

MHBE Board Meeting

April 20, 2020

Option Year for Call Center and Fulfillment Center Contracts for FY21

Presented by:

Raelene Glasgow, Procurement Officer

Heather Forsyth, Director, Consumer Assistance, Eligibility &
Business Integration

Background

MHBE contracts with Maximus Health Services, Inc. for the Maryland Health Connection (MHC) Consolidated Services Center (“Call Center”) to assist consumers applying for insurance affordability programs and enrolling in Qualified Health Plans, Stand-alone Dental Plans, and Medicaid programs.

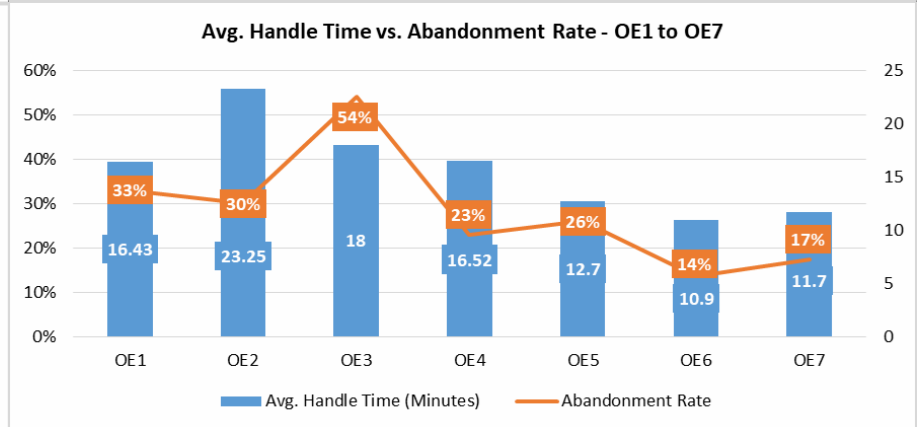
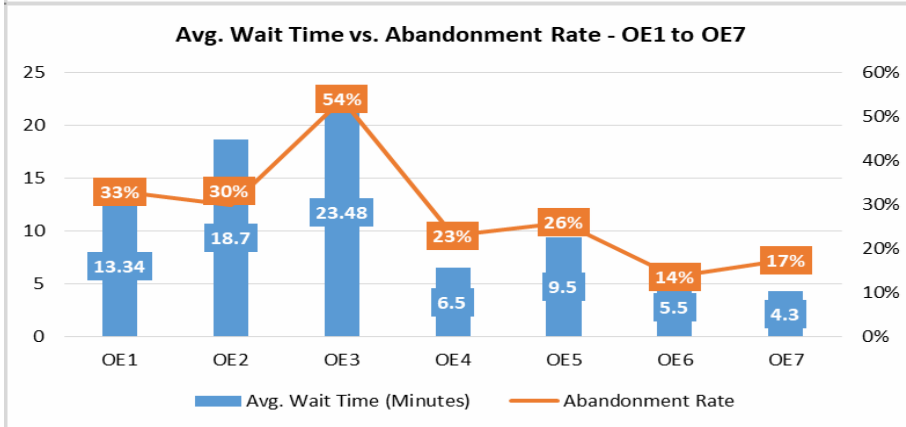
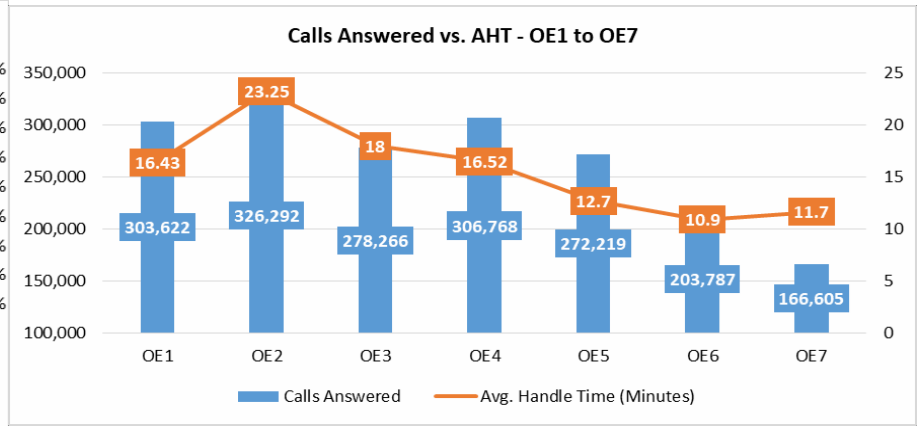
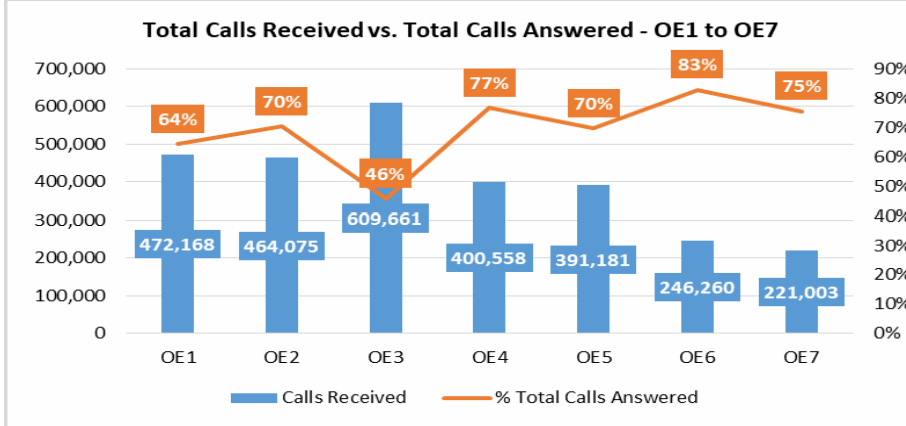
Three Sites: Woodlawn, MD and Glendale, CO and Hampton, VA

