

Upcoming Solicitations

MHBE Board of Trustees Meeting

February 22, 2022

Consolidated Service Center (Call Center)

Current Contract ends June 30, 2022

Two Prior Contracts: 2013 to 2017 and 2017 to 2022

Maximus has been the vendor both prior and current contract

Current Contract Value \$10-12M/year

Current contract had 3-year base with two 1-year options

- ❖ Next contract 3-year base with one 2-year option

New contract will consolidate services/costs, plus broaden scope of work to increase flexibility

RFP is scheduled to be issued by the end of February with responses due back after 30 days

Will return for Board approval May 16 meeting

Fulfillment Center

At one time was combined contract with call center

Became stand-alone contract in 2017

Current vendor is Art & Negative, Contract Value \$3M/year

- ❖ Printing – system generated notices, ad hoc notices, 1095 forms, Medicaid packets, mail service of voter registration forms
- ❖ Inbound mail – return mail processing, scanning/uploading documents, paper apps

RFP to be issued by mid-March, with responses due Mid-April

Will return for Board approval May 16 meeting

Navigator Program Grants

- ❖ Not a procurement, but also coming soon
- ❖ 3-year cycle with new RFA to be released in March for FY 23 with two one-year options
- ❖ \$10M per year to be distributed in amounts highest where percentage of uninsured is greatest
- ❖ After significant input from stakeholders, the Connector Program will refocus on hyper-local outreach and application and enrollment assistance for new enrollees through localized service centers
- ❖ Fewer Navigators, more outreach workers
- ❖ New enrollment and outreach goals; requirements for bilingual navigators

Language Services

MHBE utilizes the Maryland BPW contract with Language Line Services to provide third party translation services at the call center for consumers who are not fluent in English. However, Language Line costs have steadily increased over the last three years, and service has been inconsistent.

For example, our current NTE amount for Language Line Services for FY22 is \$350,000 (\$191,842 in federal funds and \$158,158 in state funds) and at our current rate of spend we expect an increase in the NTE is needed to cover the last two months of FY22

To better control costs and level of service MHBE will issue an RFI to consider all available options for providing language line services with the goal of implementing an alternative as soon as possible.

We will return with updates at the Board's May 16 meeting, but in the meantime request an increase in the NTE from \$350,000 to \$450,000 to cover costs through the remainder of FY22.



Heather Forsyth, Director

Consumer Assistance, Eligibility & Business Integration

