

2015 PIA LOG

Reference # PIA (date received)	Title/Subject of Request	Requester's Name	Initial response sent
2015			
01-05-A	The [PIA] user guide and especially the database design?	Michael M. Gorman, Whitemarsh Information Systems Corporation	2/4/15
01-09-A	The emails between Isabel and Vishnu Nanan of Xerox related to the exchange from August 2013 through November 2014.	Meredith Cohn, The Baltimore Sun	4/7/15
01-09-B	A rundown of how all the contracts listed under procurement on the website (is that list exhaustive?) were awarded, as in were they emergency, were they bid through the normal process, and were they extension/add ons to existing contracts. Also, I want to know their value, the date the board approved them and their effective date.	Meredith Cohn, The Baltimore Sun	N/A
01-21-A	An explanation of how much money has been spent on each of the contracts approved by the exchange board. --Please provide the evaluations (or whatever method was used) for choosing vendors on PMO contracts put out for RFP, or if there was no RFP, justification for choosing a vendor. Also please provide these evaluations on the contracts for which Xerox was chosen as a vendor.	Meredith Cohn, The Baltimore Sun	3/11/15
01-26-A	PIA Log request up to this date (1/25/15). If the log Excel file does not run as far as 1/25/15, please advise immediately of the last date on it. Also, kindly provide it in a "searchable and analyzable" electronic format. If the native file cannot be supplied, please describe exactly what type information is contained in the file makes that impossible	Craig O'Donnell	2/11/15
02-05-A	<ol style="list-style-type: none"> 1. The most recent Compliance Performance Report prepared by MHBE's Compliance Officer - it is required to be submitted annually to MHBE Board of Trustees and Executive Director. 2. The Compliance Officer's risk assessments of Maryland Health Benefit Exchange activities. Specifically the complete COSO matrix and analysis as described at https://na.theiia.org/standards-guidance/topics/Documents/Executive_Summary.pdf 3. Memorandum of Agreement or any other document outlining the agreement with Department of Health and Mental Hygiene ("DHMH") Office of Inspector General to provide resource support for suspected fraud investigations. 4. Contract Oversight Policy and Procedure documents. 5. Document(s) outlining performance measures for evaluating the Compliance Program and the most recent 	Craig O'Donnell	3/9/2015
02-05-B	The detailed support for the these two budget requests. (Support means any itemization underlying each of the two totals above, showing contractor names and estimated payment amounts). See: Page 1, Contractual services \$19,368,869 (See column "2016 Allowance") See: Page 2, Contractual services \$36,626,470 (see column "2016 Allowance")	Craig O'Donnell	3/2/2015

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02-20-A	Documents related to any contract, MOU, letter, change order, modification, other agreement; or charges or invoices related to preparing original or corrected IRS Forms 1095 generated by the MHBE for insurance buyers.	Craig O'Donnell	4/13/15
02-24-A	Draft minutes of January, referred to in a recent email to the Open Meetings Compliance Board, in lieu of approved minutes for January.	Craig O'Donnell	2/27/2015
03-13-A	<p>1. Any and all data for each open enrollment period (Oct. 1, 2013-March 31, 2014 and Nov. 1, 2014-February 28, 2015) that shows how many people of each gender enrolled in healthcare plans and Medicaid.</p> <p>2. Any and all data for each open enrollment period (Oct. 1, 2013-March 31, 2014 and Nov. 1, 2014-February 28, 2015) that shows how many people of each ethnicity enrolled in healthcare plans and Medicaid.</p> <p>3. Any and all data for each open enrollment period (Oct. 1, 2013-March 31, 2014 and Nov. 1, 2014-February 28, 2015) that shows how many disabled and chronically ill people enrolled in healthcare plans and Medicaid.</p> <p>4. Any and all data for each open enrollment period (Oct. 1, 2013-March 31, 2014 and Nov. 1, 2014-February 28, 2015) that shows how many single-parent homes enrolled in healthcare plans and Medicaid.</p> <p>5. Any and all data for the second open enrollment period (Nov. 1, 2014-February 28, 2015) that shows the breakdown of how many people per zip code enrolled in healthcare plans and Medicaid. (3/23: Need to combine QHP and Medicaid. Esp less then 5).</p>	Alicia McElhaney, Capital News Service	4/21/15
03-23-A	The updated PIA log through March 15, 2015.	Craig O'Donnell	3/31/15
04-15-A	A copy of the contracts awarded to Deloitte and Xerox in regards to helping the Maryland Health Benefit Exchange transition to a new HIE system. Also requesting copies of any proposals that may have been submitted by Xerox or Deloitte.	Miles Crow, HIMSS Analytics	4/11/15
04-23-A	<p>1. Copy of the contractual authorization for QSSI to prepare IRS Forms 1095. 2. Copy of Attachment A, Section 5. 3. Copies of the following: a. Optum's subcontract with QSSI and all attachments, exhibits, and amendments thereto. b. Supporting documents not already provided to support QSSI labor categories invoiced to you that are not authorized. 4. Copy of statements or scopes of work and levels of effort for Tasks 1 and 4. 5. Copies of QSSI invoices bearing SERVICE POP dates beginning January 1, 2015 which are responsive to Mr. O'Donnell's request.</p>	Charlie Hayward, The Maryland Reporter	6/16/15