- Customer Service Representatives (CSRs) – English/Spanish (150 to 200+ depending on forecasting models)
- Forecasting, Workforce Management
- Leads/Supervisors/Manager/Director
- Quality Assurance (QA) Manager
- Training Team
- Quality Monitors
- Staff Ratio – Leads 10:1; Supervisors 20:1; QA 30:1
- Work from Home program – successfully transitioned 90% of staff to WFH for COVID-19 State of Emergency

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 OE 1 to OE 7



Performance Notes:

- Better performance in OE7 compared to first 5 years, but lower than last year
- Overstaffed in OE6
- Adjusting to newer call patterns, forecasting
- Newer staff later in open enrollment period

Request to Approve Second Option Year Renewal

Procurement Summary

- MHBE awarded with the Board's approval, the MHC Call Center Services Contract to Maximus Health Services, Inc. on **June 9, 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 2 for the period commencing **July 1, 2020** and ending **June 30, 2021** is up for renewal in the NTE amount of \$ **16,905,633**.

MHBE requests the Board's approval to exercise the second option year renewal of the Contract with Maximus Health Services, Inc. in an NTE amount of \$16,905,633.

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.

Accomplishments:

- Met all service levels but one (January) during FY20 to date
- Received, scanned and uploaded over 50,000 consumer verifications documents
- Printed and mailed 1.4 million Maryland Health Connection notices
- Produced and mailed over 1.6 million IRS 1095-A/1095-B Forms

Request to Approve Second Option Year Renewal

Procurement Summary

- MHBE awarded with the Board's approval, the Fulfillment Center contract to Art & Negative Graphics on **June 1, 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 2 for the period commencing **July 1, 2020** and ending **June 30, 2021** is up for renewal in the NTE amount of **\$3,100,000**.

MHBE requests the Board's approval to exercise the second option year renewal of the Contract with Art & Negative Graphics from July 1, 2020 to June 30, 2021 for an NTE amount of \$ 3,100,000