

## QUESTION AND ANSWER #1

### Small Business Premium Aggregation Billing System

BPM43384 -7/12/2024 posted

1. **Question:** How many carriers are participating on the Maryland SHOP Exchange?

**Answer:** Four (4) carriers

2. **Question:** Does the state have projected call volumes required to support premium billing?

**Answer: Anticipated Call Volume per month (MHC-SB users):**

Employees: 30

Employers: 20

Brokers: 50

Misc: 20

**Anticipated Call Volume per month (MHC-SB prospects):**

Employers: 30

Misc: 20

3. **Question:** During data migration, will the premium billing system be expected to migrate premium balances from the carrier? If yes, will these balances be at the coverage month level?

**Answer:** Yes, MHBE will provide the carrier payment level data.

4. **Question:** PBS-02.A.3, PAGE 14. Does the State have an existing print vendor that the contractor's is required to use.

**Answer:** MHBE does have a print vendor, but we do not require the contractor to use this vendor.

5. **Question:** PBS-02.B.2, PAGE 15. Which entity, the State, contractor, or customer, is responsible for paying the credit card merchant fees?

**Answer:** We will accept credit card payments with merchant fees as the consumer's responsibility.

6. **Question:** Page 12 states "The table below shows the planned timeline for the project, including planning, development, testing, deployment, and launch, which is scheduled for September 2025."

Page 33 states "Projected Fully Implemented Start date will be May 1, 2025"

Please confirm the anticipated go live date of the premium billing system.

**Answer:** The anticipated Go Live date will be September 1, 2025. Contract award is projected for September 1, 2024; MHBE is projecting a start up period between 6-12 months.

**7. Question:** Section 3.9.2 PAGE 48 Because the contractor will be providing financial services, will the State consider SOC 1 Type 2 as an alternative to SOC 2 Type 2 to allow for the testing of financial controls?

**Answer:** Yes, you may, but the contractor still must meet the other MARS-e requirements to ensure security controls are covered.

**8. Question:** Section 3.9.2.1 PAGE 49 Has the State considered using a single third-party auditor to execute the initial MARS-E assessment against all portions of the SHOP platform to reduce costs and provide platform-wide governance?

**Answer:** We are not totally clear on the nature of your question. Are you asking if the State has considered using an independent assessor and if so, would they include your system proposed system as part of the scope? The answer would be No. If our rephrase does not answer your question please restate it a little more clearly.

**9. Question:**

Section 3.9.2.2 PAGE 50 states, "CMS requires an independent assessment of all MARS-E security and privacy controls to be conducted every three (3) years or with each major system change. The Contractor shall either perform an internal self-assessment or contract a third-party security vendor to assess compliance..."

This section states that "CMS requires an independent assessment", it continues and states that we may perform "an internal self-assessment."

May the contractor perform an internal self-assessment to satisfy the requirement in 3.9.2.2?

**Answer:** Yes, you may but, please make sure that the internal assessor is independent of the awardee contract team.