

# Consumer Assistance Contract Review

Language Translation Services (LL)  
Fulfilment Services (FC)  
Consolidated Service Center (CSC)  
Connector Entity Grants (CE)

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MHBE Board of Trustees Meeting  
May 15, 2023

Presented by:

Shirelle Green, Procurement Officer  
Tamara Gunter, Director of Consumer Assistance

# Language Translation Services

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Contract Review FY24

# Language Line

- MHBE utilizes the Maryland State contract with Language Line Services through the Board of Public Works (BPW).
- Each agency generates a purchase order from the State contract's BPO.
- The BPW contract is a 5-year contract which ends in 2024.
- Seeking Board approval to generate a PO through BPW's state contract for Language Line services in the not to exceed amount of \$450,000 for FY24.
- Funding Split 45.2% Federal, 54.8% State

# Language Line Usage

- On average 50% of all language assisted calls handled with Language Line are Spanish.
- French, Amharic and Mandarin all tie for the 2nd most used languages at an average of 7% of calls handled with Language Line.
- Language Line has offered the best pricing and services under the Maryland State DBM contract.
- Language Line offers over 250 different languages.

# Request for Approval

MHBE requests that the Board approve the request to secure Language Line services through the State contract with the Board of Public Works in the not-to-exceed amount of \$450,000 for FY24

# Fulfilment Service Center

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Contract Review FY24

# Fulfillment Services

- Current Vendor is Art & Negative Graphics
- Print and mail consumer notices, tax forms, voter registration forms, MCO enrollment packets, and Medicaid cards; and receive and process incoming mail
- FY24 is second year of base term, with a one two-year option
- NTE amount for FY24 is \$6,632,283 which includes estimated postage
- Funding Split Federal 46.6% State 53.4%

# Request for Approval

MHBE requests that the Board exercise the award, for second year of base two-year term, with a not-to-exceed amount of \$6,632,283.



# Consolidated Service Center

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Contract Review FY24

# Consolidated Services Center Contract Terms

- Current Vendor is Maximus
- Contract pricing includes a monthly operational fixed fee plus a fixed unit price per call fee
- Total Contract Bid is \$79,472,068 for the five-year term
- Expected not to exceed amount for FY24 is \$16,096,248  
State funds – 39.8%, Federal funds – 60.2%
- 3-Year Base term: July 1, 2022, to June 30, 2025

# Contract Details

## Call Center Services to Include

- Inbound Calls
- LiveChat Support
- Social Media Support
- BatPhone (Broker Assisted Transfer) Support
- Broker Connect (Online Channel For Customers To Connect With A Broker)
- Outbound Calling
- Escalated Cases Triage and Routing
- Telephony/CRM Integration
- IVR and Courtesy Call Back

# Request for Approval

MHBE requests that the Board exercise the second year of the three-year base term with a not-to-exceed amount of \$16,096,248 for FY24.

# Connector Program Grant

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Contract Review FY24

# Connector Entity

## Summary of Program Guidance for FY24

- Continue outreach efforts in meta-areas, to targeted groups
- Adjust staffing to meet the demand for navigator assistance
- Adjust locations and hours of *in person* assistance to meet demand, especially for Limited English Proficient (LEP) population (example: Hopkins Bayview clinic)
- Increase signage with MHC logo at home sites and partner locations
- Redistribution was made to add funding to the MidWest region to restore border to border service.
- Additional planned events in all 8 regions, which covers border to border

# FY 2024 Connector Program Funding Modification

Grantee	FY22 Award	FY23 Award	Change	FY24 Grant
Montgomery County Health Connection	\$1,580,000	\$1,250,000	\$330,000	\$1,580,000
Prince George's County Health Connect	\$1,580,000	\$1,900,000	(\$200,000)	\$1,700,000
HealthCare Access Maryland - Central	\$3,120,000	\$2,850,000	\$0	\$2,850,000
HealthCare Access Maryland - Midwest	\$930,000	\$100,000	\$300,000	\$400,000
Seedco Southern Maryland	\$600,000	\$700,000	(\$30,000)	\$670,000
Seedco Upper Eastern Shore	\$1,020,000	\$1,000,000	\$0	\$1,000,000
AHEC West Health Insurance Program	\$600,000	\$1,200,000	(\$200,000)	\$1,000,000
Lower Shore Health Insurance Program	\$570,000	\$1,000,000	(\$200,000)	\$800,000
<b>Total Connector Entity Grant Awards</b>	<b>\$10,000,000</b>	<b>\$10,000,000</b>	<b>\$0</b>	<b>\$10,000,000</b>

# Connector Entity PHE Unwinding Activity

- HCAM is partnering with Enoch Pratt Free Library provide free, in-person enrollment assistance at neighborhood libraries in Baltimore throughout the unwinding period.
- Lower Shore Health Insurance Assistance Program is collaborating with FQHC Chesapeake Health Care to provide navigator assistance at their Saturday enrollment events in Salisbury.
- Other Connector Entities are collaborating with Local Health Departments and Department of Social Services to assist consumers with enrollment.



# Request for Approval

MHBE requests that the Board exercise the award for the Connector Entity Grantees for first year renewal option for FY24 in the amount of \$10,000,000. (State Funds \$4,247,968 and Federal Funds \$5,752,032).