physicals or other role-specific physicals being conducted in the health center? If so, which type of role-specific physicals are being conducted? (i.e., are these health centers doing fire-fighter or police physicals for the County?)

Response: Pre-Employment DOT physicals are done at the clinic – Estimated 50 per year

Question #122: Is it possible to obtain the number and type of OCC health physicals being done per month/year?

Response: Information not available

Question #123: How would you describe culture at the County, Galveston ISD and Galveston Health District? What important characteristics (demographic or otherwise) should we consider in developing a transition plan for your organization?

Response: Employees and retirees appreciate the ability to make appointments without a lengthy delay. Also, the ability to have non-narcotic and routine generic maintenance drugs filled at no cost.

Question #124: What are the top 3 reasons your organization wants to transition the onsite centers to another provider?

1. The County is seeking better customer service
2. The County is seeking better reporting and access at all times
3. The County is seeking competitive pricing and model of service to provide quality of service to the employees and dependents.

Response: See response above.

Question #125: What are the main areas of concern with your current model of care that you wish to improve?

Response: Please see response to question 124.

Question #126: Can you provide a brief overview of medical plan options or provide us with a new hire kit to see the medical plan choices offered from a total program design perspective?

Response: Attached

Question #127: Does your current health center partner provide disease management and other health intervention services (please specify by program) to your organization, or are these carved out to a specialty vendor?

Response: Yes. However, disease management is offered through the medical plan with the County. This may be a field that we will not need assistance but the County will be evaluating the business proposal and service in this area.

Question #128: What is your healthcare data warehousing strategy, and do you use a vendor independent from your claims administrator?

Response: The vendor selected should have the capability to provide data warehouse and reporting for costs, financials, utilization, etc.

Question #129: Do you currently provide (or will you consider) incentives/disincentives to employees for participating in health care intervention services, wellness, onsite clinic, etc.? What are the current (or contemplated) rewards/incentives/disincentives for the future plan years?

Response: Yes, currently the County offers a premium discount if the employee participates in the wellness program (HRA). A tobacco/nicotine surcharge for nicotine users. Part of their wellness program is handle by the clinic.

Question #130: Do you know what the risk profile of your population is? If so, what toolsets do you use? (HRA; biometric screening, data mining).

Response: HRA & biometric screenings

Question #131: Can you provide a matched cohort analysis of users of the clinic vs non-users? Is there a spend differential? If so, what is it?

Response: N/A

Question #132: Do you have the data you need to document how your current onsite clinic vendor is performing with respect to improving population health status, reducing disease prevalence in your population or achieving other health/condition improvements, and improvement in gaps in care? What areas, in terms of data, would you want to improve?

Response: The County would like to improve in all areas.

Question #133: What is your “per employee per month” (PEPM) medical spend now? PEPM for primary care now?

Response: The current clinic PEPM charge is \$21.50

Question #134: Do you currently have a virtual/telehealth partner? If so, who is that partner?

Response: Yes, the current vendor provides a tele-health component with appointments. The County’s regular health plan utilizes MDLive for these type of services.

Question #135: Can you provide further detail on the Wellness program that the County currently has in place?

Response: The Wellness program is offered through Texas Association of Counties – Not the CareHere clinic.

Question #136: What % of the eligible population is at the standard of care?

- a. What are your current protocols for closing gaps in care?
- b. How are you assessing gaps in care?

Response: Data is not being provided or assessed.

Question #137: Where are your primary interests in terms of onsite solutions? PLEASE RANK INTEREST IN ORDER OF IMPORTANCE (#1 MOST IMPORTANT TO LEAST):

- 1 Onsite primary care
- 11 Onsite personalized coaching
- 2 Onsite Pharmacy
- 12 Onsite Occupational Health
- 13 Onsite absence management services
- 14 Integrator of multiple vendors/programs
- 3 Individually tailored health improvement programs that recognize the unique health history, profile, and risks uniquely by patient
- 5 Personal Health Record (integrated with HRA and auto-populated)
- 6 Electronic Medical Record (for better clinician interactions)
- 4 Risk Identification/stratification services (HRA, biometrics, data mining)
- 7 Health content, ePortal, incentive tracking tools
- 10 Employee Communication Services
- 9 Executive Dashboard/Performance Reporting
- 8 Promoting greater adherence to evidence-based medicine for your population

Response: see numbers above

Question #138: Is there a copay to utilize the center?

Response: No

Question #139: Does the County wish to retain any current staff?

Response: Please see response to question 24.

Question #140: Can the county provide a census file for eligible members (Galveston ISD and Galveston Health District included) by zip codes?

Response: Attached

Question #141: Please provide current health center utilization reports by day, hour, appointment, and by provider?

Response: Attached

Question #142: Please provide the year-end health plan summary report, showing utilization and unit cost performance.

Response: Utilization report attached.

Question #143: Is this Service available for use by employers and their dependents?

- *Can annual clinic volume by clinic site be provided?*

Response: Yes. Employees and dependents can use the clinic.

Question #144: Is the expectation for clinics to see both insured and uninsured employees and their dependents?

Response: No. Only employees enrolled in the medical plan.

Question #145: Is use of this clinic a requirement for primary care, or are employees free to choose another primary care provider?

Response: Free to choose any primary care provider

Question #146: Does the County already purchase ACO or disease management programs from BCBS?

Response: Yes

Question #147: How many employees are currently enrolled in a disease management program?

- *And breakdown by program be provided?*

Response: Quitting Tobacco – 7
 Achieving Your Healthy Weight – 2
 Total: 8 (members can enroll in more than one program)

Question #148: What is the County’s injury incidence and top 3 injuries?

Response N/A

Question #149: What is the County’s workers’ comp network?

Response: N/A

Question #150: Are all employees required to obtain an HRA?

Response: No. Only if they want the prefer premium discount on their Medical Health insurance plan.

Question #151: What job classes by DOL code do you employ?

Response: N/A

Question #152: What job classes require pre-employment physicals/fit for duty testing?

- *Do you require all employees to take drug screenings?* No
- *Are there any classifications that require special drug screenings, such as law enforcement?* Yes
- *How many new employees per year need to be on-boarded?* Approximately 285 per year.

Response: Answers provided above

Question #153: Is dispensing medications in a clinic a requirement?

Response: Medication is only dispensed from the pharmacy. Prescriptions are only given when necessary. The prescriptions can be filled at no charge at the Pharmacy location or sent for next day pick-up at any of the other clinics. Prescriptions can also be taken to any local pharmacy.

Question #154: With regards to proposal format, would you like the Special Provisions Questionnaire to be included in the Qualifications section of the proposal?

Response: Yes.

Question #155: Does the revised solicitation timeline have any effect on the originally requested contract date of

08/01/2021? Furthermore, please confirm that this requested date of 08/01/2021 is a signed contract date and not a go-live date.

Response: No. Contract Date 08/01/2021

If you have any further questions regarding this solicitation, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, at the address listed below, via e-mail at purchasing.bids@co.galveston.tx.us, or by contacting the Purchasing Department at (409) 770-5371.

Rufus G. Crowder, CPPO CPPB
Galveston County Purchasing Agent
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
E-mail: purchasing.bids@co.galveston.tx.us

Please excuse us for any inconvenience that this may have caused.

Sincerely,



Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County

QUALIFICATION SUMMARY EXAMPLE

RESPONSE TO QUESTION #97

- Local taxpayer
- Major employer
- Established relationship with more than 200 independent local physicians
- Established on-site clinic for employees
- Reduced job injury costs by more than \$500,000 annually
- Conducted thousands of health risk assessments on private and government employees in Galveston County
- Experience beyond clinic operations
- Additional clinic location available to County employees at no additional cost
- Ability to identify and implement cost saving measures beyond just clinic operation
- Lower operational and supply costs than competitors
- On-line appointment scheduler
- On-line management reports
- On-line health risk assessments

Will work with Galveston County to establish an Implementation Team to customized the design and implementation of the on-site clinic in order to most efficiently meet the needs of the County. The team will consist of key personnel together with resources such as and any other members designated by the County to include employee representatives.

The Implementation Team will be responsible for:

- Reviewing and defining the scope of services
- Managing the project schedule
- Clinic start-up
- Reviewing existing claims data to identify potential cost-savings design
- Design and implementation of plan for the management and distribution of medications
- Reporting and analysis
- Employee communication plan
-

Galveston County Group

Appointment Utilization

Date Range: 12/20/2020 - 12/26/2020

Care Here!

Standard Clinic		Last Name		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
646 Location	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
	CareHere Professional	60	21	35.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	21	35.0%	0	0.0%
	Galveston County		21	35.0%	19	31.7%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Health District Insured		6	10.0%	4	6.7%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Pre-Employment		3	5.0%	3	5.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Non-Medicare Retirees		51	85.0%	26	43.3%	4	6.7%	0	0.0%	0	0.0%	0	0.0%	21	35.0%	0	0.0%
Galveston	Subtotal	81	10	12.3%	0	0.0%	2	2.5%	8	9.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	D. Kimmey		15	18.5%	13	16.0%	1	1.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.2%
	K. Zengerle Levy Staff		4	4.9%	0	0.0%	0	0.0%	4	4.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County		32	39.5%	32	39.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Medicare Eligible Retirees		61	75.3%	45	55.6%	3	3.7%	12	14.8%	0	0.0%	0	0.0%	0	0.0%	1	1.2%
	Galveston ISD		2	2.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.7%	0	0.0%
Texas City	Subtotal	75	16	21.3%	3	4.0%	2	2.7%	11	14.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	A. Shepherd		28	37.3%	19	25.3%	8	10.7%	1	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	F. LI		3	4.0%	3	4.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	J. Leonard																	
	M. Armstrong																	

Galveston County Group

Care Here!

Galveston County Group		Standard Clinic		Last Name		Shortname		Capacity		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Texas City		A. Shepherd	F. Li	J. Leonard	M. Armstrong	Galveston County	Medicare Eligible Retirees	2	2.7%	0	0.0%	1	1.3%	1	1.3%	0	0.0%	0	0.0%	0	0.0%
	Subtotal	R. McDaniel				Galveston ISD		12	16.0%	11	14.7%	1	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
						CareHere Professional		63	84.0%	36	48.0%	13	16.0%	13	17.3%	2	2.7%	2	2.7%	0	0.0%
						Galveston County Non-Medicare Retirees		1	16.7%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	1	16.7%	0	0.0%
						Galveston County		1	16.7%	1	16.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
						Galveston County		1	16.7%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	0	0.0%	0	0.0%
						Galveston County Medicare Eligible Retirees		1	16.7%	0	0.0%	1	16.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal					Galveston ISD		2	33.3%	2	33.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
						Galveston ISD		6	100.0%	3	50.0%	1	16.7%	1	16.7%	1	16.7%	1	16.7%	0	0.0%
								222	81.5%	110	49.5%	20	9.0%	26	11.7%	24	10.8%	1	0.5%	1	0.5%
Total																					
Legend																					
Clinic																					
Physician																					
Capacity																					
Unit																					
Appointments																					
Employees																					
Dependents																					
Other																					
Ext Pat Svcs																					
No Shows																					

Galveston County Group

Ancillary Visits
(if applicable)

Lab appointments outside of standard Clinic schedules, Off-site vaccination appointments (i.e. Hep B shots), and off-site HRA appointments, etc.
Capacity counts for Ancillary Visits are adjusted to equal Ancillary Visit appointment counts.

Care Here!

