

MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Jason Hetherington, Chief Information Officer
Date: June 5, 2015
Re: Work Order for Dell Marketing, LLP for Enhancements to Exchange Portal (hCentive) Integration with Dell Financial Management System (FMS)

BACKGROUND

As part of the transition to national health care reform, the Health Connector has worked closely with Dell Marketing, LLP (Dell), our Customer Service Contact Center and Business Operations Services vendor, to implement a broad range of activities to support customers, promote compliance with the Affordable Care Act (ACA) and supplement website technology. At the December 2014, Health Connector Board meeting, Health Connector staff obtained approval for a work order to complete the integration of the hCentive and Dell systems for eligibility, enrollment and case management related to new Health Connector members. At the upcoming Health Connector Board meeting, Health Connector staff intend to seek approval for an additional work order related to the work required to develop, test and integrate capabilities between Dell’s Financial Management System (FMS) and the hCentive portal to conduct annual redeterminations and renewals for our membership – the first time this will have occurred in the hCentive system.

This work order accounts for the development work to integrate with new functionalities in hCentive, including renewals, redeterminations and retroactive enrollments. Additionally, this work order supports the deployment of additional environments to match and support supplemental Optum environments required to support multiple concurrent releases. As indicated in the prior memorandum, from the December, 2014 Board of Directors meeting, on this topic, the functionality and capabilities defined here constitute new projects and enhancements to the hCentive and FMS platforms and are not related to the initial deployment in November 2014.

INTEGRATION WITH FINANCIAL MANAGEMENT SYSTEM

Scope

The scope of the work order consists of deployments of additional environments and staffing to support the integration with and testing for three (3) releases in the hCentive portal: Release 6.0, Release 6.5 and Release 7.0. Collectively these releases provide for redetermination and renewals functionality to support Open Enrollment 2016. These releases include significant changes to the enrollment and notice interfaces between hCentive and Dell and require testing of all aspects of these services. Additionally, this work order provides for testing of the financial interface (820) with carriers to support multiple plan years, the enrollment interface (834) with both CMS and carriers for renewals, retroactive enrollments and other enhancements. . Finally, this work order provides for full performance and regression testing of the FMS quoting, billing, enrollment, noticing and lockbox components for each release.

Terms of Work Order

The term of this work order extends from June 12, 2015 through November 30, 2015. The work order provides for staff augmentation of the existing Dell team. The Contractor’s team may consist of the personnel set forth in the table below, for the periods specified. The Health Connector and Dell will meet weekly to review staffing and scope and adjust the team as necessary.

FMS Release	Release 5.6 (5/31)	Release 5.7 (7/5)	Release 9.1 (7/31)	Release 9.2 (8/30)	Release 9.3 (9/27)	Release 9.4 (10/25)	OE Month1
Month	May	June	July	Aug	Sept	Oct	Nov
Total FTE	23	41.5	41.5	41.5	41.5	41.5	41.5
DeliverMgr	1	1	1	1	1	1	1
SrProjMgr	1	2	2	2	2	2	2
RM	1	1	1	1	1	1	1
DEV/ENG	2	8.5	8.5	8.5	8.5	8.5	8.5
ARCH (Eng)	1	2.5	2.5	2.5	2.5	2.5	2.5
BSA (Sr. BA)	1	3	3	3	3	3	3
QA (1Mgr, 2 lead)	12	16	16	16	16	16	16
DBA and MT Engineers	1	2.5	2.5	2.5	2.5	2.5	2.5
I&CC Engineers	1	1	1	1	1	1	1
BA	1	2	2	2	2	2	2
BA - Reporting	1	2	2	2	2	2	2

The total cost of this work order is not to exceed \$4,842,349 and comprises necessary staff time and hourly rates, per the table above, through the term of the contract. The three major components of the work order are detailed below:

Cost Category	Cost
Development and QA (through 11/30/15)	\$4,454,961.08
Governance and Oversight (through 11/30/15)	\$387,387.92
Total	\$4,842,349.00

BOARD RECOMMENDATION

We recommend that the Health Connector enter into the work order with Dell Marketing, LLP that is described above not to exceed \$4,842,349. This activity is being funded by the Health Connector’s Administrative Budget.

We look forward to presenting the above information and providing our formal recommendation at the Board meeting on June 11, 2015.