

# MDTHINK AT YEAR 1

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MHBE BOARD OF TRUSTEES MEETING / JULY 20, 2020

VENKAT R. KOSHANAM, CHIEF INFORMATION OFFICER

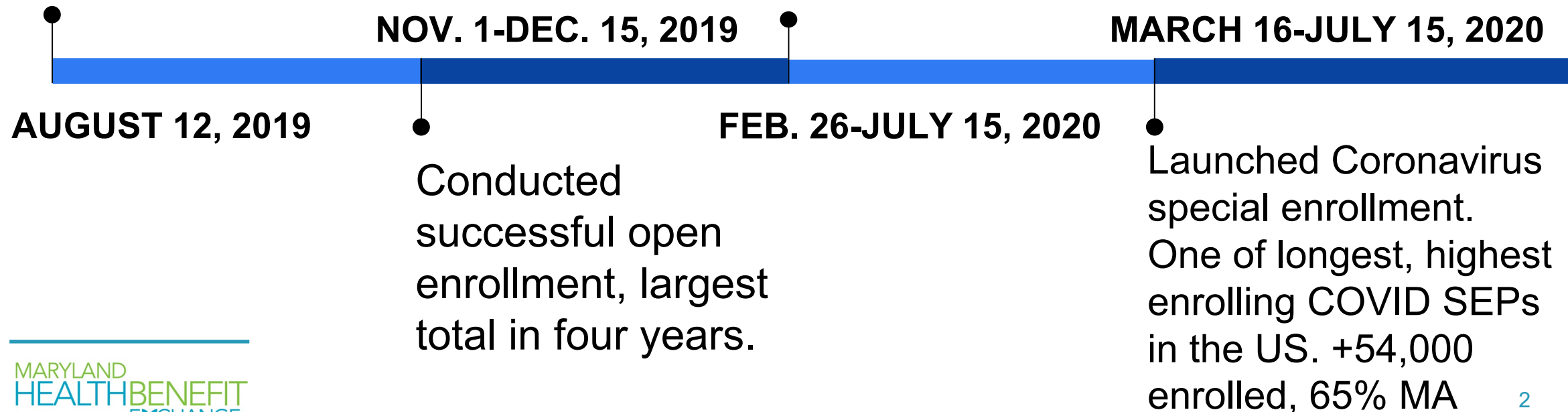
TONY ARMIGER, CHIEF FINANCIAL OFFICER

ANDREW RATNER, CHIEF OF STAFF

# TIMELINE

Completed migration into Amazon Web Services (AWS) cloud through MDThink.

Launched 1st in nation special enrollment tied to state income tax filings for consumers who lack health insurance. +3,700 enrolled so far



# PROCESS MATURING

- Ability to increase server capacity during Open Enrollment reasonably quickly.
- Load-testing procedures have improved, yielding quicker results.
- Teams working together to rapidly respond to resolve issues.
- Certain complementary MDT AWS/Infrastructure skills are valuable to MHBE.
- Professional service costs from MDT dipped in Jan.-Feb. after OE. It began growing again before dropping back in May.