Galveston County Group

Appointment Utilization - Year to Date

Date Range: 01/01/2020 - 12/26/2020

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
646 Location	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
	A. McConkey	CareHere Professional	4306	24	0.6%	2	0.0%	0	0.0%	0	0.0%	22	0.5%	0	0.0%
	D. Kimmey														
	D. Wasson	Galveston County Non-Medicare Retirees		221	5.1%	17	0.4%	39	0.9%	163	3.8%	0	0.0%	2	0.0%
	J. Brownlee														
	J. Montgomery														
	S. Powell														
		Galveston County		2217	51.5%	1584	36.8%	558	13.0%	22	0.5%	0	0.0%	53	1.2%
		Galveston County Health District Insured		402	9.3%	359	8.3%	41	1.0%	0	0.0%	0	0.0%	2	0.0%
		Galveston County Health District Pre-Employment		36	0.8%	30	0.7%	0	0.0%	6	0.1%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		89	2.1%	11	0.3%	31	0.7%	47	1.1%	0	0.0%	0	0.0%
		Galveston County Pre-Employment		11	0.3%	11	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Subtotal	4306	3000	69.7%	2014	46.8%	669	15.5%	238	5.5%	22	0.5%	57	1.3%
	D. Moncada	CareHere Professional	540	2	0.4%	0	0.0%	0	0.0%	0	0.0%	2	0.4%	0	0.0%
	G. Castro														
	W. Howard	Galveston County Non-Medicare Retirees		51	9.4%	3	0.6%	5	0.9%	43	8.0%	0	0.0%	0	0.0%
		Galveston County		422	78.1%	368	68.1%	39	7.2%	1	0.2%	0	0.0%	14	2.6%
		Galveston County Health District Insured		40	7.4%	30	5.6%	6	1.1%	0	0.0%	0	0.0%	4	0.7%

Galveston County Group

Care Here!

Standard Clinic -- Ancillary Visits		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
646 Location --	Last Name	Capacity	#	%	#	%	#	%	#	%	#	%	#	%	#
	D. Moncada		25	4.6%	3	0.6%	10	1.9%	11	2.0%	0	0.0%	1	0.2%	
	G. Castro														
	W. Howard														
	Subtotal	540	540	100.0%	404	74.8%	60	11.1%	55	10.2%	2	0.4%	19	3.5%	
Galveston	A. McConkey	6852	4	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%	0	0.0%	
	A. Shepherd														
	D. Kimmey														
	D. Wasson														
	D. Weaver														
	J. Brownlee														
	J. Leonard														
	K. Zengerle														
	Levy														
	Staff														
	Subtotal		3	0.0%	2	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Galveston County Health District Insured														
	Galveston County Medicare Eligible Retirees														
	Subtotal		275	4.0%	19	0.3%	36	0.5%	220	3.2%	0	0.0%	0	0.0%	
	Galveston County Pre-Employment														
	Galveston County Terms														
	Subtotal		45	0.7%	43	0.6%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Galveston County Select Plan														
	Subtotal		1	0.0%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Galveston County Professional Retirees														
	Subtotal		1986	29.0%	1757	25.6%	206	3.0%	10	0.1%	0	0.0%	13	0.2%	
	Galveston County Non-Medicare Retirees														
	Subtotal		18	0.3%	18	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Galveston County Non-Medicare Retirees														
	Subtotal	6852	4931	72.0%	3625	52.9%	739	10.8%	536	7.8%	4	0.1%	27	0.4%	
	Galveston -- Ancillary Visits														
	D. Estrada														
	G. Castro														
	L. Evans														
	W. Howard														
	Subtotal	736	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	
	Galveston County Non-Medicare Retirees														
	Subtotal		53	7.2%	2	0.3%	6	0.8%	45	6.1%	0	0.0%	0	0.0%	

Galveston County Group

Care Here!

Galveston County Group		Care Here!											
Standard Clinic	Last Name	Capacity	Appointments	Employees	Dependents	Other	Ext Pat Svcs	No Shows					
Galveston -- Ancillary Visits	D. Estrada G. Castro L. Evans W. Howard	#	%	#	%	#	%	#	%	#	%	#	%
	Galveston County	440	59.8%	396	53.8%	36	4.9%	8	1.1%	0	0.0%	0	0.0%
	Galveston County Medicare Eligible Retirees	43	5.8%	3	0.4%	2	0.3%	38	5.2%	0	0.0%	0	0.0%
	Galveston County Pre-Employment	2	0.3%	2	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston ISD	197	26.8%	180	24.5%	15	2.0%	2	0.3%	0	0.0%	0	0.0%
	Subtotal	736	100.0%	583	79.2%	59	8.0%	93	12.6%	1	0.1%	0	0.0%
Texas City	A. McConkey A. Shepherd F. Li J. Brownlee J. Leonard J. Montgomery M. Armstrong	6085	0.1%	0	0.0%	0	0.0%	0	0.0%	7	0.1%	0	0.0%
	CareHere Professional	549	9.0%	10	0.2%	89	1.5%	448	7.4%	0	0.0%	2	0.0%
	Galveston County Non-Medicare Retirees	2511	41.3%	1719	28.2%	701	11.5%	62	1.0%	0	0.0%	29	0.5%
	Galveston County	358	5.9%	335	5.5%	13	0.2%	0	0.0%	0	0.0%	10	0.2%
	Galveston County Health District Insured	501	8.2%	54	0.9%	66	1.1%	378	6.2%	0	0.0%	3	0.0%
	Galveston County Medicare Eligible Retirees	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Pre-Employment	608	10.0%	550	9.0%	50	0.8%	2	0.0%	0	0.0%	6	0.1%
	Galveston ISD	12	0.2%	12	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston ISD - Select Plan	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	ISD Terms	4548	74.7%	2682	44.1%	919	15.1%	890	14.6%	7	0.1%	50	0.8%
	Subtotal	6085											

Galveston County Group

Galveston County Group

Standard Clinic	Last Name	Shortname	Capacity	Appointments	Employees	Dependents	Other	Ext Pat Svcs	No Shows
Texas City -- Ancillary Visits	D. Moncada R. McDaniel	CareHere Professional	#	%	#	%	#	%	#
		Galveston County Non-Medicare Retirees	868	0.1%	0	0.0%	0	0.0%	0
		Galveston County	126	14.5%	3	0.3%	113	13.0%	0
		Galveston County Health District Insured	542	62.4%	464	53.5%	6	0.7%	0
		Galveston County	66	7.6%	63	7.3%	0	0.0%	2
		Galveston County Medicare Eligible Retirees	89	10.3%	8	0.9%	72	8.3%	0
		Galveston County Pre-Employment	2	0.2%	2	0.2%	0	0.0%	0
		Galveston ISD	41	4.7%	40	4.6%	0	0.0%	1
		Galveston ISD - Select Plan	1	0.1%	1	0.1%	0	0.0%	0
		Subtotal	868	100.0%	581	66.9%	191	22.0%	6
Total			19387	75.4%	9889	51.0%	2003	10.3%	159

Galveston County Group

Appointment Utilization

Date Range: 05/09/2021 - 05/15/2021

Care Here!

Galveston County Group															
Standard Clinic	Last Name	Shortname	Capacity	Appointments #	Appointments %	Employees #	Employees %	Dependents #	Dependents %	Other #	Other %	Ext Pat Svcs #	Ext Pat Svcs %	No Shows #	No Shows %
646 Location	A. McConkey	Galveston County Non-Medicare Retirees	84	2	2.4%	0	0.0%	0	0.0%	2	2.4%	0	0.0%	0	0.0%
	D. Wasson	Galveston County		30	35.7%	22	26.2%	5	6.0%	0	0.0%	0	0.0%	3	3.6%
	S. Powell	Galveston County Health District Insured		8	9.5%	8	9.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		3	3.6%	0	0.0%	0	0.0%	3	3.6%	0	0.0%	0	0.0%
		Galveston County Pre-Employment		4	4.8%	2	2.4%	0	0.0%	0	0.0%	0	0.0%	2	2.4%
	Subtotal		84	47	56.0%	32	38.1%	5	6.0%	5	6.0%	0	0.0%	5	6.0%
646 Location -- Ancillary Visits	G. Castro	Galveston County Non-Medicare Retirees	6	1	16.7%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	0	0.0%
		Galveston County		3	50.0%	2	33.3%	0	0.0%	0	0.0%	0	0.0%	1	16.7%
		Galveston County Health District Insured		2	33.3%	2	33.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Subtotal	6	6	100.0%	4	66.7%	0	0.0%	1	16.7%	1	16.7%	0	0.0%
Galveston	A. Shepherd	Galveston County Non-Medicare Retirees	120	3	2.5%	1	0.8%	0	0.0%	2	1.7%	0	0.0%	0	0.0%
	D. Kimmey J. Brownlee	Galveston County		47	39.2%	31	25.8%	13	10.8%	3	2.5%	0	0.0%	0	0.0%

Galveston County Group

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Galveston	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
Galveston	A. Shepherd	Galveston County Medicare Eligible Retirees		8	6.7%	0	0.0%	0	0.0%	8	6.7%	0	0.0%	0	0.0%
	D. Kimmey														
	J. Brownlee														
	Subtotal	Galveston ISD	120	42	35.0%	35	29.2%	5	4.2%	2	1.7%	0	0.0%	0	0.0%
Galveston -- Ancillary Visits	L. Evans	Galveston County Non-Medicare Retirees	7	1	14.3%	0	0.0%	0	0.0%	1	14.3%	0	0.0%	0	0.0%
	W. Howard														
	Subtotal	Galveston County Medicare Eligible Retirees		2	28.6%	1	14.3%	1	14.3%	0	0.0%	0	0.0%	0	0.0%
Texas City	A. McConkey	Galveston County Medicare Retirees		2	28.6%	2	28.6%	0	0.0%	2	28.6%	0	0.0%	0	0.0%
	F. Li			7	100.0%	3	42.9%	1	14.3%	3	42.9%	0	0.0%	0	0.0%
	J. Leonard		117	14	12.0%	0	0.0%	3	2.6%	11	9.4%	0	0.0%	0	0.0%
	M. Armstrong														
	Subtotal	Galveston County Medicare Retirees		35	29.9%	22	18.8%	13	11.1%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Health District Insured		15	12.8%	15	12.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		8	6.8%	0	0.0%	2	1.7%	6	5.1%	0	0.0%	0	0.0%
	Subtotal	Galveston ISD	117	77	65.8%	42	35.9%	18	15.4%	17	14.5%	0	0.0%	0	0.0%

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Texas City -- Ancillary Visits	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
	R. McDaniel	Galveston County Non-Medicare Retirees	7	3	42.9%	0	0.0%	1	14.3%	2	28.6%	0	0.0%	0	0.0%
		Galveston County		3	42.9%	1	14.3%	2	28.6%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Health District Insured		1	14.3%	1	14.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total				7	100.0%	2	28.6%	3	42.9%	2	28.6%	0	0.0%	0	0.0%
				244	71.6%	150	44.0%	45	13.2%	43	12.6%	0	0.0%	6	1.8%

Legend

Clinic	Clinic location
Physician	All physician and physician extenders providing service for the given Clinic and period are listed.
Capacity	Schedule appointment slots.
Unit	Organizational unit (Examples: Actives (Employees and Dependents), Terms (Formerly Active), East, West, DOT, etc.)
Appointments	Total of counts of employees, dependents, other, extended patient services and no shows.
Employees	Employees
Dependents	Dependent spouses and children
Other	All other appointments including retirees, workers comp employees, others, etc.
Ext Pat Svcs	Extended Patient Services including Patient referral calls, Patient follow up calls, Pharmacy call backs, Lab follow up calls, Patient record charting, Clinic office management
No Shows	Scheduled patients who did not show.
Ancillary Visits (if applicable)	Lab appointments outside of standard Clinic schedules, Off-site vaccination appointments (i.e. Hep B shots), and off-site HRA appointments, etc. Capacity counts for Ancillary Visits are adjusted to equal Ancillary Visit appointment counts.

