

Media Release

Nov. 13, 2019

## MARYLAND HEALTH BENEFIT EXCHANGE ACHIEVES KEY CERTIFICATION

*FIRST STATE AGENCY IN MARYLAND TO RECEIVE CMMI MATURITY LEVEL THREE*

BALTIMORE (Nov. 13, 2019) - Maryland Health Benefit Exchange (MHBE) is pleased to announce it has achieved Level 3 Certification from the Capability Maturity Model Integration (CMMI) program.

The CMMI Institute, a global leader in the advancement of best practices in people, process, and technology, recognizes thousands of high performing organizations as capable business partners and suppliers that achieved sustainable business success through CMMI model adoption.

“We’re honored to be the first state agency to achieve this certification. We thought it was important to focus on our Office of Information Technology because our organization is such a technology-driven operation. I am delighted to foster and participate in a culture of constant improvement for our organization, and ultimately, our consumers,” said Michele Eberle, executive director of the Maryland Health Benefit Exchange, which operates the state’s health insurance marketplace.

The CMMI model was developed three decades ago at Carnegie Mellon University in Pittsburgh by representatives of industry, government, and software engineers to aid organizations in improving their processes and to have a third party assess that progress.

Today, the U.S. Department of Defense and other federal agencies require CMMI certification from many of its contractors, similar to other external quality assessments in business and government. More than 7,000 organizations have been assessed since 2016, when CMMI was acquired by ISACA (Information Systems Audit and Control Association).



Employees of Maryland Health Benefit Exchange, including Chief Information Officer Venkat Koshanam (left) and Executive Director Michele Eberle, and CMMI Lead Appraiser Manov Saypuri (second from left) present CMMI Maturity Level Three Certificate to Maryland Secretary of Health Robert Neall at MHBE's October Board of Trustees meeting.

###

**[Maryland Health Benefit Exchange](#)** (MHBE), a public corporation and independent unit of state government established in 2011, administers Maryland Health Connection.

**[Maryland Health Connection](#)** (MHC) is the state-based marketplace for Marylanders to shop and enroll in health insurance, as well as determine eligibility for Medicaid and other assistance programs. It is the only place where Marylanders can access financial help such as tax credits to make coverage more affordable.

**MEDIA CONTACT:**

Betsy Plunkett

Director, Marketing & Web Strategies

[betsy.plunkett@maryland.gov](mailto:betsy.plunkett@maryland.gov)

410-547-6324