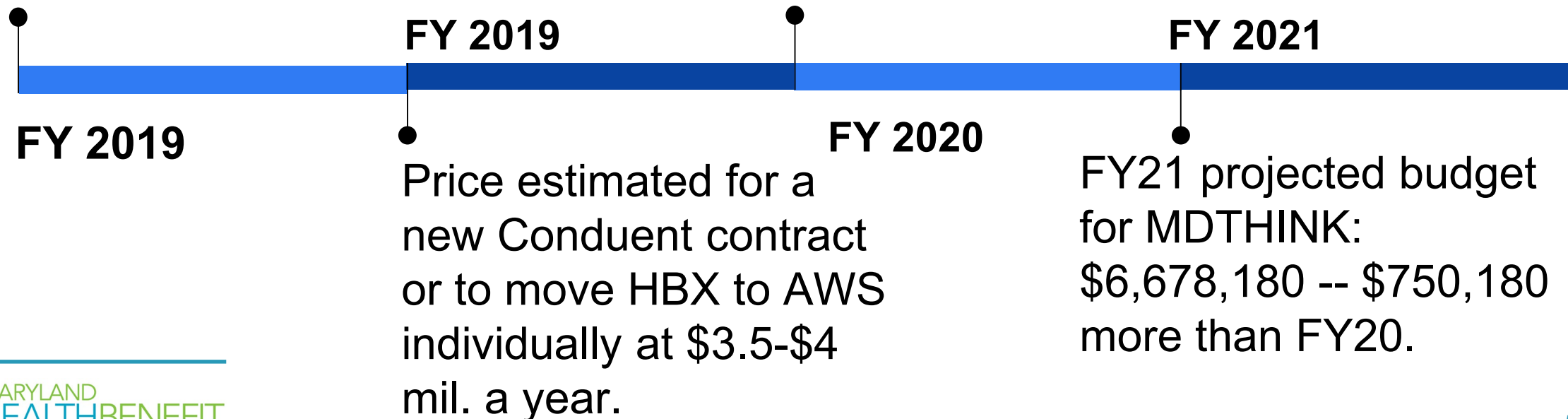
# FUTURE CHALLENGES

- Overall infrastructure costs on MD THINK higher than originally predicted. Delay in rollout of other MDT agencies make MHBE bear greater burden for shared services w/o others sharing.
- Professional Service costs continue to increase.
- Blended resource rate is higher than MHBE average.
- Lower skill levels and operational maturity of MDT professional services team, increases the amount of hours charged for M&O and change activities, requiring MHBE team to spend more time and effort to meet necessary M&O support.
- Uncertainty in procurement of software licenses caused operational issues.
- Higher costs will put pressure on Exchange to fulfill mission: ie. SHOP small business improvements postponed for FY21

# MORE COST THAN ANTICIPATED

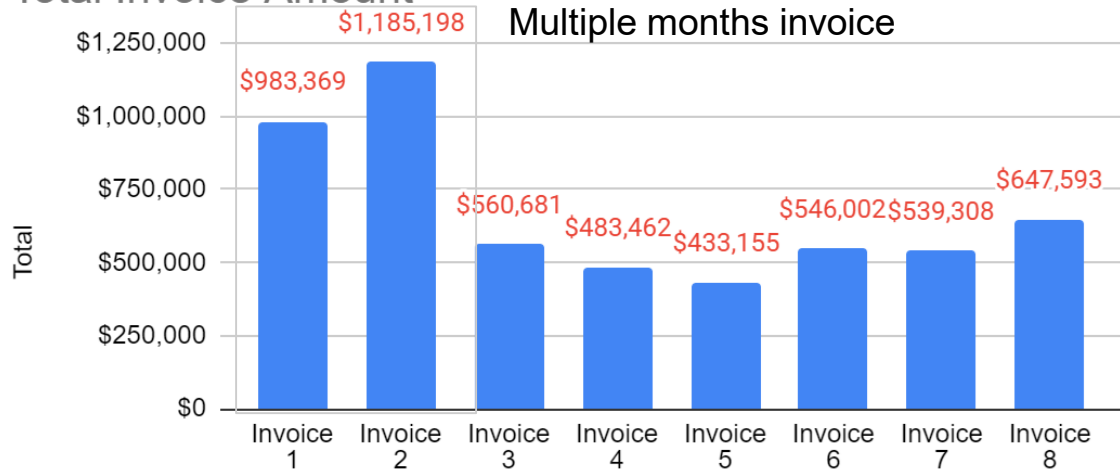
MHBE was ending 5th year of base contract with Conduent for server hosting at \$4,942,875.

FY20 on MDTHINK: \$5,928,000 (for 10.5 months, 8/12/19 to 6/30/20) -- \$188,000 more than 12-month FY20 estimate in MOU (\$5,740,000).