Galveston County Group

Appointment Utilization - Year to Date

Date Range: 01/01/2021 - 05/15/2021

Standard Clinic		Galveston County Group													
646 Location	Last Name	Shortname	Capacity	Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
				#	%	#	%	#	%	#	%	#	%	#	%
	A. McConkey D. Wasson	CareHere Professional	1526	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.1%	0	0.0%
	J. Brownlee J. Montgomery S. Powell	Galveston County Non- Medicare Retirees		64	4.2%	3	0.2%	12	0.8%	47	3.1%	0	0.0%	2	0.1%
		Galveston County		647	42.4%	474	31.1%	155	10.2%	1	0.1%	0	0.0%	17	1.1%
		Galveston County Health District Insured		103	6.7%	95	6.2%	8	0.5%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Health District Pre- Employment		2	0.1%	2	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		52	3.4%	3	0.2%	9	0.6%	40	2.6%	0	0.0%	0	0.0%
		Galveston County Pre- Employment		31	2.0%	27	1.8%	0	0.0%	0	0.0%	0	0.0%	4	0.3%
	Subtotal		1526	900	59.0%	604	39.6%	184	12.1%	88	5.8%	1	0.1%	23	1.5%
646 Location -- Ancillary Visits	G. Castro	Galveston County Non- Medicare Retirees	103	15	14.6%	0	0.0%	2	1.9%	11	10.7%	0	0.0%	2	1.9%
		Galveston County		70	68.0%	52	50.5%	13	12.6%	1	1.0%	0	0.0%	4	3.9%
		Galveston County Health District Insured		8	7.8%	8	7.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Galveston County Group

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
646 Location -- Ancillary Visits	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
	G. Castro	Galveston County Medicare Eligible Retirees		8	7.8%	1	1.0%	2	1.9%	5	4.9%	0	0.0%	0	0.0%
	Subtotal	Galveston County Pre-Employment	103	103	100.0%	62	60.2%	17	16.5%	17	16.5%	0	0.0%	7	6.8%
Galveston	A. Shepherd	CareHere Professional	2200	21	1.0%	0	0.0%	0	0.0%	0	0.0%	21	1.0%	0	0.0%
	D. Kimmey	Galveston County Non-Medicare Retirees		150	6.8%	3	0.1%	23	1.0%	124	5.6%	0	0.0%	0	0.0%
	D. Wasson	Galveston County		592	26.9%	483	22.0%	84	3.8%	24	1.1%	0	0.0%	1	0.0%
	J. Brownlee	Galveston County Medicare Eligible Retirees		114	5.2%	6	0.3%	8	0.4%	100	4.5%	0	0.0%	0	0.0%
	J. Leonard	Galveston County Pre-Employment		7	0.3%	7	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	J. Montgomery	Galveston ISD		853	38.8%	781	35.5%	60	2.7%	11	0.5%	0	0.0%	1	0.0%
	K. Zengerle	Galveston ISD - Select Plan		7	0.3%	7	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Levy Staff	Subtotal	2200	1744	79.3%	1287	58.5%	175	8.0%	259	11.8%	21	1.0%	2	0.1%
Galveston -- Ancillary Visits	L. Evans	Galveston County Non-Medicare Retirees	177	12	6.8%	3	1.7%	1	0.6%	8	4.5%	0	0.0%	0	0.0%
	W. Howard	Galveston County		56	31.6%	44	24.9%	12	6.8%	0	0.0%	0	0.0%	0	0.0%

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group													
Galveston -- Ancillary Visits	Last Name	Shortname	Capacity	Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
				#	%	#	%	#	%	#	%	#	%	#	%
L. Evans W. Howard	Galveston County Medicare Eligible Retirees	Galveston County Medicare Eligible Retirees		26	14.7%	1	0.6%	1	0.6%	24	13.6%	0	0.0%	0	0.0%
	Galveston ISD	Galveston ISD		82	46.3%	80	45.2%	2	1.1%	0	0.0%	0	0.0%	0	0.0%
	Galveston ISD - Select Plan	Galveston ISD - Select Plan		1	0.6%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal		177	177	100.0%	129	72.9%	16	9.0%	32	18.1%	0	0.0%	0	0.0%
Texas City	A. McConkey A. Shepherd F. Li J. Leonard K. Zengerle Levy M. Armstrong	CareHere Professional Galveston County Non-Medicare Retirees Galveston County	2283	3	0.1%	0	0.0%	0	0.0%	0	0.0%	3	0.1%	0	0.0%
		Galveston County Health District Insured		220	9.6%	4	0.2%	59	2.6%	157	6.9%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		800	35.0%	544	23.8%	240	10.5%	9	0.4%	0	0.0%	7	0.3%
		Galveston ISD		170	7.4%	159	7.0%	9	0.4%	0	0.0%	0	0.0%	2	0.1%
		Galveston ISD - Select Plan		178	7.8%	12	0.5%	31	1.4%	135	5.9%	0	0.0%	0	0.0%
		Galveston ISD		231	10.1%	201	8.8%	27	1.2%	1	0.0%	0	0.0%	2	0.1%
		Galveston ISD - Select Plan		4	0.2%	4	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal		2283	1606	70.3%	924	40.5%	366	16.0%	302	13.2%	3	0.1%	11	0.5%
Texas City -- Ancillary Visits	D. Moncada R. McDaniel	Galveston County Non-Medicare Retirees Galveston County	143	23	16.1%	1	0.7%	6	4.2%	16	11.2%	0	0.0%	0	0.0%
		Galveston County		53	37.1%	33	23.1%	19	13.3%	0	0.0%	0	0.0%	1	0.7%

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Texas City -- Ancillary Visits	Galveston County Health District Insured		19	13.3%	19	13.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Galveston County Medicare Eligible Retirees		35	24.5%	4	2.8%	4	2.8%	27	18.9%	0	0.0%	0	0.0%	0	0.0%
	Galveston ISD		13	9.1%	12	8.4%	1	0.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal	143	143	100.0%	69	48.3%	30	21.0%	43	30.1%	0	0.0%	0	0.0%	1	0.7%
Total		6432	4673	72.7%	3075	47.8%	788	12.3%	741	11.5%	25	0.4%	44	0.7%		

County of Galveston

1. Total count of Benefit Eligible employees: 1214
2. Total count of employees that are eligible for CareHere: 1008

Galveston ISD:

1. Total count of Benefit Eligible employees **1,200**
2. Total count of employees that are eligible for CareHere **785**

Galveston Health District:

3. Total count of Benefit Eligible employees **287**
4. Total count of employees that are eligible for CareHere **212**

CMD 7125
COUNTY CAREHERE
1/10/2007
EXPIRES 1/31/10

Upon motion of Commissioner Holmes, seconded by Commissioner Doyle, and carried; It is Ordered by the Court that execution of Agreement with CareHere L.L.C. for the provision of medical services to Galveston County employees and their dependents be and is approved.

17

Agreement Between the County of Galveston and CareHere, LLC for the Provision of Medical Services to Galveston County Employees and Their Dependents and to Medicare Eligible Retirees and their dependents.

This Agreement is made and entered into effective this 1st day of February, 2007, by and between the County Of Galveston, ("County"), and CareHere, LLC, a Tennessee limited liability corporation ("CareHere"). It is for the provision of Medical Services by Medical Service Providers to County's Employees and their Dependents and to Medicare Eligible Retirees and their dependents at mutually agreed upon facilities situated in Galveston County.

Recitals:

The parties desire to contract with each other for CareHere to furnish Medical Service Providers who will provide Medical Services at mutually agreed upon locations to County Employees and/or their Dependents and to Medicare Eligible Retirees and their dependents.

NOW, THEREFORE, for good and valuable consideration, the receipt and the sufficiency of which are hereby acknowledged, County and CareHere hereby agree as follows:

Definitions:

A Employees. Employees means full-time or part-time Employees of Galveston County and retirees of Galveston County who are under the age of 65 and who are eligible for and actually enrolled in the Galveston County Health Plan.

B Dependents: Dependents means those individuals who are defined as a Dependent in the County of Galveston Health Protection Plan as it presently exists or hereafter may be amended.

C Medicare Eligible Retirees: Medicare Eligible Retirees means those individuals who

- a) are over 65 years of age,
- b) eligible to receive retirement benefits from County in accordance with the provisions of Texas Local Government Code Chapter 175,
- c) elect, in accordance with the provisions of Texas Local Government Code Chapter 175 by no later than the day of which the individual retires from County to continue medical coverage offered by County for themselves and their dependents, and
- d) pays County \$25 00 per month to enable them to receive the benefits offered by this Agreement

D **Medical Professionals:** Medical Professionals means Physicians who have completed their internship and residency in their chosen field of medicine, Nurse Practitioners and Physician Assistants.

E. "Health Professionals" shall mean a duly licensed nurse, medical doctor or a licensed physician's assistant hired on a part-time or temporary basis to replace a Medical Professional who is on vacation or on extended medical leave or whose position has become vacant due to termination or resignation of their job.

F. **Medical Service Providers:** Medical Service Providers means Medical Professional, Health Professionals, and Medical Assistants engaged in providing Medical Services under this Agreement.

G. **Medical Services:** "Medical Services" means the medical services described in Exhibit "A" of this Agreement provided by Medical Service Providers.

Article I

Provision of Medical Service Providers and Medical Services

1.01 Provision of Medical Service Providers. CareHere shall furnish Medical Service Providers to provide Medical Services at mutually agreed upon locations in Galveston County to County Employees and/or their Dependents and/or to Medicare Eligible Retirees and their Dependents. Generally the Medical Professionals that will be furnished each time the clinic is open will consist of the following

- 1) Physician and Medical Assistant
- 2) Physician Assistant and Medical Assistant, or
- 3) Nurse Practitioner and Medical Assistant

But, CareHere may, on occasion, depending on the Medical Services being offered on a particular day, staff the clinic differently. An Example includes days where lab work and the services of a Medical Assistant only are required. CareHere may, at its discretion, staff the clinic as it deems necessary on such occasions but not at the sacrifice of proper medical care.

1.02 Substitution of Medical Service Providers. CareHere is not committing to furnish any particular person and, at any time and from time to time, CareHere may make personnel changes. County shall have the opportunity to interview all potential final Medical Service Provider candidates identified by CareHere and to object to their being retained. County shall also have the right to have CareHere remove any Medical Service Provider upon written notice, which notice shall specify the time by which the Medical Service Provider shall be removed. But, County is under no obligation to conduct such interviews or to request such removals. Also, County's failure to interview a Medical Service Provider candidate or its failure to request removal of a Medical Service Provider shall not be raised as a claim or defense by CareHere against County at any time for any reason.

1.03 Medical Services Provided. The Medical Services with respect to which CareHere has agreed to furnish are listed on Exhibit A attached hereto. These services may be supplemented by written agreement between the parties.

1.04 Other Licensed Health Professionals. County agrees and acknowledges that other Health Professionals may assist and/or replace Medical Service Provider(s) as reasonably necessary. But, to help ensure continuity of care, Care Here will use its best efforts to help ensure that such replacements need occur as infrequently as is reasonably possible. CareHere will require the Medical Service Provider being replaced to ensure that the services provided by replacement individuals do not exceed the scope of their professional training and licensure. Section 1.11 of this Agreement (Responsibilities of Parties) shall also apply in the same manner to each Health Professional as such section applies to each Medical Service Provider. CareHere shall also ensure, or require the Physician to ensure, that all Health Professionals who provide services hereunder have professional medical malpractice insurance coverage consistent with the requirements of Section 1.10. From time to time the Physician, upon consent of the patient being treated, may have medical doctors that are interns or residents associated with one of the medical schools in the state observe and assist the Physician for educational and teaching purposes under the Physician's direct supervision. The same level of professional standards as set forth in Section 1.05 shall apply as well to Health Professionals, other than medical doctor interns and residents working under the direct supervision of the Medical Professional.

