

# 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

# Maximus Contract Renewal

## Background

MHBE contracts with Maximus Health Services, Inc. for the Maryland Health Connection (MHC) Consolidated Service Center to assist consumers in applying for health coverage eligibility and enrollment in Medicaid programs and Qualified Health and Dental Plans.

## Procurement Summary

- MHBE awarded with the Board's approval, the MHC Call Center Services Contract to Maximus Health Services, Inc. on **June 19, 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 \$ **17,340,000.00**.

# Call Center Structure and Services

## Two Sites: Woodlawn, MD and Glendale, CO

- Customer Service Representatives (CSRs) – English/Spanish (200+)
- Forecasting, Workforce Management
- Leads/Supervisors/Manager/Director
- Quality Assurance (QA) Manager
- Training Manager
- Trainers
- Quality Monitors
- Staff Ratio – Leads 10:1; Supervisors 20:1; QA 30:1

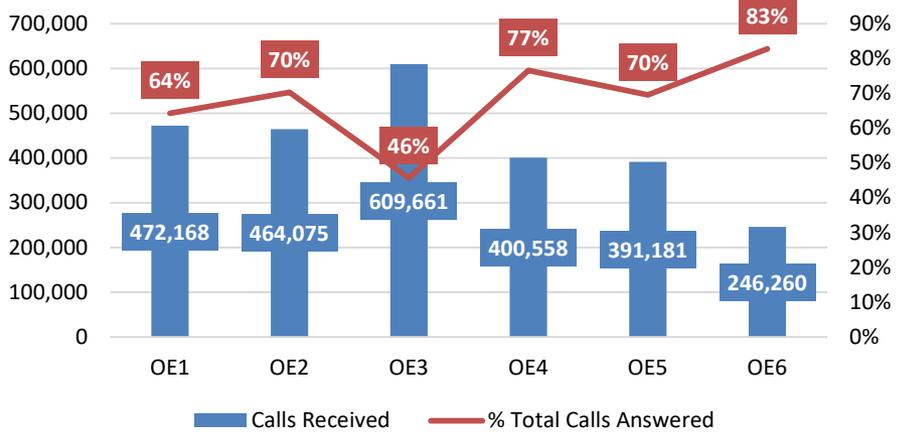
## Special Projects Services

- Escalations
- Subject Matter Experts (SME) Team (834 Templates and Trackers)
- Social Media Response Representatives – Twitter; Facebook
- Producer Support Line
- BATPhone Technical Support
- Certified Application Counselor (CAC) Support Line
- Navigator Escalation Support via Email 2 Case

