

Fulfillment Services RFP Solicitation

Michele Eberle, Chief Operating Officer

Fulfillment Services

All incoming and outgoing mail needs for Maryland Health Connection (MHC) are fulfilled by a contracted vendor. Fulfillment services include uploading documents to the MHC system, processing returned mail, and the printing and mailing of all outbound documents.

Items that are processed include:

- Notices: enrollment, disenrollment, APTC
- Mandated interpreter access inserts
- 1095A & B forms
- Paper application requests
- Voter registration form request
- Failure to Reconcile (FTR) letters
- Renewal postcards
- Special campaigns, as needed (i.e. Evergreen participation for 2017)
- Medicaid enrollment packets – ****New to this RFP****

Fulfillment Services

- Vendor fulfillment charges include:
 - ✓ Paper supplies (letterhead, envelopes)
 - ✓ Postage
 - ✓ Scanning fees
 - ✓ Shredding fees
 - ✓ Internet / Fax line
 - ✓ PO Box Fee
 - ✓ Labor costs
 - ✓ System set-up fees

- Between July 1st and December 31st 2016, 909,953 documents were processed, an average of 151,659 per month
- The MHBE expects that over 2.25 million documents will be processed next year, once Medicaid enrollment packets are included
- It is anticipated that online plan shopping and enrollment for Medicaid recipients will lessen the need for mailed enrollment packets

Solicitation Timeline

Release of Solicitation	March 20, 2017
Proposals due to MHBE	May 22, 2017
Board Approval	June 19, 2017
Award Date	July 1, 2017