
Sponsor: Financial Assistance Services

Meeting Date: 10/21/2025

Title: Revenue Agreement with Monarch Healthcare Management IV LLC

File Number: 2025-405

Background and Rationale:

When many residents' life circumstances changes and they need long-term care, they come to Ramsey County to apply for Medical Assistance and other economic assistance supports. Unfortunately, because of a number of factors, including the volume of applications received, the processing of these applications can be delayed, which ultimately delays the residents ability to receive care because the care provider cannot receive payment for services. In response to these issues, Monarch Healthcare, a company that manages seven long-term care facilities located in Ramsey County, approached Ramsey County to explore solutions.

The solution that was identified was to add two additional Eligibility Specialists positions (80 hours per week across two staff), that Monarch Healthcare would reimburse expenses not reimbursed through Random Moments Time Study reimbursement, to process renewals and be the intake liaison for new applications. The other expenses related to these positions will be reimbursed through existing random moment cost reimbursement, so no additional levy costs are expected to be incurred. This is a pilot project and Financial Assistance Services will assess the effectiveness following the initial year of the agreement.

Recommendation:

The Ramsey County Board of Commissioners resolved to:

1. Approve the agreement with Monarch Healthcare Management IV LLC for financial assistance processing services for the period of October 21st, 2025, through October 20th, 2026 in the amount of \$96,644.
2. Authorize the Chair and Chief Clerk to execute the agreement.
3. Authorize the County Manager to approve and execute amendment to renew the term of the agreement for up to one year, in a form approved by the County Attorney's Office.
4. Approve an increase in the personnel complement of Financial Assistance Services by 2 Full Time Equivalents Eligibility Specialist.

A motion to approve was made by Commissioner Jebens-Singh, seconded by Commissioner Xiong. Motion passed.

Aye: - 6: Jebens-Singh, McGuire, McMurtrey, Miller, Ortega, and Xiong

Excused: - 1: Moran

By: 
Jason Yang, Chief Clerk - County Board