1.05 Standards of Medical Service Providers Performance. CareHere shall contract with the Physician such that the Physician is obligated to perform or deliver the following Medical Services, supported by a Nurse Practitioner, a Physician Assistant, a Medical Assistant or a Health Professional (other than another physician) under the Physician's direction and control:

(a) The Physician shall determine his or her own means and methods of providing Medical Services in connection with this Agreement.

(b) The Physician shall comply with all applicable laws and regulations with respect to the licensing and the regulation of physicians, and shall ensure that that the other Medical Service Providers do the same with regard to their professions.

(c) The Medical Services Providers shall provide the Medical Services in a manner consistent with all applicable laws and regulations and in a professional manner consistent with Medical Services provided in Galveston and Harris counties.

(d) CareHere or the Physician will obtain and maintain in effect all medical malpractice insurance specified below for the Physician and the other Medical Professionals acting under his direction and control.

1.06 Proper Credentialing

(a) Each Medical Professional shall maintain, during the term of this Agreement, appropriate credentials including:

- (1) a duly issued and active license to practice medicine in their respective occupation and prescribe medication in the State of Texas,
- (2) a good standing with his or her profession and state professional association,
- (3) the maintenance of all training and education required for their profession,
- (4) the absence of any license restriction, revocation, or suspension,
- (5) the absence of any involuntary restriction placed on his or her federal DEA registration, and
- (6) the absence of any conviction of a felony or a misdemeanor other than a moving traffic violation.

(b) In the event that any Medical Service Provider fails to maintain one or more of their appropriate credentials CareHere shall promptly remove that Medical Service Provider and replace such Medical Service Provider with another Medical Service Provider that meets the requirements of this Section.

(f) CareHere shall also require the Physician to ensure that any other Medical Service Provider complies with the requirements of this Section 1.06. CareHere shall also require the Physician to notify CareHere immediately in the event the Physician learns of the possibility that any of the events specified in Section this 1.06(b) may occur with respect to any other Medical Service Provider and CareHere, upon reasonable affirmation of the alleged loss of credentials, shall immediately remove the individual and secure a suitable replacement.

1.07 Scheduling of Services. CareHere shall contract with the Medical Service Providers to provide Medical Services at such locations and dates and times agreeable to County

1.08 Place of Services. County shall provide CareHere with examination room(s) located in mutually agreed upon facilities, which examination rooms shall be reasonably satisfactory, in CareHere's judgment for the provision of the Medical Services. In addition, the County shall provide CareHere with a private office reasonably satisfactory to CareHere. The private office may be used by the Medical Service Providers to maintain a desk and a small refrigerator for the storage of prescription drugs, and to store drug samples, medical records, and prescription drugs. The private office shall also have a lock that permits the Medical Service Providers to limit access to the private office. County shall, under no circumstances, be responsible to CareHere or to any Medical Service Provider for loss of or damage to any personally owned medical or

other equipment or other personal belonging to the Medical Service Provider located, stored or kept within any examination room or office.

1.09 Equipment and Supplies. County shall also provide CareHere, for the use of the Medical Service Providers the equipment and the supplies listed on Exhibit B.-The Medical Professionals shall periodically and timely notify Care Here of their need for additional supplies and equipment they reasonably require to continue to provide Medical Services and the anticipated date by which such equipment and such supplies are required and CareHere shall provide such equipment and such supplies by such date. CareHere will use its best efforts to combine all of its purchases of equipment and supplies together with all of its clinics nationwide so as to obtain such additional equipment and supplies at the lowest price possible. But, CareHere is not to make such purchases at the sacrifice of quality. Alternatively, at County's option, County may obtain and directly pay for any such equipment or supplies.

1.10 Registration and Eligibility. CareHere, through County's Human Resources Department, will schedule such orientation meetings as are required to educate all eligible individuals of the Medical Services provided by CareHere by this Agreement. CareHere shall provide both Human Resources and all individuals who attend these meetings with an Access Code to be used by them to register for Medical Services on CareHere's system. CareHere will also encourage all such individuals attending the orientation sessions to register for Medical Services prior to actual need. Registration may be performed online or via a toll-free 800 number provided by CareHere. In order to arrange appointments and to receive the Medical Services Registrants will be required to provide name, address, phone, email, SSNs, date of birth, and other data necessary for medical records to be maintained and medical treatment to be rendered. To confirm eligibility of registrants, CareHere shall provide a registration list to County's Human Resource Department, or other designated party, in an electronic format mutually acceptable to both parties. This registration list will be periodically updated at such times as are mutually acceptable to CareHere and County. Registration data submitted to County shall not contain any Personal Health Information as defined by HIPAA. County shall inform CareHere within three (3) business days of any ineligible registrant(s). County shall also notify CareHere on a weekly basis via the same electronic format when any registered individual is no longer eligible to receive Medical Services. CareHere shall inactivate ineligible registrant(s) capability to access County's onsite clinics.

1.11 Professional Medical Malpractice and General Third Party Liability Insurance. CareHere will maintain or ensure that each Medical Service Provider maintains as part of their professional agreement with CareHere, throughout the term of this Agreement, professional medical malpractice insuring against their negligent acts and omissions while providing Medical Services to Employees and their Dependents and to Medicare Eligible Retirees and their dependents. CareHere shall also maintain, at its expense, general third party liability insurance insuring against the negligent acts or omissions of CareHere, its agents and employees in providing the services to be provided by CareHere as set forth in this Agreement.

The medical malpractice policy of the Medical Provider shall be.

1) in the minimum amount of \$1 Million Dollars per occurrence and \$3 Million in the aggregate with a deductible of no more than \$5,000; and

2) provided through an insurance company reasonably satisfactory to CareHere and County that is licensed to do business in the State of Texas

The general third party liability policy provided by CareHere shall be:

1) in the minimum amount of \$100,000 individual/\$300,000 aggregate/\$100,000 property with a deductible of no more than \$5,000; and

2) provided through an insurance company reasonably satisfactory to CareHere and County that is licensed to do business in the State of Texas

CareHere will also require each Medical Service Provider to notify CareHere immediately in the event he or she does not have the required coverage and will promptly remove and replace such Medical Service Provider with another qualified Medical Service Provider.

CareHere will also notify County immediately in the event it does not have the required coverage

CareHere shall provide County proof of such professional liability insurance policies maintained by it and the Medical Service Provider. CareHere will provide a Certificate of Insurance naming County Of Galveston as certificate holder and an additional insured. The Certificate will provide that the insurance company will provide a minimum of ten days prior notice of cancellation, termination or modification of coverage

1.12 Responsibilities of Parties. The relationship between County and CareHere is that of an independent contractor. The relationship between CareHere and the Medical Service Providers is also that of an independent contractor. Each Medical Service Provider shall be solely responsible for their own acts or omissions or the acts or omissions of those who are operating under their direction and control and for the acts or omissions of any other agent or any employee used by them in providing the Medical Services contemplated by this Agreement. Neither County nor CareHere shall have any control or involvement in the independent exercise of medical judgment by any Medical Service Provider and neither County nor CareHere shall incur any liability for the actions or the omissions of the Medical Service Provider or any of their agents or employees who provide services under this Agreement.

1.13 Indemnification. CareHere agrees to indemnify and hold harmless County from and against any cost, damage, expense, loss, liability or obligation of any kind, including, without limitation, reasonable attorney's fees, which County

may incur in connection with CareHere's furnishing of Medical Service Providers or with the Medical Services provided by them, under this Agreement. Said indemnity obligation shall be supported by the limits referenced in Section 1.10 of this Agreement. CareHere will provide a Certificate of Insurance naming County as certificate holder. The Certificate will provide that the insurance company will provide a minimum of ten days prior notice of cancellation, termination or modification of coverage. This requirement to provide insurance will not be construed to limit the amount of indemnification being given by CareHere to County by virtue of this Article

1.14 Billing CareHere shall contract with the Medical Service Providers that they will not bill or otherwise solicit payment for Medical Services from County, County's Benefit Plan Trust or County Employees and/or their Dependents or from Medicare Eligible Retirees and their dependents

1.15 Medical Records CareHere shall contract with the Medical Service Providers for them to maintain medical records on behalf of themselves and CareHere on all patients. Such medical records will be maintained in a professional manner consistent with applicable federal and State of Texas requirements. CareHere shall also require the Medical Service Providers to comply with the HIPAA privacy standards. All patient records maintained by the Medical Professional in connection with this Agreement shall be the sole property of the Medical Professional and CareHere.

County understands and agrees that all of the medical records and other protected health information maintained by the Medical Professionals will be held by the Medical Professionals in strictest confidence, and that, with the exception of County's Executive Director of the Galveston Health District who is one of County's Authorized Representatives, the County will not be entitled to have access to the medical records maintained by the Medical Professionals, in the absence of an appropriate written authorization from the patient/employee or an appropriate court order. Copies of any patient's medical records will be made available to the patient or the patient's designee upon written request.

1.16 Quarterly Reports. CareHere will provide to County, no later than the last day of the month immediately following the end of each quarter of the calendar year, both a written report and an electronic report in a user friendly format acceptable to County. The report will contain (a) the number of Employees and Dependents and Medicare Eligible Retirees and dependents treated by the Medical Service Providers during such immediately preceding quarter, (b) the number of such persons for whom work-related treatments were provided (c) the number of such persons for whom primary care services were provided, (d) the types of visits, number of visits by chronic disease diagnoses, number of visits by acute care diagnoses and number of reportable conditions and infectious diseases in accordance with Texas state law. In addition, inasmuch as County's Authorized Representative, being a physician and the Executive Director of County Health District, is subject to the requirements of HIPAA as they apply to political

subdivisions of the State of Texas, CareHere will grant him permission to review individual medical records.

1 17 Noncompliance by Medical Service Providers If County becomes aware that any Medical Service Provider fails to provide Medical Services or to otherwise comply with any obligation imposed upon them by this Agreement, County shall immediately provide written notice to CareHere of such failure, which written notice shall describe the failure in reasonable detail, and CareHere shall use its best efforts to address such failure. In the alternative, CareHere may arrange for the substitution of another person as the Medical Service Provider. As provided in Section 1 01, County shall have the right to require the immediate removal of the Medical Service Provider by CareHere. But, County is under no obligation to request such a removal. Also, County's failure to request removal of a Medical Service Provider shall not be raised as a claim or defense by CareHere against County at any time for any reason.

Article II Compensation

2.01 Initial Set-Up Fee. County shall pay to CareHere an initial set-up fee of no more than \$8,000 00 per clinic. This fee will be used by CareHere to purchase the initial equipment and supplies listed on Exhibit B that are required for the provision of Medical Services. CareHere will advise County of the amount of money required per clinic and County will remit payment in accordance with Texas Government Code Chapter 2251.

2 02 Monthly Fee. For its services rendered herein, CareHere will be paid the sum of \$21.50 per Employee except during the first month the clinic(s) are operational, then payment due shall be prorated to correspond with the day of the month in which the clinic(s) open. For example, if the clinic(s) become operational on the 15th day of March, 2007, the first payment will be in the amount of \$10.75 per Employee and it will be due and payable in accordance with Texas Government Code Chapter 2251. In exchange for its \$21.50 per Employee per month, CareHere will furnish the services attached hereto as Exhibit "C". County, acting through its Human Resources Department, will advise CareHere of the number of such Employees and electing Medicare Eligible Retirees it has by the tenth (10th) day of each month and, based on this figure, County will remit payment within the upcoming thirty (30) days.

