



Maryland Health Benefit Exchange Board of Trustees

June 25, 2015
2:30PM – 3:15PM
Via Teleconference
Baltimore, MD

Members Present

Kenneth Apfel
Linda Sue Comer
Michelle Gourdine
Anthony McCann

Van Mitchell
Al Redmer
Thomas Saquella
Ben Steffen

Also in attendance: Michele Eberle, MHBE Director of Plan Services; Jonathan Kromm, MHBE Deputy Executive Director; Robbyn Lewis, MHBE Special Assistant; Leslie Lyles-Smith, MHBE Director of Operations; Subramanian Muniasamy, MHBE Chief Information Officer; Carolyn Quattrocki, MHBE Executive Director; Andrew Ratner, MHBE Director Marketing & Outreach; Beverly Burgess, Maximus; Eric Rubin, Maximus.

Opening and General Updates

Secretary Mitchell welcomed everyone to the Board meeting.

Sir Speedy Contract Modification

Members discussed modification to Sir Speedy contract. Board approved modification of the contract from \$23,000 to \$205,000.

Optum QSSI Tier 2 Contract Modification

Members discussed modification to Optum QSSI Tier 2 contract. Board approved modification of the contract to increase the contract NTE by \$174,752, which will permit retention of call center agents.

Maximus Call Center Operations & Staffing

Members discussed Maximus call center operations and staffing for FY16. Board approved modification of the contract at \$24 million, which permits call center staffing of an average of 176 call center representatives and service levels that are slightly below optimal. The Board further agreed to work with DHMH and MHBE to develop a strategy to secure additional funding by the end of the first quarter of FY16.

The meeting adjourned to closed session.

Closed Session¹

Secretary Mitchell announced that the Board would be moving into a closed session. He explained that the purpose of the closed session is to obtain legal advice regarding potential litigation.

Mr. Apfel motioned to move into closed session, which was seconded by Mr. Saquella. The Board voted unanimously to move into closed session. For topics discussed and actions taken, please see the Statement for Closing a Meeting dated June 25, 2015.²

¹ General Provisions Article § 3-305(b)(7) allows a closed session to consult with counsel to obtain legal advice.

² Statement for Closing a Meeting, 4/21/2015. Available at: http://www.marylandhbe.com/wp-content/uploads/2015/07/2015_06_25_signed_Written-Statement-for-Closing-a-Meeting-under-the-Open-Meetings-Act.pdf