

# MHBE Board Meeting

September 21, 2020

## Language Line NTE Increase FY20 and FY21

### **Presented by:**

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Eligibility & Business Integration, MHBE

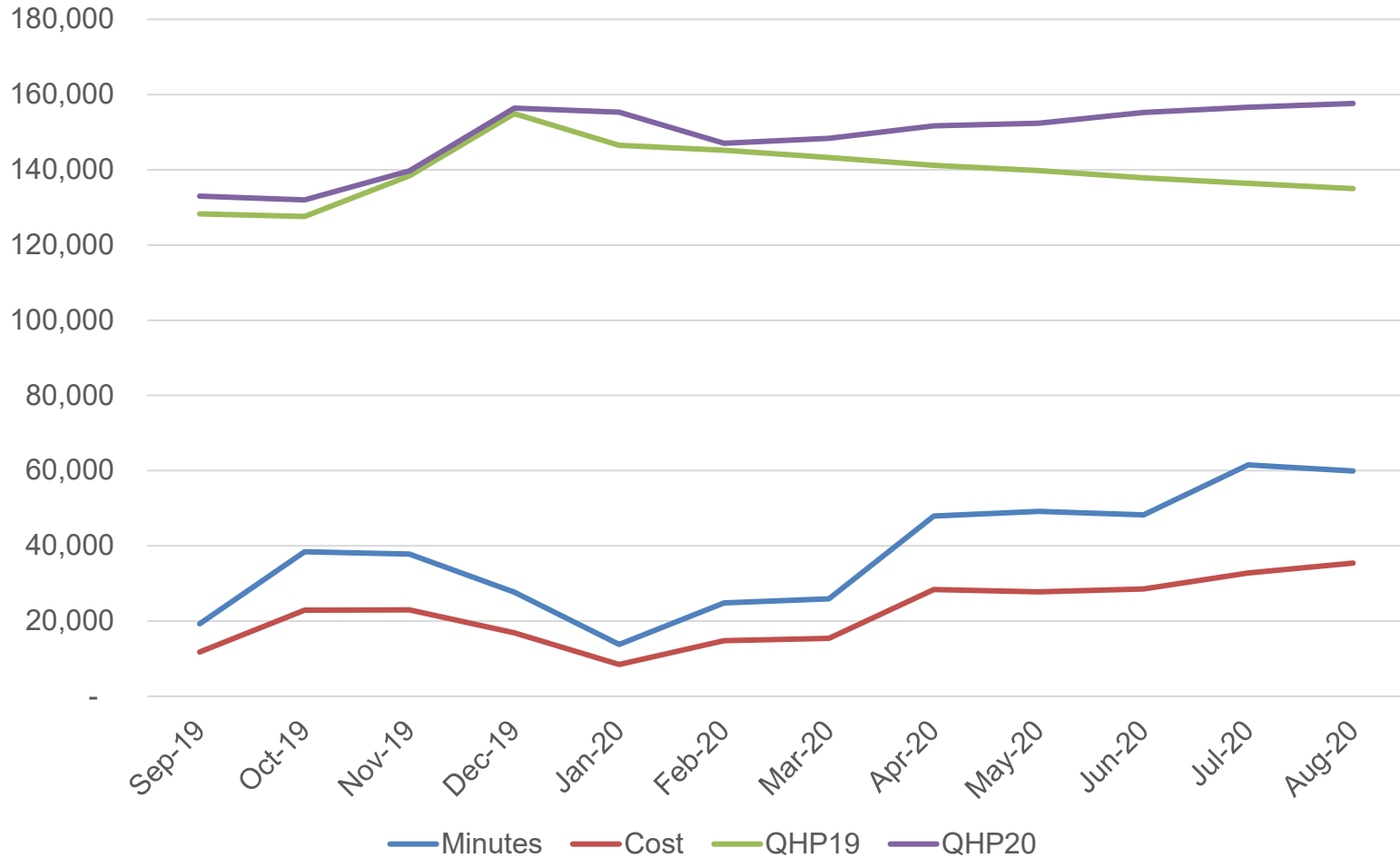


# Background

- Translation services obtained through Board of Public Works approved State Language Line contract
- Board approved FY20 Language Line contract Not to Exceed (NTE) increase to \$218,000 at June board meeting
- Actual costs exceeded NTE by \$4,212, bringing total cost to \$222,212
- Need to increase FY20 NTE to cover actual costs
- Significant increase in translation service utilization warrants FY21 contract NTE increase

# 12 Month Trend

## Enrollment, Utilization, Cost





# Increased Utilization Factors

- COVID-19 and Tax filing special enrollment periods
- Medicaid certification extension confusion
- Closure of local agency offices and accessibility of in-person assistance from caseworkers, producers, and navigators
- Increased marketing and outreach efforts to reach Latinx community
- Call trends track enrollment trends



# FY21 CONTRACT

- Utilization at trend levels will exceed projected FY21 contract amount of \$210,000
- Uncertainty around COVID-19 will continue to put pressure on language line services
- Increased focus on reaching Latinx and other non-english speaking communities will continue to drive need for services
- Current contract per minute competitive rate validated
- Evaluating other mitigation strategies to lower costs where feasible

# Request to Approve Increased NTE Amount

## **Motion One**

MHBE requests the Board's approval to increase the Not to Exceed (NTE) amount of \$218,000 by \$4,212 to a new NTE amount of \$222,212 for Language Line services for FY20

## **Motion Two**

MHBE requests the Board's approval to increase the current Not to Exceed (NTE) amount of \$210,000 for Language Line services for FY21 to a new NTE amount of \$380,000

Note: Language Line costs are split 57% State and 43% Federal funds