2 03 Additional Fees. County has the option to periodically supply such equipment and supplies as are reasonably required to provide the Medical Services called for herein. Should County fail to provide such equipment and supplies within 3 business days after the date of request, CareHere may make such acquisitions in accordance with the terms of the next paragraph and County will tender payment to CareHere its actual cost for such equipment and supplies in accordance with Texas Government Code Chapter 2251.

In advance of the first day of each month, CareHere shall submit an amount equal to the sum of the estimate of that month's actual medical expenditures and an adjustment

from prior months' actual expenditures for Medical Services provided by Medical Service Providers and for medical supplies, equipment, medications, and lab processing fees and other expenses, other than those expenses for which CareHere is paid as part of its monthly fee. Upon receipt of the invoice County will tender payment to CareHere in accordance with Texas Government Code Chapter 2251.

2.04 Not to Exceed. In an attempt to curtail the escalating cost of providing Medical Services, for the initial term of this Agreement CareHere shall guarantee that the hourly fee paid by CareHere to the following Medical Service Providers and supplies and equipment shall not exceed the following amounts:

Physician	\$110.00 hourly fee rate maximum
Physician Assistant	\$80.00 hourly fee rate maximum
Nurse Practitioner	\$70.00 hourly fee rate maximum
Certified Medical Assistant	\$20.00 hourly fee rate maximum
Supplies and Equipment	Actual cost

2.05 CPI Escalator. After the first year of the initial term of the contract and for each subsequent renewal, the maximum hourly fees referenced in 2.04 paid to the Medical Service Providers may, upon request of CareHere, be adjusted annually by an amount equal to the change in the medical care component of the Consumer Price Index for all Urban Consumers for the Southern Region up to a maximum increase of 5%. Any request for such increase in fees must be made by CareHere at least sixty (60) days prior to the expiration of the first year and each renewal year.

2.06 Disputed Invoices. In the event of a disputed invoice County agrees to notify CareHere in writing of the disputed amount, and the basis for the dispute, within fifteen (15) days of receipt of such invoice. The Parties agree that only payment of the disputed amount may be retained by County until the disputed matter is resolved, and that payment of the undisputed balance must be paid in accordance with Texas Government Code Chapter 2251. The parties further agree that they will put forth their best efforts toward successfully resolving any disputed amount in a timely and expeditious manner.

2.06 Non Appropriation of Funds. This Agreement shall terminate in the event sufficient funds are not appropriated by County to meet its fiscal or other obligations herein. County agrees to give CareHere sixty (60) days written notice prior to date of termination. In addition County will pay CareHere for all outstanding undisputed invoices.

2.07 Additional Political Subdivisions. The parties anticipate that additional political subdivisions will be added as contract signatories to this Agreement via amendment in the near future and that such political subdivisions will be able to use the exam rooms furnished by County and the Medical Services provided by CareHere and its Medical Service Providers for their Employees. CareHere agrees that it will use its best efforts to reduce its Monthly Fee to be paid by County as and when each additional political subdivision becomes a signatory to this Agreement.

**Article III
Term and Termination**

3.01 **Term** This Agreement shall be for an initial term of three years commencing February 1, 2007 subject to earlier termination in accordance with this Agreement. Thereafter, this Agreement will continue on a year to year basis on such terms and conditions to which the parties may mutually agree at the time of each renewal

3.02 **Termination With or Without Cause** This Agreement may be terminated by either party with or without cause or for convenience, by providing the other party at least sixty (60) calendar days' prior written notice

3.03 **Effect of Expiration or Termination** The expiration or the termination of this Agreement shall not affect the obligation of County to pay compensation to CareHere or pay for any outstanding undisputed invoice for the period of time prior to such date of expiration or termination. Nor shall it affect the obligation of CareHere to provide monthly reports, other Medical Services, and insurance coverage to County for the period prior to the effective date of such expiration or such termination.

3.04 **Non-Compete** County agrees that in the event that it terminates this Agreement and enters into a replacement Agreement with another company that provides the same services provided by this Agreement that for a period of twelve months from date of termination of this Agreement it will not permit the successor company to engage the services of any Medical Service Provider that has provided Medical Services through CareHere. But, in order for this non-compete clause to be effective CareHere must provide County with the name of each Medical Service Provider that provided County Medical Services through CareHere prior to the date of termination of this Agreement.

**Article IV
Contract Monitoring**

4.01 The parties agree that the Executive Director of the Galveston County Health District or his designee shall be the Authorized Representative of the County and shall be given full authority to act on behalf of County in all matters relating to the Medical Services portion of this Agreement and that the County Auditor or his designee shall be the Authorized Representative of the County for all other portions of this Agreement

4.02 County shall have the reasonable right to monitor and audit CareHere's work related to this Agreement. In this regard, CareHere shall provide its full cooperation and insure the cooperation of its employees, agents, independent contractors and subcontractors. Further, CareHere shall make available for inspection and/or copying when requested, original: time sheets, invoices, charge slips, credentialing statements, performance evaluations, continuing education and training records, and any other data, records and accounts relating to CareHere's and its service providers work and performance under the Agreement. In the event any such material is not held by

CareHere or any of its service providers in its original form, a true copy shall be provided

V
Miscellaneous

5.01 Notice. All notices and other communications permitted or required to be given pursuant to this Agreement shall be in writing, addressed to the party at the address set forth at the end of this Agreement or to such other address as the party may designate from time to time in accordance with this Section 5.01. All notices and other communications shall be (a) mailed by certified or registered mail, return receipt requested, postage pre-paid, (b) personally delivered or (c) sent by email or telecopy with a receipt confirmation. Notices mailed pursuant to this Section 5.01 shall be deemed given as of three days after the date of mailing and notices personally delivered or sent by email or telecopy shall be deemed given at time of receipt.

5.02 Transferability. Except as provided in Section 5.07, neither County nor CareHere may assign or otherwise transfer this Agreement to a third party without the prior written consent of the other party, which may be given or withheld by the other party in its sole discretion.

5.03 Entire Agreement; Amendment. This Agreement constitutes the entire agreement between County and CareHere with respect to the subject matter hereof and supersedes all prior agreements. This Agreement shall not be amended or waived, in whole or in part, except in writing signed by both parties.

5.04 Governing Law. This Agreement shall be governed by, and interpreted in accordance with the laws of the State of Texas and venue shall lie in Galveston County.

5.05 Non-Disclosure. County and CareHere shall take all reasonable steps to insure that information with respect to the terms of this Agreement or with respect to the business of County and CareHere acquired by virtue of the position of the other party under this Agreement shall not be disclosed or used outside of the business of either party, provided, however, the foregoing restriction shall not apply to information (a) provided to government authorities as required by applicable law or applicable regulation or consented to by the patient; (b) furnished to healthcare providers involved in a particular patient's case; (c) which is or becomes public knowledge through no fault of either party, or (d) which is otherwise required to be disclosed by the Texas Public Information Act or other applicable law or applicable regulation or pursuant to a court order.

5.06 Access to Books and Records. Both parties agree to provide each other reasonable access to their books and records during normal business hours for purposes of enforcing the terms and conditions of this Agreement. With the exception of information given to CareHere by enrolling Employees, nothing in this Article will be

construed to enable CareHere to have access to documents that are precluded from being viewed under what is commonly called the Texas Open Records Act

5 07 No Assignment This Agreement may not be assigned except in association with the complete change in ownership of CareHere

5 08 No Third Party Benefit Nothing in this Agreement shall be construed to be for the use or benefit of any third party except other political subdivisions upon their becoming party signatories to this Agreement.

In Witness Whereof, the parties have executed this Agreement effective the 1st day of February, 2007

County of Galveston
James H. Yarbrough
James H. Yarbrough
County Judge

Attest:
Patricia A. Puccetti
Mary Ann Dagle
County Clerk
by Patricia A. Puccetti, Deputy
Date: 1-10-2007

CareHere, LLC
Ernest A. Clevenger
Ernest A. Clevenger
President
567 Midway Circle
Brentwood, TN 37027

Date: 1-10-2007

Exhibit A

"Scope of Services"

Medical Services include but are not limited to the following

- **Chronic illness evaluation, treatment and management**
 - Diabetes
 - High Cholesterol
 - Etc
- **Acute Conditions**
 - Sore throats/ears/headache
 - Cough, Sinus
 - Strains/sprains/musculoskeletal problems
 - Acute urinary complaints
- **Lab testing**
- **Medication dispensements**
- **Occupational Conditions (Active Employees only)**
 - OJI/Work-related injuries
 - Minor surgical procedures, such as sutures for laceration treatment
- **Employment Related Activities**
 - Pre-employment and routine physicals
 - Pre-employment drug testing
- **Personal hygiene related problems**
- **Ordinary and routine care of the nature of a visit to the doctor's office**

Long Term Prevention Programs Included

- **LabInsight Health Risk Assessment with comprehensive blood draw analysis**
- **Aggregate data analysis from your Employee population that allows us to develop just the right programs for your Pharmaceutical Program Management tailored to your specific population**
- **Physician/Nurse "Reach Out" Program to touch the people with the highest health risks**
- **Population Health Management programs targeted for the greatest impact (obesity, diabetes, high blood pressure, etc.)**
- **Disease/Case Management – we proactively assign a "coach" to help those Employees with the greatest need**
- **Self Care Education Tools and programs online, in print, or in person**
- **Comprehensive Health Education Training**
- **Physician Health Seminars**
- **Quarterly Population Promotions**

Program Enablers and Infrastructure Included:

- 800 Customer Support
- 24x7 Online Scheduling System
- Online Medical Management & Tracking System
- Clinic Best Practices Sharing
- Clinic Inventory Management (supplies, medications, etc.)
- Medical Service Provider Recruiting
- Physician Management
- Medical Assistant Management
- Quarterly Analysis, Trends, Reporting & Survey Results
- Quarterly Program Scorecards

Exhibit B

**Exam Room Set Up
Medical supplies and equipment**

Other items may be required by the Medical Professional to deliver Medical Services in accordance with the Agreement

Exam table/stool	Disinfectant
Small refrigerator	Waste cans
Lockable cabinet	Waste can liners
Gooseneck light	Gloves
Diag Set 3.5V Halogen/disposable covers	Suture supplies
Sundry jars	Glucose test supplies
Pillow/pillow covers (cloth and disposable)	Urinalysis supplies
Table paper	Strep testing supplies
Thermometer/disposable covers	Mono testing supplies
4 X 4's	Disposable gowns
Tongue depressors	Disposable drapes
Cotton balls	Thermometer (freezer)
Alcohol	3" Elastic bandage
Alcohol dispenser	Cold pack
Blood pressure cuffs	Emesis basins
Stethoscope	Medications/Injectables (by physician order)
Surgical tape	Lab supplies (Tubes, requisitions, tourniquets)
Biohazard bags and Removal Service	Wall Posters, Charts
Biohazard stickers	Small desk and chair (if not provided by County)
"Allergic To" stickers	Needles
Sharps containers	Syringes
Computer, Fast Internet Connection, "4 in 1" Printer/Fax/Copier/Scanner	Trash removal, Clean-up, and General Maintenance

OFFICE ROOM SET UP

Chair
Desk
4 drawer letter size file cabinet
small office supplies

Exhibit C
Baseline Fees and Scope of Services for Monthly Fee

Services Rendered for \$21.50 per Employee per Month to each Employee and their Dependents includes but is not limited to the following:

