

MHBE Board Meeting

April 15, 2019

Operations Procurement Update

Presented by:

Raelene Glasgow, Procurement Officer, MHBE
Heather Forsyth, Director, Consumer Assistance,
Eligibility & Business Integration, MHBE

Art & Negative Contract Renewal

Background

MHBE contracts with Art & Negative Graphics for Maryland Health Connection (MHC) Fulfillment Center Services to print and mail consumer notices, 1095 Forms, and Voter Registration Forms. Art & Negative also receives and processes consumer verification documents and paper applications for health coverage eligibility and enrollment in Medicaid programs and Qualified Health Plans.

Procurement Summary

- MHBE awarded with the Board's approval, the Fulfillment Center contract to Art & Negative Graphics on **July 17, 2017** for the 2-year Base Period from **July 1, 2017 to June 30, 2019** with three optional *one year renewals* until **June 30, 2022**.
- Option Year 1 for the period commencing **July 1, 2019** and ending **June 30, 2020** is up for renewal in the NTE amount of **\$3,000,000.00**.

How is this Contract Monitored?

Reporting:

- Daily Outbound Production Emails (Notices, 1095s, MCO Packets)
- Daily Production Log (all service activities tracked)
- Month-end Inbound Scanning Report

Communications:

- Ad hoc telephonic updates/check-ins
- Monthly Client Meeting
- Email coordination

Service Level Metrics and Unit Billing Validation:

- Independent reporting through Salesforce CRM and HBX
- Supporting documentation with invoice submission

Art & Negative Accomplishments:

- Met all services levels during FY19
- Received, scanned and uploaded over 38K consumer verifications documents
- Printed and mailed 11.2M Maryland Health Connection notices
- Produced and mailed over 1.3M IRS Forms 1095-A/1095-B

Request to Approve First Option Year Renewal

MHBE requests the Board's approval to exercise the first option year renewal of the Contract with Art & Negative Graphics from July 1, 2019 to June 30, 2020 for an amount of \$ 3,000,000.00