



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 18.2  
(ID # 28236)

**MEETING DATE:**  
Tuesday, July 29, 2025

**FROM :** RUHS-MEDICAL CENTER

**SUBJECT:** RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratification and Approval of Amendment No. 1 to the Professional Service Agreement with CloudMed Solutions LLC, formerly known as Triage Consulting Group for Revenue Recovery Services without seeking competitive bids for one-year effective June 30, 2025 through June 30, 2026, All Districts. [Total Cost \$350,000; up to \$35,000 in additional compensation; 100% Hospital Enterprise Fund-40050]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and Approve Amendment No. 1 to the Professional Service Agreement with CloudMed Solutions LLC, formerly known as Triage Consulting Group for Revenue Recovery Services without seeking competitive bids for one-year effective June 30, 2025 through June 30, 2026 for a total cost of \$350,000; and authorize the Chair of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 and based on the availability of fiscal funding and as approved as to form by County Counsel, to: (a) sign amendments including modifications to the statement of work that stay within the intent of the Agreement and (b) sign amendments to the compensation provisions that do not exceed the total sum of ten percent (10%) of the total cost of the Agreement.
3. Authorize the Purchasing Agent to issue Purchase Orders for goods and or/services related to the Agreement that do not exceed the sum total of the total aggregate amount.

**ACTION:Policy**


*Jennifer Cruikshank*  
Jennifer Cruikshank, Chief Executive Officer - Health System 7/15/2025

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**MINUTES OF THE GOVERNING BOARD**

On motion of Supervisor Gutierrez, seconded by Supervisor Medina and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: July 29, 2025  
xc: RUHS-MC

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH  
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$0	\$350,000	\$350,000	\$ 0
<b>NET COUNTY COST</b>	\$0	\$350,000	\$350,000	\$ 0
<b>SOURCE OF FUNDS: 100% - Hospital Enterprise Fund 40050</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 25/26</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

RUHS has contracted with Triage Consulting Group for Revenue Recovery Services since 2015. CloudMed Solutions LLC, formerly known as Triage Consulting Group (“Triage”) conducts audit reviews of zero balance accounts for recoupment of underpayments as well as discovering unidentified short pays by automated systems or staff, thereby resulting in increased revenue for the hospital. CloudMed is a multi-faceted organization that provides revenue recovery services on a contingency paid basis.

CloudMed provides quality work by employing staff that are versatile and experienced in contracting, billing, registration, and health information management. The vendors tenured staff aide in the reduction of potential cash loss by sharing their findings and providing education to RUHS at no additional cost. The education is a continued bonus that will outlive the term of the contract as it will diminish loss of revenue in the future and eliminate the need for outside vendor assistance. CloudMed delivers a data driven platform that enables its experts to deliver solid solutions to hospital systems to prevent revenue loss.

CloudMed seasoned staff specializes in the compliance and recoupment of dollars left unpaid. The vendor will review claims submitted through final payment from payor via a lengthy claims/review and denials appeals process resulting in additional reimbursement for the hospital. Claims audits and submission for recoupment are subject to timely filing deadlines that vary payor to payor. CloudMed will ensure that timely filing deadlines on claims submissions and claims audits are met for successful dollar recoupment.

Since the inception of the current agreement in 2021, CloudMed has recovered \$3.5 million dollars for RUHS. Given this level of success, RUHS would like to extend Revenue Recovery services with CloudMed for one additional year.

**Impact on Citizens and Businesses**

The hospital and surrounding communities will benefit by having access to care at RUHS and its affiliated clinics. The monies collected by the contingency based providers increases overall revenue that allows for continued expansion and the possibility of new and revised programs.

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SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

**Contract History and Price Reasonableness**

On December 8, 2015, Agenda Item 3-49, the Board approved the Professional Services Agreement and sole source approval #16-381 with Triage Consulting Group for five years, effective December 1, 2015 through November 30, 2020 for an amount not to exceed \$750,000 annually.

On April 20, 2021 Agenda Item 15.1, the Board approved the Professional Services Agreement and sole source approval #21-069 with Triage Consulting Group for four years, effective April 1, 2021 through June 30, 2025 for an aggregate cost of \$5,950,001.

This Amendment will extend the period of performance for one additional year at a cost of \$350,000. This cost reflects reductions in rates from the current agreement in the following areas: A discount from 25% to 23.5% on "All Other Payers, Zero Balance Underpayment review" and a discount from 15% to 13% on "Medicare and Medicare Advantage Transfer DRG Underpayment Review" rates.

CloudMed Consulting Group provides services on a contingency basis. If RUHS is not paid, the vendor will not be paid.

This Amendment requires Board approval as the compensation provision exceeds the Purchasing Agent's authority and \$50,000 threshold for contracting with a vendor for professional services without seeking competitive bids per Purchasing Policy Manual, County Ordinance 459 and California Government Code § 25502.5.