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04-27-A	<p>QSSI CONTRACT: A. QSSI's contract dated December 16, 2013, Exhibit A General Contractor Services, page 4, Deliverables, requires weekly status reports. Progress reports for the period January 1, 2015 to March 31, 2015. B. QSSI's same contract, Attachment B, Conflict of Interest Affidavit, paragraph F, requires QSSI to promptly report actual or potential conflicts of interest to MHBE. All reports submitted to MHBE pursuant to this requirement. C. QSSI's invoices submitted to Mr. Craig O'Donnell (#6982EH, 6982FH, and 6982GH) demonstrate that Optum is performing 100% of the work on Tasks 1 and 4, from inception through December 31, 2014. The prime contractor QSSI has not worked on any tasks. While Optum is an authorized subcontractor to QSSI, I don't understand the basis for a subcontractor having no contract privity with MHBE to send invoices to MHBE directly (rather than sending invoices to the prime contractor, QSSI) unless there is a provision for doing so in QSSI's contract. Please send the contract authority for Optum to invoice MHBE directly rather than QSSI. D. QSSI's December 16 contract, paragraph 26 states that QSSI's work under the contract "does not involve (1) carry(ing) out one or more responsibilities of the Exchange" as that term is used in 42 U.S.C §18031(f)(3) and 45 CFR § 155.110, or (2) any of the functions described in 45 CFR §§ 155.210, 155.215 (2013). Legal opinion and any document supporting this interpretation. E. QSSI's same contract, Exhibit C is QSSI's OCI Disclosure and Mitigation Plan. The plan describes controls under the purview of QSSI pertaining to "Information Firewall," "Impaired Objectivity," and "Biased Ground-rules." These are QSSI's controls, because QSSI cannot bind subcontractors comprised of it's parent OptumInsight, Inc. or its parent's parent Optum. (a) Optum's OCI Disclosure and Mitigation Plan. (b) Optum Insight Inc's OCI Disclosure and Mitigation Plan. F. QSSI's same contract, Exhibit C, section captioned Impaired Objectivity provides that "MHBE personnel will closely supervise the work that the QSSI team performs under this contract." (a) Documentation of any supervision standards, instructions and compliance controls issued by MHBE to MHBE staff or contractor staff who are involved with supervising the QSSI team, to include QSSI subcontractors. (b) Documentation of any OCI-related training provided to MHBE and contractor staff that oversee QSSI.</p>	Charlie Hayward, The Maryland Reporter	6/16/2015
05-19-A	<p>I am requesting a copy of the original signed contract between the Maryland Health Benefit Exchange (MHBE) and Noridian Administrative Services for Phase 1A of the "Support Maryland Health Benefit Exchange to Implement the Affordable Care Act". This contract relates to solicitation number DHMSO294031 and was approved by the MHBE Board in its meeting on February 14, 2012. I have a particular need to know the date of the signature by Noridian Administrative Services, so I would like a copy of the <u>signed contract</u>.</p>	Paul von Ebers, Prospective Health, LLC	5/28/2015
05-26-A	<p>Furnish all emails to, from and cc'ing Joshua Sharfstein among board members and/or staff members, including attorneys, which date from August and September, 2014, and which include any of the search terms "Open Meetings Act," "OMA," "compliance board," OMCB, or "opinion" - in either the subject or message. Kindly provide the email referenced in minutes of Sept. 30, 2014 and any replies by any staff or board members: "Dr. Sharfstein stated that the OMCB Opinion would be provided to the Board members by email." These relate to OMCB Opinions issued on July 30, 2014 and September 18, 2014.</p>	Craig O'Donnell	7/1/2015

