

Report SSR-SS-06-14

To: Dwight Burley, Chair and Members of the Social Services Committee
From: Marcia Smith, Ontario Works Manager
Meeting Date: August 13, 2014
Subject: **Accerta Dental Agreement Renewal**
Status: Recommendation adopted by Committee as presented per Resolution SSC57-14; Endorsed by County Council September 2, 2014 per Resolution CC122-14;

Recommendation(s)

WHEREAS in February 2013, Council approved the single sourcing purchase of contracted services from Accerta Benefits Management to handle the administration of Ontario Works adult and children's dental claims at the rate of five percent per annum for an 18 month period;

AND WHEREAS a savings of \$3,400 in gross expense has been realized in the Social Services budget since the inception of the contract with Accerta on April 1, 2013 and both staff and clients are satisfied with the service being provided by Accerta;

NOW THEREFORE BE IT RESOLVED THAT Report SSR-SS-06-14 be received;

AND THAT the contract with Accerta be extended for three years.

Background

In February 2013, Council approved the single source contract with Accerta Benefits Management for an 18 month period to handle the administration of Ontario Works adult and mandatory children's dental claims at the rate of five percent per annum. The 18 month period was intended to allow time for Social Services to assess the quality of services rendered and to explore other public benefit management companies. Prior to the contract with Accerta, Ontario Works mandatory children's dental claims were being managed by Grey Bruce Public Health at the rate of 10 percent per annum which was increasing to 15 percent effective April 2013 and discretionary adult dental claims were being handled by Ontario Works staff.

Accerta came highly recommended to Grey County Social Services by other Ontario Works offices that use its services which include: London, Chatham-Kent, Brant, St. Thomas, Windsor, Renfrew and Huron Counties. Over the past year, Grey County has realized a \$3,400 in gross expense savings. Additionally, the contract with Accerta has alleviated workload pressures on internal staff who previously handled the adult discretionary dental claims.

Accerta's annual fee for administering adult and children's dental claims is 10 percent less than Public Health's fee for handling children's dental claims only. In consultation with the Purchasing Manager (email dated Feb. 24/14 Smith/Alguire) it has been established that all options for alternative public benefit management have been explored and that Accerta offers the lowest fee for service.

Financial / Staffing / Legal / Information Technology

Considerations

Social Services had budgeted \$12,000 in 2013 for the services of Grey Bruce Public Health for the administration of mandatory children's dental claims only based on a 12.5 percent fee. This fee was to be increased to 15 percent effective April 1/13. Social Services entered into an agreement with Accerta to administer both children's and adult emergency dental claims effective April 1, 2013 at the rate of 5 percent. During the 2013 budget year, Social Services realized a savings of \$3,400 as a result of the change to Accerta. Social Services budgeted \$10,000 for dental claim administration for 2014 which was based on 5 percent of our actual 2012 adult and children's dental costs. Currently, as of May 2014, we are on budget (year-to-date budget is \$4,165. and our year-to-date actual cost is \$4,134.) We expect this trend to continue.

In addition to the fiscal savings, social services staff have been alleviated of the workload pressures associated with the administration of the adult emergency dental claims. This has enabled them to take on other duties to meet the demands of a growing caseload and the pending implementation of a new Ontario Works data management system which will go live province-wide this fall.

Link to Strategic Goals / Priorities

This agreement is fiscally responsible and efficient and is in keeping with several goals of the County's strategic plan: Goal 2 – enabling healthy and resilient communities, Goal 4 – making connections, Goal 5 – listening and working together, Goal 6 – achieving excellence in governance and service.

Attachments

[Accerta Dental Agreement 2014](#)

Respectfully submitted by,

Marcia Smith
Ontario Works Manager

Director Sign Off: *Barbara Fedy, Director*