**ATTACHMENTS:**

**Attachment A**      **Amendment No.1 to the Professional Service Agreement for Revenue Recovery Services between County of Riverside and CloudMed Solutions LLC, formerly known as Triage Consulting Group**

**Attachment B**      **Amendment No.1 to Single Source Approval #21-069**

  
Melissa Curtis, Deputy Director of Purchasing and Fleet

7/15/2025

  
Jacqueline Ruiz, Principal Analyst

7/18/2025

  
Gregg Gu, Chief of Deputy County Counsel

7/15/2025

**FIRST AMENDMENT TO THE  
AGREEMENT FOR  
PROFESSIONAL SERVICES  
(Revenue Recovery Services)**

This First Amendment to the Agreement for Professional Services (Revenue Recovery Services) (First Amendment), is entered into by and between the **County of Riverside** (COUNTY), a political subdivision of the State of California, on behalf of the Riverside University Health System (RUHS) and **CloudMed Solutions LLC**, a Delaware limited liability company, formerly known as Triage Consulting Group (CONTRACTOR), sometimes collectively referred to as the “Parties” or individually referred to as a “Party.”

WHEREAS, COUNTY and CONTRACTOR have entered into that certain Agreement for Professional Services (Revenue Recovery Services), approved April 20, 2021, and effective April 1, 2021 through June 30, 2025 (Agreement), whereby CONTRACTOR agreed to provide COUNTY with professional services in Revenue Recovery; and,

WHEREAS, COUNTY and CONTRACTOR desire to amend the Period of Performance and Compensation terms and Exhibit B of the Agreement:

NOW THEREFORE, the Parties agree as follows:

1. **Period of Performance.** Section 2. Period of Performance, Subsection 2.1, is hereby deleted in its entirety and replaced with the following:

“This Agreement shall be effective April 1, 2021 and continues in effect through June 30, 2026, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both Parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the COUNTY for a non-cancelable multi-year agreement.”

2. **Compensation.** Section 3. Compensation, Subsection 3.1, is hereby deleted in its entirety and replaced with the following:

“The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed six million three hundred thousand and one dollar (\$6,300,001), including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any of CONTRACTOR’s expenses related to this Agreement.”

3. **Payment Provisions.** Exhibit B Payment Provisions, Section 1.0, Subsection a.3 and a.4 are hereby amended as follows:

- “3. Medicare and Medicare Advantage Transfer DRG Underpayment Review – 13%
4. All other Payers not included above, Zero Balance Underpayment Review – 23.5%”

4. **Payment Provisions.** Exhibit B Payment Provisions, Section 4.0, is hereby amended as follows:

“Maximum payments by COUNTY to CONTRACTOR shall not exceed six million three hundred thousand and one dollar (\$6,300,001), including all expenses.

5. **Miscellaneous.** All other terms and conditions of this Agreement are to remain unchanged.

6. **Effective Date.** This First Amendment to the Agreement shall become effective June 30, 2025.

**IN WITNESS WHEREOF**, the Parties have caused their duly authorized representatives to execute this First Amendment.

**COUNTY OF RIVERSIDE**, a political subdivision of the State of California

**CloudMed Solutions LLC, a Delaware limited liability company**, formerly known as Triage Consulting Group LLC

By: 

By: 

Name: V. MANUEL PEREZ

Name: Kyle Hicok

Title: Chair, Board of Supervisors

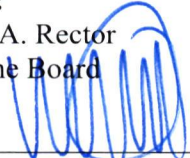
Title: President, RPS

Date: JUL 29 2025

Date: 6/17/2025

**ATTEST:**

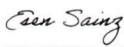
Kimberly A. Rector  
Clerk of the Board

By: 

Title: DEPUTY

**APPROVED TO FORM:**

Minh C. Tran  
County Counsel

By: 

Name: Esen Sainz

Title: Deputy County Counsel

Date: Jun 17, 2025

**ROUTE SLIP**

From: Gilbert Rivera, Senior Administrative Services Analyst  
 Date: June 12, 2025

**Regarding: Amendment No. 1 to the Professional Service Agreement with CloudMed Solutions LLC, formerly known as Triage Consulting Group for Revenue Recovery Services without seeking competitive bids**

Name	Title	Reviewed
Israel Gomez	Procurement Contract Specialist	Yes
Jonelle Morris	Chief Operating Officer	 <small>Jonelle Morris (Jun 12, 2025 12:11 PDT)</small>
Joe Zamora	Chief Financial Officer	 <small>Joe Zamora (Jun 17, 2025 09:55 PDT)</small>
Jennifer Cruikshank	Chief Executive Officer	JC

The attached document requires approval:

- Single Source Justification (SSJ) – required for non-competitively bid Agreements in excess of \$5,000
- Period of Performance – July 1, 2025 through June 30, 2026
- Amount - \$385,000 (includes contingency)
- Service – CloudMed Solutions LLC, formerly known as Triage Consulting Group (“Triage”) conducts audit reviews of zero balance accounts for recoupment of underpayments as well as discovering unidentified short pays by automated systems or staff, thereby resulting in increased revenue for the hospital. CloudMed is a multi-faceted organization that provides revenue recovery services on a contingency paid basis.
- Reviewed and pre-approved by – PCS and PCS Supervisor Kim Cruz
- Anticipated BOS agenda date – June 24, 2025