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06-01-A	I hereby request a copy of the following documents identified to MDM0031014269 / MARYLAND HEALTH BENEFIT EXCHANGE INDEPENDENT VERIFICATION AND VALIDATION SERVICES: Contract and winning proposal. Agency scoring and evaluation sheets	Rose Santos, FOIA Group, Inc.,	6/16/2015
06-01-B	Please send copies of the reports required to be sent to HHS pursuant to 45 CFR §155.1200 (b) and (c). The material I am requesting includes but is not limited to: 1. Financial statements presented in accordance with GAAP (Generally Accepted Accounting Principles). 2. An annual external audit report issued by an independent qualified auditing entity which follows GAGAS (Generally Accepted Governmental Auditing Standards).	Charlie Hayward	6/15/2015
06-03-A	My request is for a copy of all invoices that have been sent to CSC related to the MMIS contract (#M00B2400230). The request is only for the invoices and does not need to include any of the proposals or contract.	Miles Crow, HIMSS Analytics	Referred to DHMH
06-05-A	I would like to request the following: 1) Any electronic communications among members of the Maryland Health Benefit Exchange Board including the words "Medicaid redetermination" or "Medicaid redeterminations" since February 15, 2015 up to and including the date of this request. 2) Any electronic communications between MHBE staff members and members of the Capital Region Health Connector including the words "Medicaid redetermination" or "Medicaid redeterminations" since February 15, 2015 up to and including the date of this request.	Rebecca Guterman, Montgomery County Sentinel	8/20/2015
06-10-A	Unsubsidized premiums for tobacco users and non-users for all bronze-level plans across all rating areas and ages for 2014 and 2015.	William L. Schpero, Lawrence B. Brown, Health Policy and Management, Yale University	7/20/2015
06-22-A	Provide the results of the online survey that Maryland Health Connection users are transferred to when they log out. We would like the survey results for Montgomery and Prince George's County survey participants.	Melody Kelemu, Ben Turner, Hannah Legesse, Primarycarecoalition.org	7/14/2015
07-23-A	Approved board meeting minutes for June 16 or June 25 on the website. Please provide them by email.	Craig O'Donnell	7/24/2015

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08-03-A	<p>1. Operational Advance Planning Documents, showing the Medicaid cost allocation plans, for Medicaid services provided by the Exchange during 2014, 2015, and 2016 if available.</p> <p>2. List of employee positions with actual/budgeted salaries for 2014, 2015 and future years (if available). No names are needed. Please indicate which area they work in. I.e. IT, call center, finance, etc.</p> <p>3. Salary surveys done by the Exchange or by outside organizations for the Exchange.</p> <p>4. Copy of the contract with the vendor that built the Exchange platform.</p> <p>5. Copy of the contract with the vendor that maintains the Exchange platform.</p> <p>6. Copy of the call center contracts, if applicable.</p> <p>7. Fixed and variable call center costs for 2014 and 2015. Budgeted call center costs for future years if available. (Fixed costs are those that are not affected by call volume, such as IT costs, permanent employees/CSRs or baseline vendor services. Variable costs are those affected by changes in call volume, such as temporary CSRs.)</p> <p>8. Actual and budgeted costs for the Exchange, including IT system building/enhancements, IT maintenance, and payroll for 2014 and 2015 and future years, if available.</p> <p>9. Copies of contracts or agreements made with other state exchanges or the federal exchange.</p> <p>10. Number of enrollees in Medicaid and the Qualified Health Plans for 2014 and 2015 at the end of open enrollment and any special enrollments, with dates. Please also provide effectuated enrollment numbers.</p> <p>11. Employee contact information for questions related to IT, the call center, payroll and Medicaid cost allocation.</p> <p>12. How are customers re-enrolled into Medicaid and Qualified Health Plans? Are they automatically enrolled or do they have to re-enroll each year?</p> <p>13. Do you have statistics or reports that describe website improvements you have made that resulted in less call center volume? Are you aware of any related studies on other exchanges?</p>	Melissa Wade, CGAP WA State Auditor's Office	9/21/2015
08-19-A	A copy of the marketing plan for year three open enrollment that was put together by GMMB as part of the contract on Aug 18, 2015.	Robert Axelrod, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	9/24/2015
08-20-A	I'm requesting the audit report for MHBE's "Audit Services Contract" RFP and the accompanying financial statements and MD&A (Management Discussion and Analysis) if an MD&A was issued.	Charlie Hayward	9/21/2015
08-20-B	Plan enrollment broken out by the four Maryland rating areas (or by county if that is easier to extract). As an example, I would like to know how the 31,665 who chose the plan BlueChoice HSA Silver \$1,300 were divided among the four rating areas. If the same enrollment data are available for 2014, provide that as well.	Evan Saltzman, Wharton School of Business, University of Pennsylvania	10/13/2015
09-02-A	MHC dental enrollment data (by county).	Dourakine Rosarion, Montgomery County Dept. of Health and Human Services	9/21/2015
09-22-A	Request a copy of the following documents identified to MDM0031006966: all amendments to this contract with Maximus.	Rose Santos, FOIA Group, Inc.	9/24/2015

