

MHBE Board of Trustees Meeting

May 17, 2021

FY22 renewals for Call Center, Language Line, Fulfillment Center, and Navigator Program Grants

A stylized graphic of a leaf or flower with four rounded lobes, rendered in a lighter shade of purple against a darker purple background. The graphic is centered vertically and horizontally.

Consolidated Services Center

Call Center

- Current Vendor is Maximus Health Services, Inc.
- Original contract awarded June 9, 2017, for a two-year base period with three optional one-year renewals.
- This is the third and final option year, commencing July 1, 2021, and ending June 30, 2022.
- Seeking Board approval for option year renewal in the NTE amount of \$8,576,256.
- Split Federal \$4,955,108; State \$3,621,148
- 100% Work from Home program instituted for the public health emergency has not impacted contract performance – calls handled, average wait time, average handle time, and abandonment rate are all within contract parameters.

See Motion 8

The background is a solid light green color. On the left side, there are four stylized, overlapping leaf shapes in a slightly darker shade of green, arranged in a cross-like pattern. The text "Language Line" is centered horizontally and positioned in the upper half of the image, overlapping the top two leaf shapes.

Language Line

Language Line

- MHBE utilizes the Maryland State contract with Language Line Services through the Board of Public Works (BPW).
- Statewide contract which is open to all State agencies.
- Each agency generates a purchase order from the State contract's BPO.
- The BPW contract is a five-year contract which ends in 2024 (no base years).
- Seeking Board approval to generate a PO through BPW's state contract for Language Line services in the not to exceed amount of \$350,000 for FY22.
- Split Federal \$158,158; State \$191,842

See Motion 9



Fulfillment Center

Fulfillment Center

- Current Vendor is Art & Negative Graphics
- Print and mail consumer notices, tax forms, voter registration forms, and receives and processes incoming mail
- Met all service levels during FY21 to date
- Original contract awarded June 1, 2017, for a two-year base period with three optional one-year renewals
- This is the third and final option year, commencing July 1, 2021, and ending June 30, 2022
- Seeking Board approval for option year renewal in the NTE amount of \$3,500,000
- Split Federal \$1,581,580; State \$1,918,420

See Motion 10



Navigator Program Grants

Connector Entity (Navigator Program) Grants

- In 2019 the Board approved a three-year Grant award distribution of \$10,000,000 per year to six Connector Entity organizations for eight CE regions, the first payable for FY20, then subject to two, one-year renewals of grant funds for FY21 and FY22.
- This is third and last renewal year under the current Grant period.
- Funding is distributed regionally based on population.
- The CE program continues to provide outreach, in-person application and enrollment assistance, and regional support to other organizations in their regions, contributing significantly to MHBE reaching its enrollment goals each year.
- Seeking Board approval to renew the grant awards for FY22 in the total amount of \$10 million dollars to be distributed in the same proportion as in FY20 and FY21.
- Split Federal \$5,529,327; State \$4,470,673

See Motion 11

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*Providing accessible, affordable health coverage for all
Marylanders*