SSJ No.: 21-069

Amendment No.: 1

Date: Thursday, June 12, 2025

From: Sarah Acosta, Executive Director, Hospital Administration

To: Board of Supervisors

Via: Gilbert Rivera, Senior Administrative Services Analyst 951-486-6545, on behalf of Sarah Acosta

Subject: Request for service

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote     
  Supplier Sole Source Letter     
  Final draft agreement  
 Final draft Form 11     
  H-11 approved by RCIT/TSOC     
  Grant Agreement  
 Other: Final draft 1<sup>st</sup> Amendment

- Supplier Name: CloudMed Supplier ID: 0000254961
- Reason or Justification for the Amendment: The term of this agreement will end June 30, 2025. The department has agreed to proceed forward with a Request for Proposal. I am currently working with PCS Israel Gomez to begin the RFP process. In effort to avoid the loss of revenue generated as a result of the Recovery/Collection service provided by Cloudmed, the department would like to request a 1-year extension to the existing agreement. Cloudmed is already integrated into the RUHS system, as well as trained in internal policies and processes specific to RUHS. The amount of time it would take to onboard a new vendor, while the RFP process is underway, would result in the loss of much needed revenue. Furthermore, for this 12 month extension, Cloudmed has agreed to provide further rate reductions to RUHS in the following areas: "All Other Payers, Zero Balance Underpayment review" and "Medicare and Medicare Advantage Transfer DRG Underpayment Review".

3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY <u>20/21</u>	FY <u>21/22</u>	FY <u>22/23</u>	FY <u>23/24</u>	FY <u>24/25</u>	Total
One-time Costs:	\$350,001	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$5,950,001
<i>(Insert description)</i>						



Other Costs:						
Total Costs	\$350,001	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$5,950,001

Note: Insert additional rows as needed

a. Amended goods and/or services costs must be identified below (If applicable):

Description:	FY <u>25/26</u>	FY _____	FY _____	FY _____	FY _____	Total
One-time Costs:	\$350,000					
10% Contingency	\$35,000					
Other Costs:						
Total Costs	<b>\$385,000</b>					

Note: Insert additional rows as needed

4. Period of Performance: July 1, 2025 through June 30, 2026

Ratify Start Date (if applicable): \_\_\_\_\_

Initial Term Start Date: July 1, 2025 End Date: June 30, 2026

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): N/A

Aggregate Term/ End Date: June 30, 2026

5. Projected Board of Supervisor Date (if applicable): June 24, 2025

**By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.**

Jennifer Cruikshank  
Print Name

*Jennifer Cruikshank*  
Department Head Signature  
(Executive Level Designee)

Jun 17, 2025  
Date

PCS Reviewed:

Israel Gomez  
Print Name

*Israel Gomez*  
Signature

06/30/25  
Date

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to [psolesource@rivco.org](mailto:psolesource@rivco.org), and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.





The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Review and Comments: \_\_\_\_\_

<u>Stacy Orton</u>	<u>7/14/2025</u>	<u>21-069a</u>
<b>Purchasing Agent Signature</b>	<b>Date</b>	<b>Tracking Number</b> (Reference on Purchasing Documents)

# SSJ Amendment in support of the CloudMed Agreement for Revenue Recovery Services

Final Audit Report

2025-06-17

Created:	2025-06-12
By:	Gilbert Rivera (g.rivera@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA6nKnPdxNsvca_36w7ujKZ_RzFSFwhX2Y

## "SSJ Amendment in support of the CloudMed Agreement for Revenue Recovery Services" History

-  Document created by Gilbert Rivera (g.rivera@ruhealth.org)  
2025-06-12 - 6:18:10 PM GMT
-  Document emailed to Jonelle Morris (j.morris@ruhealth.org) for signature  
2025-06-12 - 6:19:19 PM GMT
-  Email viewed by Jonelle Morris (j.morris@ruhealth.org)  
2025-06-12 - 6:20:07 PM GMT
-  Document e-signed by Jonelle Morris (j.morris@ruhealth.org)  
Signature Date: 2025-06-12 - 7:11:07 PM GMT - Time Source: server
-  Document emailed to Joe Zamora (j.zamora@ruhealth.org) for signature  
2025-06-12 - 7:11:08 PM GMT
-  Email viewed by Joe Zamora (j.zamora@ruhealth.org)  
2025-06-12 - 7:12:07 PM GMT
-  Document e-signed by Joe Zamora (j.zamora@ruhealth.org)  
Signature Date: 2025-06-17 - 4:55:35 PM GMT - Time Source: server
-  Document emailed to Chelsea Glendinning (c.glendinning@ruhealth.org) for signature  
2025-06-17 - 4:55:38 PM GMT
-  Email viewed by Chelsea Glendinning (c.glendinning@ruhealth.org)  
2025-06-17 - 4:56:13 PM GMT
-  Document e-signed by Chelsea Glendinning (c.glendinning@ruhealth.org)  
Signature Date: 2025-06-17 - 5:25:31 PM GMT - Time Source: server

✔ Agreement completed.

2025-06-17 - 5:25:31 PM GMT