Clinic Management, Prevention and Education Tools

- Annual Labinsight Health Risk Assessments for each Employee. (County will pay for Health Risk Assessments for Employees and Dependents and for Medicare Eligible Retirees and dependents at a rate of \$55 00 per Assessment in the event the count of annual Assessments exceed the count of Employees)
- Long Term Prevention Program
- Population Health Management
- Disease/Case Management
- Self Care Education Tools & Programs
- Physician/Nurse "Reach Out" Program
- Comprehensive Health Education Training
- Physician Health Seminars
- Quarterly Population Promotions

Program Enablers and Infrastructure

- 800 Customer Support
- Online Scheduling System
- Online Medical Management & Tracking System
- Clinic Best Practices Sharing
- Clinic Inventory Management (supplies, medications, etc.)
- Medical Service Provider Recruiting
- Medical Service Provider Management
- Quarterly Analysis, Trends, Reporting and Survey Results
- Quarterly Program Scorecards

Word/Depts/Personnel/CareHere Agreement Final January 9, 2007

MEDICAL PLAN COMPARISON

	HDHP Plan		Base PPO Plan		Buy-Up PPO Plan	
	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK
Calendar Year Deductible						
Individual	\$3,000	\$6,000	\$3,000	\$6,000	\$1,000	\$3,000
Family	\$6,000	\$12,000	\$6,000	\$12,000	\$2,000	\$6,000
Calendar Year Out-of-Pocket Maximum (includes Deductible and Copayments)						
Individual	\$6,000	\$12,000	\$5,000	\$10,000	\$3,000	\$6,000
Family	\$12,000	\$24,000	\$10,000	\$20,000	\$6,000	\$12,000
Lifetime Maximum	Unlimited		Unlimited		Unlimited	
	You pay		You pay		You pay	
Coinsurance/Copays						
Preventive Care	\$0	50%*	\$0	50%*	\$0	50%*
Telemedicine	20%*	N/A	\$30 copay	N/A	\$25 copay	N/A
Primary Care Physician	20%*	50%*	\$30 copay	50%*	\$25 copay	50%*
Specialist	20%*	50%*	\$45 copay	50%*	\$50 copay	50%*
Diagnostics, X-ray, and Lab	20%*	50%*	\$0*	50%*	\$0	50%*
Complex Imaging	20%*	50%*	20%*	50%*	20%*	50%*
Urgent Care	20%*	50%*	\$75 copay	50%*	\$75 copay	50%*
Emergency Room	20%*	20%*	\$100 copay + 20%	\$100 copay + 20%	\$250 copay + 20%	\$250 copay + 20%
Inpatient Hospital Care	20%*	50%*	20%*	50%*	20%*	50%*
Outpatient Surgery	20%*	50%*	20%*	50%*	20%*	50%*
Pharmacy						
Retail Rx (up to 30-day supply)						
Generic	20%*	N/A	\$10 copay	N/A	\$10 copay	N/A
Preferred Brand	20%*	N/A	\$40 copay	N/A	\$40 copay	N/A
Non-preferred Brand	20%*	N/A	\$70 copay	N/A	\$70 copay	N/A
Specialty	20%*	N/A	\$100 copay	N/A	\$100 copay	N/A
Mail Order Rx (up to 90-day supply)						
Generic	20%*	N/A	\$30 copay	N/A	\$30 copay	N/A
Preferred Brand	20%*	N/A	\$120 copay	N/A	\$120 copay	N/A
Non-preferred Brand	20%*	N/A	\$210 copay	N/A	\$210 copay	N/A

*After deductible



EMPLOYEE CONTRIBUTIONS

Medical PPO	HDHP Plan	Base PPO Plan	Buy-Up PPO Plan	Your 2021 Monthly Cost
Employee Only	\$0.00	\$50.00	\$174.34	\$
Employee + Spouse	\$395.37	\$474.45	\$726.86	
Employee + Child(ren)	\$291.73	\$363.19	\$582.02	
Employee + Family	\$748.53	\$853.58	\$1,220.39	
HSA Contribution	If you are enrolled in the HDHP plan, you MUST contribute a minimum of \$50 per month into the HSA.			\$
Dental				
Employee Only	\$37.09			\$
Employee + Spouse	\$87.21			
Employee + Child(ren)	\$79.77			
Employee + Family	\$111.31			
Vision				
Employee Only	\$7.60			\$
Employee + Spouse	\$14.44			
Employee + Child(ren)	\$15.20			
Employee + Family	\$22.35			
Basic Life and AD&D	Paid by Galveston County Health District			\$0.00
Voluntary Life and AD&D	See page 16 for rates			\$
Short-Term Disability	See page 17 for rates			\$
Long-Term Disability	Paid by Galveston County Health District			\$0.00
Voluntary Supplemental Benefits – New Hires Only				
Cancer	Refer to benefit summaries and rates located in BenefitsInHand for more detailed plan information			\$
Accident				\$
Hospital Indemnity				\$
LegalShield/IDShield	See page 20 for rates			\$
Your Total 2021 Monthly Benefit Cost				\$

TRS-ActiveCare-Primary+ MONTHLY COST

Employee only \$214.00

Employee+ Spouse \$964.00

Employee+ Child(ren) \$534.00

Employee+ Family \$1,288.00

TRS-ActiveCare2 MONTHLY COST

Employee only \$637

Employee+ Spouse \$1,922.00

Employee+ Child(ren) \$1,093.00

Employee+ Family \$2,327.00

TRS-ActiveCare Primary MONTHLY COST

Employee only \$86.00

Employee+ Spouse \$789.00

Employee+ Child(ren) \$395.00

Employee+ Family \$1,001.00

TRS-ActiveCare-HD MONTHLY COST

Employee only \$97.00

Employee+ Spouse \$820.00

Employee+ Child(ren) \$415.00

Employee+ Family \$1,038.00

Medical

HDHP
TAC GROUP # 303222

BASE PLAN
TAC GROUP # 300915

BUY-UP PLAN
TAC GROUP # 300915

Network Blue Choice (BCBSTX)	PPO In-Network Only	PPO Out-of-Network	PPO In-Network Only	PPO Out-of-Network	PPO In-Network Only	PPO Out-of-Network
ANNUAL DEDUCTIBLE						
Individual	\$3,000	\$6,000	\$2,000	\$4,000	\$1,250	\$2,000
Family	\$6,000	\$12,000	\$4,000	\$8,000	\$3,750	\$6,000
3-Month Deductible Carryover	No	No	Yes	No	Yes	No
Coinsurance (Plan Pays)	80%	50%	80%	50%	80%	50%
ANNUAL OUT-OF-POCKET MAXIMUM (Includes Calendar Year Deductible)						
Individual	\$6,450	Unlimited	\$7,000	Unlimited	\$4,500	Unlimited
Family	\$12,900	Unlimited	\$17,100	Unlimited	\$13,500	Unlimited
COPAYS / COINSURANCE (YOU PAY)						
Preventive & Wellness Care	Covered at 100%	50% after Deductible	Covered at 100%	50% after Deductible	Covered at 100%	50% after Deductible
Physician Office Visit	20% after Deductible	50% after Deductible	20% after Deductible	50% after Deductible	\$25 copay	50% after Deductible
Urgent Care	20% after Deductible	50% after Deductible	20% after Deductible	50% after Deductible	\$25 copay	50% after Deductible
Emergency Room	20% after Deductible	20% after Deductible	20% after Deductible	20% after Deductible	20% after Deductible	20% after Deductible
Hospital - Inpatient	20% after Deductible	50% after Deductible	20% after Deductible	50% after Deductible	20% after Deductible	50% after Deductible
Maximum Lifetime Benefits	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
OTHER BENEFITS						
Access to CareHere	Yes	Yes	Yes	Yes	Yes	Yes

Prescription

HDHP

BASE PLAN

BUY-UP PLAN

Network Navitus Health Solutions	PPO In-Network Only	PPO In-Network Only	PPO In-Network Only
RETAIL – (30 DAY SUPPLY)			
	RETAIL CO-PAYS AFTER DEDUCTIBLE		
CareHere Pharmacy (Generics Only)	\$0	\$0	\$0
Tier 1 Drug	\$10 copay	\$14 copay	\$16 copay
Tier 2 Drug	\$35 copay	\$45 copay	\$53 copay
Tier 3 Drug	\$45 copay	\$60 copay	\$68 copay
Tier 4 Drug (Specialty)	10% up to \$100	10% up to \$140	10% up to \$152
MAIL ORDER – (90 DAY SUPPLY)			
Tier 1 Drug	\$25 copay	\$35 copay	\$38 copay
Tier 2 Drug	\$88 copay	\$110 copay	\$134 copay
Tier 3 Drug	\$112 copay	\$150 copay	\$170 copay

Note: This chart is illustrative only. Should there be any discrepancies the master plan document will take precedence. Please refer to Summary Plan Description for a full outline of your medical coverage.



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPO, CPPB
PURCHASING AGENT

GWEN MCLAREN, CPPB
ASST. PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550
(409) 770-5371

June 8, 2021

PROJECT NAME: On-Site Medical Services for County of Galveston

SOLICITATION NO: RFQ #B212023

RE: ADDENDUM #3

To All Prospective Bidders:

The following information is being provided to aid in preparation of your bid submittal(s):

Question #1: *Please break down the visit counts for 2019 and 2020 by the three locations. We were only provided total for each year.*

Response: Please find the attached utilization report for 2019 & 2020.

Question #2: *Please provide the number of clinic eligible employees by entity. There were multiple numbers provided in responses to the addendum and in the original RFQ that don't match.*

Response: The numbers provided in the spreadsheet labeled "May Census Info for CareHere" should be used. Please note, there are 3 tabs at the bottom – one for each location.

Question #3: *Please provide the number of clinic eligible dependents and spouses by entity.*

Response: Please use the information provided in the "May Census info for CareHere" and the clinic utilization report.

Question #4: *We need the number of hours for each of the positions for each of the locations. Basically anywhere is says PRN we need to know the number of hours per week. Please also confirm that FT equals 40 hours per week. If not, please specify the number of hours for FT for each position. In addition, how many hours per week do each of the "**" positions work per week. We need this to understand your current model and to accurately price. See the chart below that you provided in the addendum for reference:*

MD	PRN	Texas City
MD	PRN	Texas City
NP	PRN	Texas City
NP	PRN	TC/646
NRCMA	FT	Texas City
Pharmacist	FT	Texas City
Pharmacy Tech-C	FT	Texas City
MD	PRN	Galveston
PA	FT	Galveston
FNP	PRN	Galveston
NRCMA	FT	Galveston
NRCMA	FT	Galveston
MD	PRN	646
PA	PRN	646
NRCMA	FT	646
NP	PRN	**
FNP	PRN	**
NRCMA	PRN	**
NRCMA	PRN	**

** Denotes employee is not assigned to one clinic but fills in if a provider/MA are out for PTO.

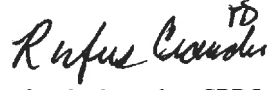
Response: A PRN employee could work anywhere from 8 hours – 24 hours per week. They are used to fill staffing holes. A FT employee means the employee works 40 hours per week.

If you have any further questions regarding this bid, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at purchasing.bids@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Rufus G. Crowder, CPPO CPPB
Galveston County Purchasing Agent
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
E-mail: purchasing.bids@co.galveston.tx.us

Please excuse us for any inconvenience that this may have caused.

Sincerely,

A handwritten signature in black ink that reads "Rufus Crowder" with a small "TD" written above the "d" in "Crowder".