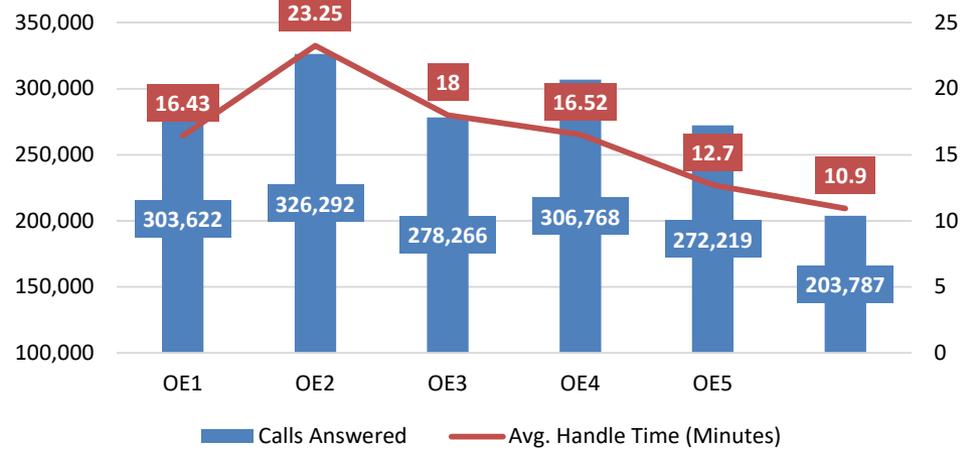


# Historical Open Enrollment Performance OE1 to OE6

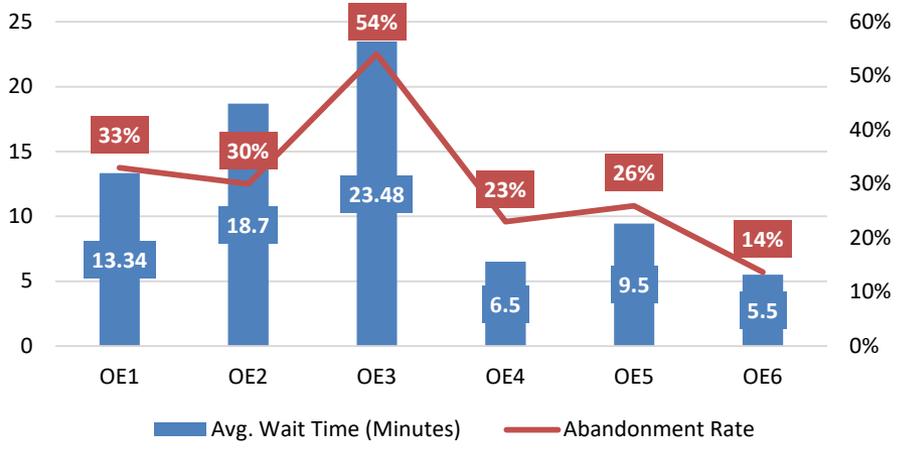
### Total Calls Received vs. Total Calls Answered - OE1 to OE6



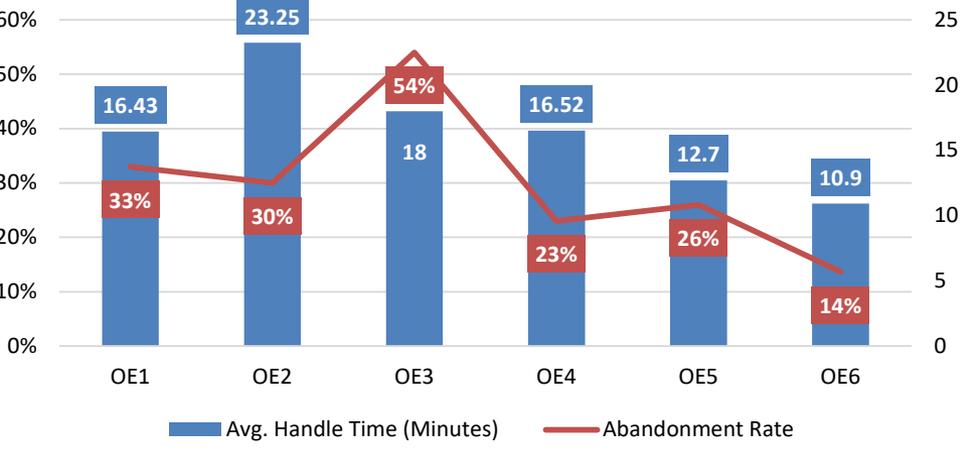
### Calls Handled vs. AHT - OE1 to OE6



### Avg. Wait Time vs. Abandonment Rate - OE1 to OE6



### Avg. Handle Time vs. Abandonment Rate - OE1 to OE6



# How is this Contract Monitored?

## Reporting:

- Weekly Business Owner Updates
- Daily Statistics Report
- Hourly Interval Queue Performance Report

## Communications:

- Ad hoc telephonic updates/check-ins
- Bi-Weekly Client Meetings
- Bi-Weekly Medicaid MCO Checkpoints
- Email coordination

## Service Level Metrics and Unit Billing Validation:

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

# Request to Approve First Option Year Renewal

**MHBE requests the Board's approval to exercise the first option year renewal of the Contract with Maximus Health Services, Inc. from July 1, 2019 to June 30, 2020 in an amount of \$ 17,340,000.00**