

# Consumer Assistance Contract Review

## Fulfillment Services (FC) Consolidated Service Center (CSC)

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MHBE Board of Trustees Meeting  
February 20, 2024

Presented by:

Tony Armiger, CFO  
Tamara Cannida-Gunter, Director of  
Consumer Assistance

# Consolidated Service Center

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Contract Review FY24

# Consolidated Service Center FY24 NTE

- 1) At the May 2023, Board of Trustees meeting the Board approved the FY24 NTE (Not to Exceed) amount of \$ 16.1 Million.
- 2) Due to the PHE (Public Health Emergency) Unwind, at the January 2024 Board meeting the NTE of the CSC Contract was increased by \$ 3.9 M to cover additional PHE costs.
- 3) Since the January Board meeting, MDH requested that the CSC remain open for additional Saturdays and that RoboCalls continue after February 2024.

## Call Center Modification Number 9

- 4) Modification number 9 extends CSC Saturday operating hours for the period March 1, 2024 through June 30, 2024 from 8am - 2pm and Extends Robo-Calls for the period March 1, 2024 through April 30, 2024.
  
- 5) The total Estimated costs are \$ 193,050. No additional NTE is needed as these cost will be absorbed into the current NTE.
  
- 6) Funding Split Federal 74.28% State 25.72%

# Request for Approval

MHBE requests that the Board approve Modification Number 9 for the Consolidated Service Center Contract in the amount of \$ 193,050.