



Health and Human Services  
Agency  
**COUNTY OF TULARE**  
**AGENDA ITEM**

**BOARD OF SUPERVISORS**

KUYLER CROCKER  
District One

PETE VANDER POEL  
District Two

AMY SHUKLIAN  
District Three

J. STEVEN WORTHLEY  
District Four

MIKE ENNIS  
District Five

**AGENDA DATE:** December 4, 2018

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
County Counsel Sign-Off	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

CONTACT PERSON: Robert Stewart PHONE: (559) 624-8000

**SUBJECT:** Approval of an amendment with Financial Credit Network, Inc.

**REQUEST(S):**

That the Board of Supervisors:

1. Approve an amendment to Tulare County Agreement No. 28055 with Financial Credit Network, Inc. effective upon signatures by the Tulare County Board of Supervisors through June 30, 2019 to replace and supersede Exhibit A (Scope of Services) and Exhibit B (Compensation) in order to provide continued access to health care services without barriers by eliminating reporting to the credit bureau on late or missed payments and removal of the Legal Actions section on Exhibit B. The amendment also includes the addition of Exhibit A-1 which is the Tulare County Health & Human Services Agency's Billing & Collection policy; and
2. Authorize the Chairman of the Board to sign two (2) copies of the amendment.

**SUMMARY:**

Tulare County Health & Human Services Agency (HHSA) has an ongoing agreement with Financial Credit Network, Inc. to provide account collection services on health and environmental health accounts for the Public Health Branch. Accounts that have been deemed uncollectible under ordinary collection efforts are referred to agencies such as Financial Credit Network, Inc. to provide additional collection activities for possible recovery of debts. Financial Credit Network, Inc. works to recover approximately 150 uncollectible accounts per fiscal year and currently has an 8.1 % recovery rate for our accounts.

**SUBJECT:** Approval of an amendment with Financial Credit Network, Inc.  
**DATE:** December 4, 2018

The purpose of this amendment is to replace and supersede Exhibit A (Scope of Services) and Exhibit B (Compensation), and include HHSA's Billing and Collection Policy and Procedure. Through this amendment, HHSA will continue to deliver access to care without barriers by discontinuing negative reporting to the three national credit bureaus on all Tulare County Health Care Center accounts that are sent to Financial Credit Network, Inc. for further collection efforts. This allows consumers continued access to our facilities without a negative impact to their credit report.

**FISCAL IMPACT/FINANCING:**

There is no fiscal impact as Financial Credit Network, Inc. is paid a percentage of each sum collected; the percentage is based on the collected accounts' status at the time of collection. There is no net cost to the County General Fund.

**LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:**

The County's five-year strategic plan includes the Organizational Performance initiative to continuously improve organization effectiveness and fiscal stability. The services provided in this amendment increase the ability to fulfill this obligation.

**ADMINISTRATIVE SIGN-OFF:**



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Robert Stewart  
Director of Fiscal Operations

cc: County Administrative Office

Attachment(s) Amendment

**BEFORE THE BOARD OF SUPERVISORS  
COUNTY OF TULARE, STATE OF CALIFORNIA**

IN THE MATTER OF APPROVAL OF AN )  
AMENDMENT WITH FINANCIAL ) Resolution No. \_\_\_\_\_  
CREDIT NETWORK INC. ) Agreement No. \_\_\_\_\_  
)

UPON MOTION OF SUPERVISOR \_\_\_\_\_, SECONDED BY  
SUPERVISOR \_\_\_\_\_, THE FOLLOWING WAS ADOPTED BY THE  
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD \_\_\_\_\_  
\_\_\_\_\_, BY THE FOLLOWING VOTE:

AYES:  
NOES:  
ABSTAIN:  
ABSENT:

ATTEST: JASON T. BRITT  
COUNTY ADMINISTRATIVE OFFICER/  
CLERK, BOARD OF SUPERVISORS

BY: \_\_\_\_\_  
Deputy Clerk

\* \* \* \* \*

1. Approved an amendment to Tulare County Agreement No. 28055 with Financial Credit Network, Inc. effective upon signatures by the Tulare County Board of Supervisors through June 30, 2019 to replace and supersede Exhibit A (Scope of Services) and Exhibit B (Compensation) in order to provide continued access to health care services without barriers by eliminating reporting to the credit bureau on late or missed payments and removal of the Legal Actions section on Exhibit B. The amendment also includes the addition of Exhibit A-1 which is the Tulare County Health & Human Services Agency's Billing & Collection policy; and
2. Authorized the Chairman of the Board to sign two (2) copies of the amendment.