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10-06-A	<p>1. The GAO "survey" undertaken by the U.S. Government Accountability Office ("GAO") on or between September 30, 2014 and November 19, 2014 in connection with its preparation of Report No. GAO-15-527, State Health Insurance Marketplaces, Issued on September 2015 (the "Report"), and all responses to that survey provided by representatives of the State or Maryland Health Benefit Exchange (Maryland Health Connection).</p> <p>2. All comments or responses provided by representatives of the State or Maryland Health Benefit Exchange (Maryland Health Connection) in response to excerpts from the Report provided by GAO before final issuance of the Report.</p> <p>3. Any document that constitutes, reflects, or comments upon a written or oral communication between GAO and representatives of the State or Maryland Health Benefit Exchange (Maryland</p>	Noah W. Cort, Orrick, Herrington & Sutcliffe LLP	9/21/2015
10-16-A	Standing Advisory Committee minutes from Oct. 2014 to date.	Craig O'Donnell	10/26/2015
10-22-A	A list of immediately available documents from MHBE.	Craig O'Donnell	In progress
10-29-A	<p>Under Maryland's Public Information Act I am requesting a copy of the information contained in my electronic file at the Maryland Health Exchange call center database or whichever database the information is contained in.</p> <p>To clarify, I would like a copy of the correspondence log, call ticket numbers, notes entered into the system with reference to what was done on my application, notes on what was said in phone conversations, notes on interoffice communication regarding my file or phone correspondence, notes on what the call center operators entered with regards to conversations with me and my wife. Notes on what was entered in to the system with regards to what I said on the phone to agents.</p> <p>I would like copies of any emails, memos, or other correspondence relating to my file, me, my wife, my policy that were sent by anyone at Maryland Health Connection. This includes correspondence or communications that were sent to or sent by supervisors, managers, team leads, call center agents, staff, employees or others between September 1, 2014 and October 28, 2015. I would like all of the correspondence that was sent to or sent from them.</p> <p>I would also like any information or correspondence that was sent to the Maryland Insurance Commissioners Office or received from them that references my application, my policy, me, or my file.</p> <p>This request does not include documents that are accessible via the Maryland Health Connection website where the user can access and download documents, but deals primarily with MHC's internal processing or application tracking system and call log.</p>	Request for consumer's own file.	12/22/2015
11-03-A	<p>Currently, we are seeking county level data from all states that operate independent state exchanges.</p> <p>Would it be possible to obtain a data set for the Maryland Health Benefit Exchange for 2016? We would like to include Maryland in our analysis of 2016 health insurance plans.</p> <p>It would be helpful to have the following criteria: County, Metal Level, Issuer Name, Parent Company, Plan Marketing Name <u>Plan Type</u>, <u>Rating Area</u>, <u>Premium by age</u></p>	Alena Wheeler, Washington University in St. Louis	11/13/2015
11-18-A	Copy of the financial proposal from the winning offeror.	Bill Brown, Senior Account Rep, RR Donnelley	11/24/15
11-23-A	Copy of the technical proposal from the winning offeror.	Bill Brown, Senior Account Rep, RR Donnelley	12/3/2015

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12-09-A	Please provide the PIA log for 1/1/2015 to 12/1/15 in a searchable, analyzable format (Excel spreadsheet allowing sorting data fields, as we discussed in March 2015).	Craig O'Donnell	12/18/2015
12-23-A	Copy of all public records, as defined in the Public Information Act, pertaining to the following: All documents previously produced, or responsive but not yet produced, in response to Public Information Act requests regarding the creation, launch, and initial operation of the Health Benefit Exchange.	James L. Shea, Venable	1/8/16