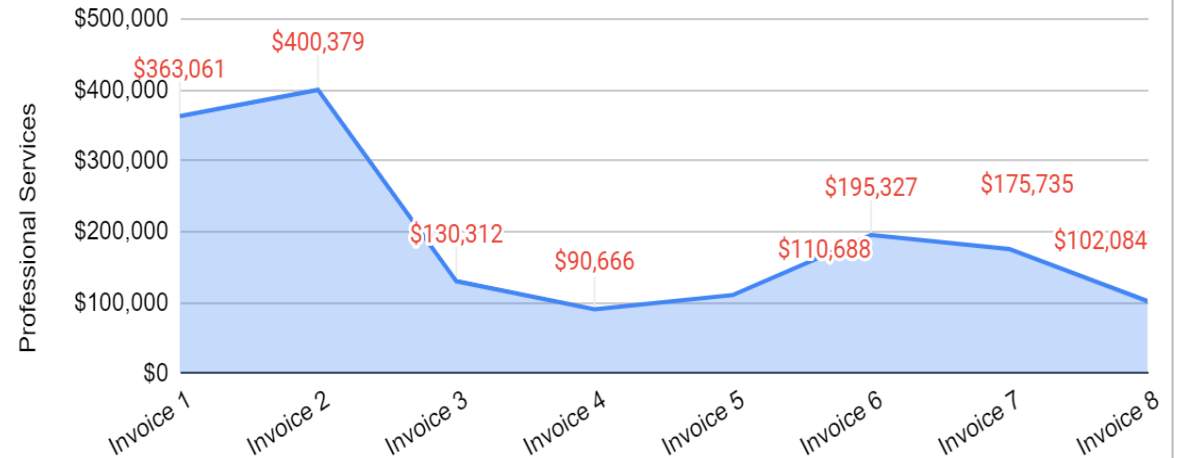


# HOURS / RESOURCE TRENDS

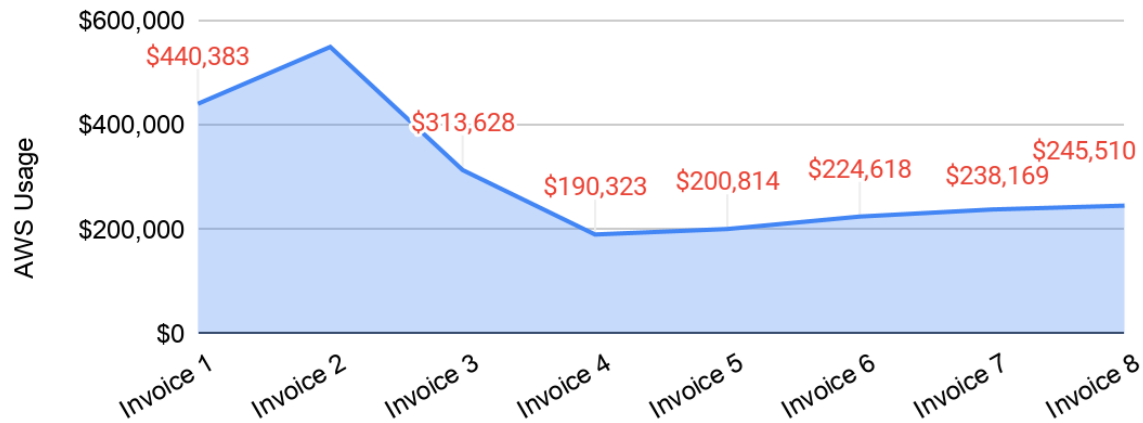
## Total Invoice Amount



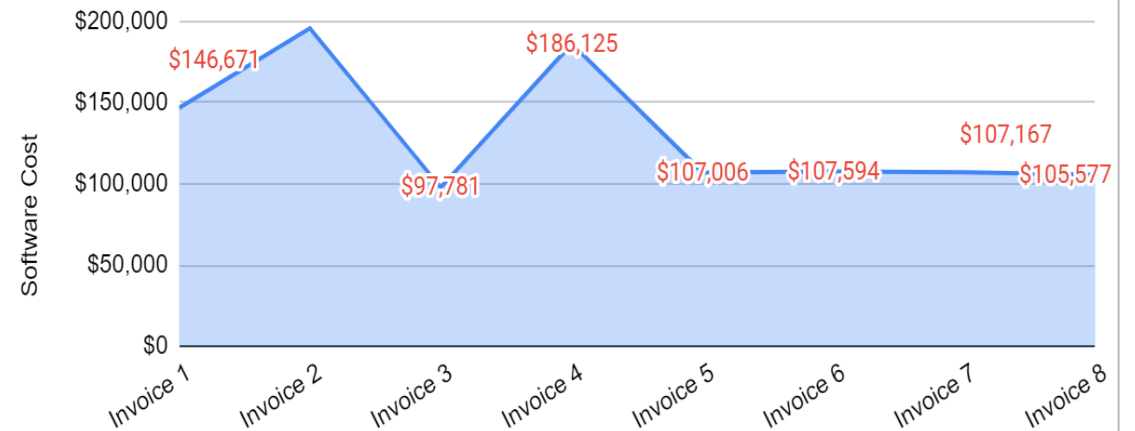
## Professional Services



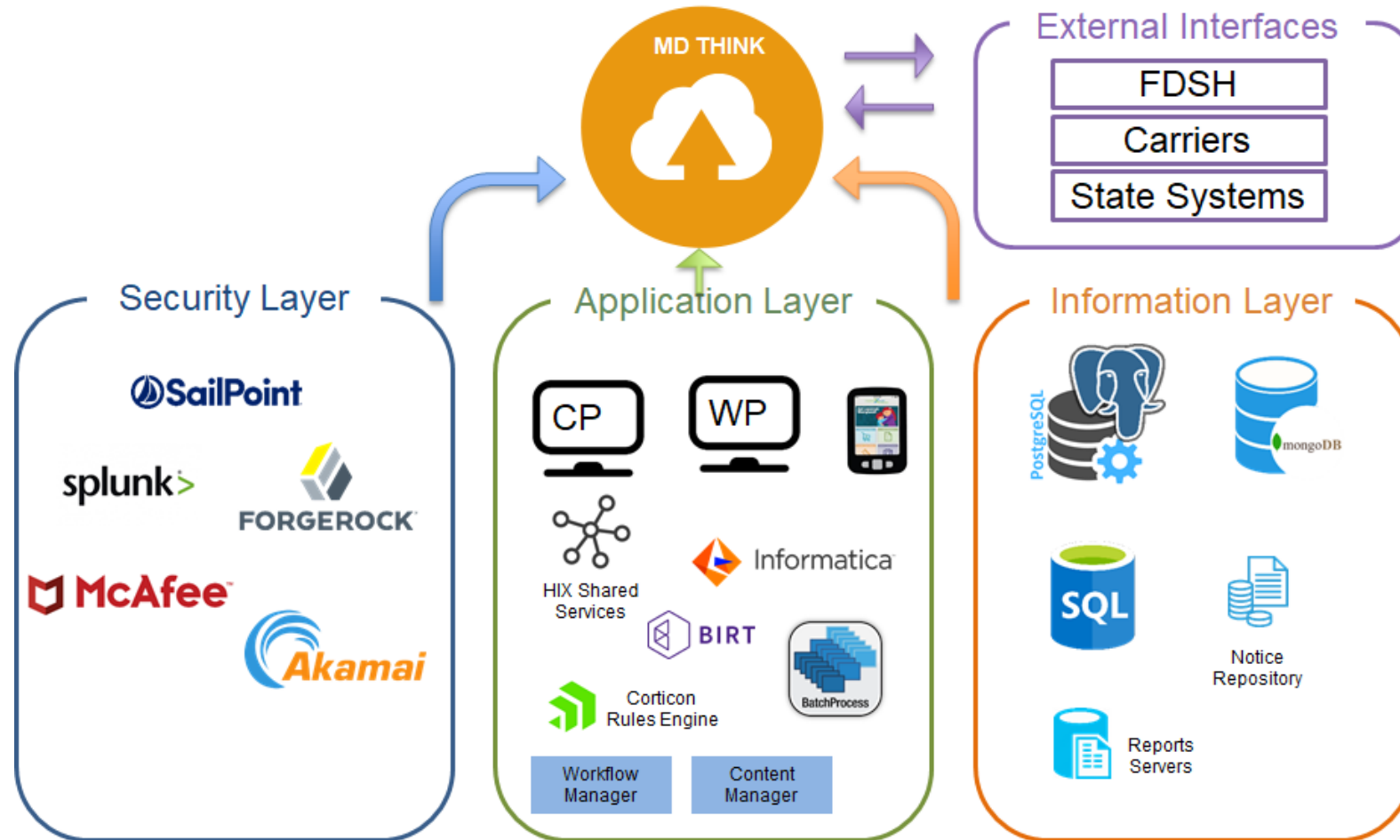
## AWS Usage



## Software Cost



# HBX ON MD THINK INFRASTRUCTURE



# SUMMARY

- Major, rapid migration did not negatively impact open enrollment for the 2020 plan year.
- Increasing costs, immaturity of M&O operations affect mission critical work, quality of work, customer service delivery and the ability to respond for Maryland Health Connection.
- That will become more critical in the next few years as severe budget pressure and large loss of employer-sponsored coverage continue.
- We have discussed \$ with Dept. of Budget and Management and MDT Steering Committee and look to work w/ both on an equitable solution.
- Onboarding of more programs onto MDTHINK should reduce cost burden to MHBE.





QUESTIONS?