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County

Galveston County Group

Appointment Utilization

Date Range: 12/22/2019 - 12/28/2019

Standard Clinic		Galveston County Group													
646 Location	Last Name	Shortname	Capacity	Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
				#	%	#	%	#	%	#	%	#	%	#	%
	A. McConkey	City of Galveston	90	3	3.3%	3	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	D. Kimmey	Galveston County		52	57.8%	27	30.0%	25	27.8%	0	0.0%	0	0.0%	0	0.0%
	D. Wasson	Galveston County Health District Insured		8	8.9%	8	8.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	S. Powell	Galveston County Medicare Eligible Retirees		5	5.6%	0	0.0%	0	0.0%	5	5.6%	0	0.0%	0	0.0%
	Subtotal		90	68	75.6%	38	42.2%	25	27.8%	5	5.6%	0	0.0%	0	0.0%
Galveston	A. McConkey	City of Galveston	150	39	26.0%	32	21.3%	7	4.7%	0	0.0%	0	0.0%	0	0.0%
	D. Kimmey	City of Galveston - Park Board		5	3.3%	5	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	D. Wasson	Galveston County Non-Medicare Retirees		7	4.7%	0	0.0%	0	0.0%	7	4.7%	0	0.0%	0	0.0%
	D. Weaver	Galveston County		26	17.3%	22	14.7%	2	1.3%	0	0.0%	0	0.0%	2	1.3%
	K. Zengerle Levy	Galveston ISD		39	26.0%	33	22.0%	6	4.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal		150	116	77.3%	92	61.3%	15	10.0%	7	4.7%	0	0.0%	2	1.3%
Texas City	J. Leonard	City of Galveston	90	10	11.1%	4	4.4%	6	6.7%	0	0.0%	0	0.0%	0	0.0%
	M. Armstrong	City of Galveston - Park Board		2	2.2%	1	1.1%	1	1.1%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Non-Medicare Retirees		2	2.2%	0	0.0%	0	0.0%	2	2.2%	0	0.0%	0	0.0%

Galveston County Group

Care Here!

Ext Pat Svcs Extended Patient Services including Patient referral calls, Patient follow up calls, Pharmacy call backs, Lab follow up calls, Patient record charting, Clinic office management

No Shows Scheduled patients who did not show.

Ancillary Visits
(if applicable)

Lab appointments outside of standard Clinic schedules, Off-site vaccination appointments (i.e. Hep B shots), and off-site HRA appointments, etc. Capacity counts for Ancillary Visits are adjusted to equal Ancillary Visit appointment counts.

Galveston County Group

Appointment Utilization - Year to Date

Date Range: 01/01/2019 - 12/28/2019

Standard Clinic		Galveston County Group											
646 Location	Last Name	Shortname	Capacity	Appointments	Employees	Dependents	Other	Ext Pat Svcs	No Shows				
				#	%	#	%	#	%	#	%	#	%
	A. McConkey	Brazoria Actives	6264	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%
	D. Kimmey	City of Galveston		1022	16.3%	576	9.2%	346	5.5%	4	0.1%	63	1.0%
	D. Wasson	City of Galveston											
	J. Brownlee	Galveston - Park Board		27	0.4%	23	0.4%	4	0.1%	0	0.0%	0	0.0%
	L. Sanchez	City of Galveston - Port of Galveston		87	1.4%	72	1.1%	15	0.2%	0	0.0%	0	0.0%
	S. Powell	City of Galveston Terms		4	0.1%	4	0.1%	0	0.0%	0	0.0%	0	0.0%
	Staff	Galveston County Non-Medicare Retirees		308	4.9%	20	0.3%	43	0.7%	239	3.8%	0	0.0%
		Galveston County		2939	46.9%	1867	29.8%	971	15.5%	18	0.3%	0	0.0%
		Galveston County Health District Insured		412	6.6%	337	5.4%	73	1.2%	0	0.0%	0	0.0%
		Galveston County Medicare Eligible Retirees		130	2.1%	8	0.1%	20	0.3%	102	1.6%	0	0.0%
		Galveston County Pre-Employment		2	0.0%	2	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Terms		3	0.0%	2	0.0%	0	0.0%	0	0.0%	1	0.0%
		Galveston ISD		5	0.1%	4	0.1%	1	0.0%	0	0.0%	0	0.0%

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
646 Location	646 Location -- Ancillary Visits	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
		Subtotal		6264	4940	78.9%	2916	46.6%	1473	23.5%	363	5.8%	64	1.0%	124	2.0%
		G. Castro	City of Galveston	849	198	23.3%	159	18.7%	30	3.5%	0	0.0%	0	0.0%	9	1.1%
		W. Howard	City of Galveston - Park Board		17	2.0%	17	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			City of Galveston - Port of Galveston		26	3.1%	23	2.7%	3	0.4%	0	0.0%	0	0.0%	0	0.0%
			City of Galveston Terms		5	0.6%	5	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston County Non-Medicare Retirees		58	6.8%	6	0.7%	4	0.5%	48	5.7%	0	0.0%	0	0.0%
			Galveston County		479	56.4%	372	43.8%	83	9.8%	3	0.4%	0	0.0%	21	2.5%
			Galveston County Health District Insured		34	4.0%	23	2.7%	8	0.9%	0	0.0%	0	0.0%	3	0.4%
			Galveston County Medicare Eligible Retirees		32	3.8%	3	0.4%	6	0.7%	22	2.6%	0	0.0%	1	0.1%
		Subtotal		849	849	100.0%	608	71.6%	134	15.8%	73	8.6%	0	0.0%	34	4.0%
		D. Moncada	Galveston County Non-Medicare Retirees	14	3	21.4%	0	0.0%	0	0.0%	3	21.4%	0	0.0%	0	0.0%
			Galveston County		9	64.3%	9	64.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston ISD		2	14.3%	2	14.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Subtotal		14	14	100.0%	11	78.6%	0	0.0%	3	21.4%	0	0.0%	0	0.0%

Galveston County Group

Standard Clinic	Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
Galveston	A. McConkey	City of Galveston	10827	3174	29.3%	2527	23.3%	467	4.3%	32	0.3%	8	0.1%	140	1.3%
	D. Kimmey	City of Galveston - Park Board		358	3.3%	296	2.7%	43	0.4%	0	0.0%	0	0.0%	19	0.2%
	D. Wasson	City of Galveston - Port of Galveston		133	1.2%	108	1.0%	10	0.1%	0	0.0%	0	0.0%	15	0.1%
	D. Weaver	City of Galveston Pre-Employment		2	0.0%	0	0.0%	0	0.0%	2	0.0%	0	0.0%	0	0.0%
	J. Brownlee	City of Galveston Terms		13	0.1%	7	0.1%	3	0.0%	0	0.0%	0	0.0%	3	0.0%
	K. Zengerle	Galveston County Non-Medicare Retirees		371	3.4%	16	0.1%	74	0.7%	272	2.5%	0	0.0%	9	0.1%
	Levy Staff	Galveston County		2337	21.6%	1871	17.3%	350	3.2%	45	0.4%	0	0.0%	71	0.7%
		Galveston County Health District Insured		82	0.8%	72	0.7%	1	0.0%	0	0.0%	0	0.0%	9	0.1%
		Galveston County Medicare Eligible Retirees		272	2.5%	30	0.3%	21	0.2%	217	2.0%	0	0.0%	4	0.0%
		Galveston County Pre-Employment		77	0.7%	75	0.7%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
		Galveston County Terms		6	0.1%	2	0.0%	0	0.0%	0	0.0%	2	0.0%	2	0.0%
		Galveston ISD		2672	24.7%	2340	21.6%	250	2.3%	0	0.0%	0	0.0%	82	0.8%
		Galveston ISD - Select Plan		30	0.3%	29	0.3%	0	0.0%	0	0.0%	0	0.0%	1	0.0%

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
Galveston	Galveston -- Ancillary Visits	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
		Subtotal		10827	9527	88.0%	7373	68.1%	1219	11.3%	568	5.2%	10	0.1%	357	3.3%
		A. Gray	City of Baytown - Actives	1599	1	0.1%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		D. Estrada	City of Galveston		629	39.3%	549	34.3%	51	3.2%	4	0.3%	0	0.0%	25	1.6%
		D. Moncada	City of Galveston - Park Board		73	4.6%	65	4.1%	5	0.3%	0	0.0%	0	0.0%	3	0.2%
		L. Evans	City of Galveston - Port of Galveston		20	1.3%	18	1.1%	1	0.1%	0	0.0%	0	0.0%	1	0.1%
			City of Galveston Terms		14	0.9%	14	0.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston County Non-Medicare Retirees		50	3.1%	2	0.1%	10	0.6%	38	2.4%	0	0.0%	0	0.0%
			Galveston County		490	30.6%	438	27.4%	26	1.6%	5	0.3%	0	0.0%	21	1.3%
			Galveston County Health District Insured		6	0.4%	6	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston County Medicare Eligible Retirees		48	3.0%	4	0.3%	4	0.3%	38	2.4%	0	0.0%	2	0.1%
			Galveston County Pre-Employment		4	0.3%	4	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston County Terms		2	0.1%	2	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
			Galveston ISD		258	16.1%	227	14.2%	16	1.0%	0	0.0%	0	0.0%	15	0.9%

Galveston County Group

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Standard Clinic	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
Galveston -- Ancillary Visits	A. Gray D. Estrada	Galveston ISD - Select Plan		4	0.3%	4	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Subtotal		1599	1599	100.0%	1334	83.4%	113	7.1%	85	5.3%	0	0.0%	67	4.2%
Texas City	A. McConkey D. Wasson F. Li J. Leonard J. Montgomery M. Armstrong Staff	City of Galveston	6435	934	14.5%	521	8.1%	356	5.5%	7	0.1%	13	0.2%	37	0.6%
		City of Galveston - Park Board		22	0.3%	16	0.2%	4	0.1%	0	0.0%	0	0.0%	2	0.0%
		City of Galveston - Port of Galveston		43	0.7%	30	0.5%	12	0.2%	0	0.0%	0	0.0%	1	0.0%
		City of Galveston Terms		9	0.1%	5	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%
		Galveston County Non-Medicare Retirees		597	9.3%	37	0.6%	110	1.7%	442	6.9%	0	0.0%	8	0.1%
		Galveston County		2578	40.1%	1742	27.1%	668	10.4%	56	0.9%	0	0.0%	112	1.7%
		Galveston County Health District Insured		398	6.2%	365	5.7%	19	0.3%	0	0.0%	0	0.0%	14	0.2%
		Galveston County Medicare Eligible Retirees		443	6.9%	26	0.4%	84	1.3%	325	5.1%	0	0.0%	8	0.1%
		Galveston County Pre-Employment		4	0.1%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
		Galveston County Terms		5	0.1%	0	0.0%	2	0.0%	0	0.0%	1	0.0%	2	0.0%
		Galveston ISD		670	10.4%	561	8.7%	66	1.0%	0	0.0%	0	0.0%	43	0.7%
		Galveston ISD - Select Plan		5	0.1%	5	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Galveston County Group

