Consumer Assistance Contract Review

Language Translation Services (LL) Fulfilment Services (FC) Consolidated Service Center (CSC) Connector Entity Grants (CE)

MHBE Board of Trustees Meeting May 15, 2023

Presented by:

Shirelle Green, Procurement Officer Tamara Gunter, Director of Consumer Assistance



Language Translation Services



Language Line

- MHBE utilizes the Maryland State contract with Language Line Services through the Board of Public Works (BPW).
- Each agency generates a purchase order from the State contract's BPO.
- The BPW contract is a 5-year contract which ends in 2024.
- Seeking Board approval to generate a PO through BPW's state contract for Language Line services in the not to exceed amount of \$450,000 for FY24.

• Funding Split 45.2% Federal, 54.8% State

Language Line Usage

- On average 50% of all language assisted calls handled with Language Line are Spanish.
- French, Amharic and Mandarin all tie for the 2nd most used languages at an average of 7% of calls handled with Language Line.
- Language Line has offered the best pricing and services under the Maryland State DBM contract.
- Language Line offers over 250 different languages.



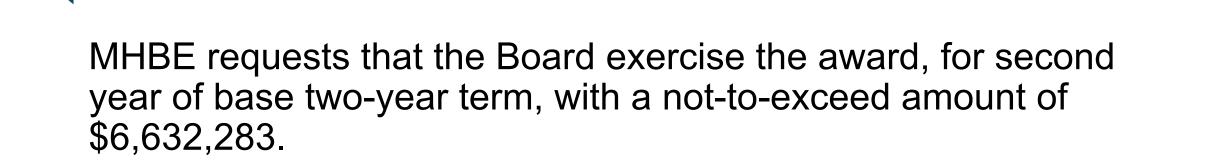
MHBE requests that the Board approve the request to secure Language Line services through the State contract with the Board of Public Works in the not-to-exceed amount of \$450,000 for FY24

Fulfilment Service Center



Fulfillment Services

- Current Vendor is Art & Negative Graphics
- Print and mail consumer notices, tax forms, voter registration forms, MCO enrollment packets, and Medicaid cards; and receive and process incoming mail
- FY24 is second year of base term, with a one two-year option
- NTE amount for FY24 is \$6,632,283 which includes estimated postage
- Funding Split Federal 46.6% State 53.4%



Consolidated Service Center



Consolidated Services Center Contract Terms

- Current Vendor is Maximus
- Contract pricing includes a monthly operational fixed fee plus a fixed unit price per call fee
- Total Contract Bid is \$79,472,068 for the five-year term
- Expected not to exceed amount for FY24 is \$16,096,248
 State funds 39.8%, Federal funds 60.2%
- 3-Year Base term: July 1, 2022, to June 30, 2025

Contract Details

Call Center Services to Include

Inbound Calls
LiveChat Support
Social Media Support
BatPhone (Broker Assisted Transfer) Support
Broker Connect (Online Channel For Customers To Connect With A Broker)

Outbound Calling

Escalated Cases Triage and Routing

- □ Telephony/CRM Integration
- □IVR and Courtesy Call Back



MHBE requests that the Board exercise the second year of the three-year base term with a not-to-exceed amount of \$16,096,248 for FY24.

Connector Program Grant



Connector Entity Summary of Program Guidance for FY24

- Continue outreach efforts in meta-areas, to targeted groups
- Adjust staffing to meet the demand for navigator assistance
- Adjust locations and hours of *in person* assistance to meet demand, especially for Limited English Proficient (LEP) population (example: Hopkins Bayview clinic)
- Increase signage with MHC logo at home sites and partner locations
- Redistribution was made to add funding to the MidWest region to restore border to border service.
- Additional planned events in all 8 regions, which covers border to border

FY 2024 Connector Program Funding Modification

Grantee	FY22 Award	FY23 Award	Change	FY24 Grant
Montgomery County Health Connection	\$1,580,000	\$1,250,000	\$330,000	\$1,580,000
Prince George's County Health Connect	\$1,580,000	\$1,900,000	(\$200,000)	\$1,700,000
HealthCare Access Maryland - Central	\$3,120,000	\$2,850,000	\$0	\$2,850,000
HealthCare Access Maryland - Midwest	\$930,000	\$100,000	\$300,000	\$400,000
Seedco Southern Maryland	\$600,000	\$700,000	(\$30,000)	\$670,000
Seedco Upper Eastern Shore	\$1,020,000	\$1,000,000	\$0	\$1,000,000
AHEC West Health Insurance Program	\$600,000	\$1,200,000	(\$200,000)	\$1,000,000
Lower Shore Health Insurance Program	\$570,000	\$1,000,000	(\$200,000)	\$800,000
Total Connector Entity Grant Awards	\$10,000,000	\$10,000,000	\$0	\$10,000,000



Connector Entity PHE Unwinding Activity

- HCAM is partnering with Enoch Pratt Free Library provide free, inperson enrollment assistance at neighborhood libraries in Baltimore throughout the unwinding period.
- Lower Shore Health Insurance Assistance Program is collaborating with FQHC Chesapeake Health Care to provide navigator assistance at their Saturday enrollment events in Salisbury.
- Other Connector Entities are collaborating with Local Health Departments and Department of Social Services to assist consumers with enrollment.

MHBE requests that the Board exercise the award for the Connector Entity Grantees for first year renewal option for FY24 in the amount of \$10,000,000. (State Funds \$4,247,968 and Federal Funds \$5,752,032).