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Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Standard Clinic	Last Name	Shortname	Capacity	#	%	#	%	#	%	#	%	#	%	#	%
Texas City	Subtotal		6435	5708	88.7%	3310	51.4%	1321	20.5%	830	12.9%	14	0.2%	233	3.6%
Texas City -- Ancillary Visits	A. McConkey L. Evans M. Carden R. McDaniel S. Salazar	City of Galveston	1007	180	17.9%	129	12.8%	34	3.4%	3	0.3%	0	0.0%	14	1.4%
		City of Galveston - Park Board		7	0.7%	7	0.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		City of Galveston - Port of Galveston		25	2.5%	23	2.3%	0	0.0%	0	0.0%	0	0.0%	2	0.2%
		City of Galveston Terms		2	0.2%	2	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston County Non-Medicare Retirees		125	12.4%	8	0.8%	12	1.2%	101	10.0%	0	0.0%	4	0.4%
		Galveston County		455	45.2%	374	37.1%	54	5.4%	5	0.5%	0	0.0%	22	2.2%
		Galveston County Health District Insured		66	6.6%	60	6.0%	5	0.5%	0	0.0%	0	0.0%	1	0.1%
		Galveston County Medicare Eligible Retirees		98	9.7%	5	0.5%	11	1.1%	80	7.9%	0	0.0%	2	0.2%
		Galveston County Terms		1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%
		Galveston ISD		48	4.8%	40	4.0%	4	0.4%	0	0.0%	0	0.0%	4	0.4%
Total	Subtotal		1007	1007	100.0%	648	64.3%	121	12.0%	189	18.8%	0	0.0%	49	4.9%
			26995	23644	87.6%	16200	60.0%	4381	16.2%	2111	7.8%	88	0.3%	864	3.2%

Galveston County Group

Appointment Utilization

Date Range: 12/20/2020 - 12/26/2020

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Standard Clinic		Last Name		Shortname		Capacity	Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
646 Location	D. Wasson	S. Powell	CareHere Professional	Galveston County	Galveston County Health District Insured		#	%	#	%	#	%	#	%	#	%	#	%
						60	21	35.0%	0	0.0%	0	0.0%	0	0.0%	21	35.0%	0	0.0%
							21	35.0%	19	31.7%	2	3.3%	0	0.0%	0	0.0%	0	0.0%
							6	10.0%	4	6.7%	2	3.3%	0	0.0%	0	0.0%	0	0.0%
							3	5.0%	3	5.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
						60	51	85.0%	26	43.3%	4	6.7%	0	0.0%	21	35.0%	0	0.0%
						81	10	12.3%	0	0.0%	2	2.5%	8	9.9%	0	0.0%	0	0.0%
							15	18.5%	13	16.0%	1	1.2%	0	0.0%	0	0.0%	1	1.2%
							4	4.9%	0	0.0%	0	0.0%	4	4.9%	0	0.0%	0	0.0%
							32	39.5%	32	39.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
						81	61	75.3%	45	55.6%	3	3.7%	12	14.8%	0	0.0%	1	1.2%
						75	2	2.7%	0	0.0%	0	0.0%	0	0.0%	2	2.7%	0	0.0%
							16	21.3%	3	4.0%	2	2.7%	11	14.7%	0	0.0%	0	0.0%
							28	37.3%	19	25.3%	8	10.7%	1	1.3%	0	0.0%	0	0.0%
							3	4.0%	3	4.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Galveston County Group

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Standard Clinic	Galveston County Group	Last Name	Shortname	Capacity	Appointments	Employees	Dependents	Other	Ext Pat Svcs	No Shows
Texas City		A. Shepherd F. Li J. Leonard M. Armstrong	Galveston County Medicare Eligible Retirees	#	%	#	%	#	%	#
			Galveston ISD	2	2.7%	0	0.0%	1	1.3%	0
				12	16.0%	11	14.7%	1	1.3%	0
				63	84.0%	36	48.0%	13	17.3%	2
			CareHere Professional	6	16.7%	0	0.0%	0	0.0%	1
			Galveston County Non- Medicare Retirees	1	16.7%	0	0.0%	1	16.7%	0
			Galveston County	1	16.7%	1	16.7%	0	0.0%	0
			Galveston County Medicare Eligible Retirees	1	16.7%	0	0.0%	1	16.7%	0
			Galveston ISD	2	33.3%	2	33.3%	0	0.0%	0
				6	100.0%	3	50.0%	1	16.7%	1
				222	81.5%	110	49.5%	26	11.7%	24
Total	Subtotal									
Legend										
Clinic	Clinic location									
Physician	All physician and physician extenders providing service for the given Clinic and period are listed.									
Capacity	Schedule appointment slots.									
Unit	Organizational unit (Examples: Actives (Employees and Dependents), Terms (Formerly Active), East, West, DOT, etc.)									
Appointments	Total of counts of employees, dependents, other, extended patient services and no shows.									
Employees	Employees									
Dependents	Dependent spouses and children									
Other	All other appointments including retirees, workers comp employees, others, etc.									
Ext Pat Svcs	Extended Patient Services including Patient referral calls, Patient follow up calls, Pharmacy call backs, Lab follow up calls, Patient record charting, Clinic office management									
No Shows	Scheduled patients who did not show.									

Galveston County Group

Ancillary Visits
(if applicable)

Lab appointments outside of standard Clinic schedules, Off-site vaccination appointments (i.e. Hep B shots), and off-site HRA appointments, etc.
Capacity counts for Ancillary Visits are adjusted to equal Ancillary Visit appointment counts.

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Galveston County Group

Appointment Utilization - Year to Date

Date Range: 01/01/2020 - 12/26/2020

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Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows		
646 Location	Last Name	Capacity	#	%	#	%	#	%	#	%	#	%	#	%	#	%
	A. McConkey	4306	24	0.6%	2	0.0%	0	0.0%	0	0.0%	22	0.5%	0	0.0%	0	0.0%
	D. Kimmey															
	D. Wasson															
	J. Brownlee		221	5.1%	17	0.4%	39	0.9%	163	3.8%	0	0.0%	2	0.0%	0	0.0%
	J. Montgomery															
	S. Powell															
	Galveston County Non-Medicare Retirees		2217	51.5%	1584	36.8%	558	13.0%	22	0.5%	0	0.0%	53	1.2%		
	Galveston County															
	Galveston County Health District Insured		402	9.3%	359	8.3%	41	1.0%	0	0.0%	0	0.0%	2	0.0%		
	Galveston County Health District Pre-Employment		36	0.8%	30	0.7%	0	0.0%	6	0.1%	0	0.0%	0	0.0%		
	Galveston County Medicare Eligible Retirees		89	2.1%	11	0.3%	31	0.7%	47	1.1%	0	0.0%	0	0.0%		
	Galveston County Pre-Employment		11	0.3%	11	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%		
	Subtotal	4306	3000	69.7%	2014	46.8%	669	15.5%	238	5.5%	22	0.5%	57	1.3%		
	D. Moncada	540	2	0.4%	0	0.0%	0	0.0%	0	0.0%	2	0.4%	0	0.0%		
	G. Castro															
	W. Howard															
	Galveston County Non-Medicare Retirees		51	9.4%	3	0.6%	5	0.9%	43	8.0%	0	0.0%	0	0.0%		
	Galveston County		422	78.1%	368	68.1%	39	7.2%	1	0.2%	0	0.0%	14	2.6%		
	Galveston County Health District Insured		40	7.4%	30	5.6%	6	1.1%	0	0.0%	0	0.0%	4	0.7%		

Galveston County Group

Care Here!

Standard Clinic		Galveston County Group		Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
646 Location -- Ancillary Visits	Last Name	Capacity	#	%	#	%	#	%	#	%	#	%	#	%	#
	D. Moncada	25	4.6%	3	0.6%	10	1.9%	11	2.0%	0	0.0%	1	0.2%		
	G. Castro														
	W. Howard														
	Subtotal	540	100.0%	404	74.8%	60	11.1%	55	10.2%	2	0.4%	19	3.5%		
Galveston	A. McConkey	6852	4	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%	0	0.0%	
	A. Shepherd														
	D. Kimmey														
	D. Wasson														
	D. Weaver														
	J. Brownlee														
	J. Leonard														
	K. Zengerle														
	Levy														
	Staff														
	Subtotal		3	0.0%	2	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Galveston County Health District Insured														
	Galveston County														
	Medicare Eligible														
	Retirees														
	Subtotal		275	4.0%	19	0.3%	36	0.5%	220	3.2%	0	0.0%	0	0.0%	0
	Galveston County Pre-Employment														
	Galveston County Terms														
	Subtotal		45	0.7%	43	0.6%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		1	0.0%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		1986	29.0%	1757	25.6%	206	3.0%	10	0.1%	0	0.0%	13	0.2%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		18	0.3%	18	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		6852	72.0%	3625	52.9%	739	10.8%	536	7.8%	4	0.1%	27	0.4%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		736	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0
	Galveston County Non-Medicare Retirees														
	Subtotal		53	7.2%	2	0.3%	6	0.8%	45	6.1%	0	0.0%	0	0.0%	0
	Galveston County Non-Medicare Retirees														

Galveston County Group

Galveston County Group

Standard Clinic Last Name

Galveston – Ancillary Visits

D. Estrada
G. Castro
L. Evans
W. Howard

CareAHEAD!

Shortname	Capacity	Appointments	Employees	Dependents	Other	Ext Pat Svcs	No Shows					
#	%	#	%	#	%	#	%					
Galveston County	440	59.8%	396	53.8%	8	1.1%	0	0.0%				
Galveston County	43	5.8%	3	0.4%	38	5.2%	0	0.0%				
Galveston County Pre-Employment	2	0.3%	2	0.3%	0	0.0%	0	0.0%				
Galveston ISD	197	26.8%	180	24.5%	2	0.3%	0	0.0%				
Subtotal	736	100.0%	583	79.2%	93	12.6%	1	0.1%				
Texas City	6085	7	0.1%	0	0.0%	7	0.1%	0	0.0%			
CareHere Professional	549	9.0%	10	0.2%	89	1.5%	448	7.4%	0	0.0%		
Galveston County Non-Medicare Retirees	2511	41.3%	1719	28.2%	701	11.5%	62	1.0%	0	0.0%		
Galveston County	358	5.9%	335	5.5%	13	0.2%	0	0.0%	10	0.2%		
Galveston County Health District Insured	501	8.2%	54	0.9%	66	1.1%	378	6.2%	0	0.0%		
Galveston County Medicare Eligible Retirees	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%		
Galveston County Pre-Employment	608	10.0%	550	9.0%	50	0.8%	2	0.0%	6	0.1%		
Galveston ISD	12	0.2%	12	0.2%	0	0.0%	0	0.0%	0	0.0%		
Galveston ISD - Select Plan	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%		
ISD Terms	4548	74.7%	2682	44.1%	919	15.1%	890	14.6%	7	0.1%		
Subtotal	6085				919	15.1%	890	14.6%	7	0.1%	50	0.8%

Galveston County Group

Galveston County Group

Care Here!

Standard Clinic	Last Name	Shortname	Capacity	Appointments		Employees		Dependents		Other		Ext Pat Svcs		No Shows	
Texas City -- Ancillary Visits	D. Moncada R. McDaniel	CareHere Professional	868	#	%	#	%	#	%	#	%	#	%	#	%
		Galveston County Non-Medicare Retirees		126	14.5%	3	0.3%	10	1.2%	113	13.0%	0	0.0%	0	0.0%
		Galveston County		542	62.4%	464	53.5%	69	7.9%	6	0.7%	0	0.0%	3	0.3%
		Galveston County Health District Insured		66	7.6%	63	7.3%	1	0.1%	0	0.0%	0	0.0%	2	0.2%
		Galveston County Medicare Eligible Retirees		89	10.3%	8	0.9%	9	1.0%	72	8.3%	0	0.0%	0	0.0%
		Galveston County Pre-Employment		2	0.2%	2	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Galveston ISD		41	4.7%	40	4.6%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
		Galveston ISD - Select Plan		1	0.1%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
		Subtotal	868	868	100.0%	581	66.9%	89	10.3%	191	22.0%	1	0.1%	6	0.7%
Total			19387	14623	75.4%	9889	51.0%	2535	13.1%	2003	10.3%	37	0.2%	159	0.8%