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# **Dell Integration Support for hCentive Development (VOTE)**

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# Background

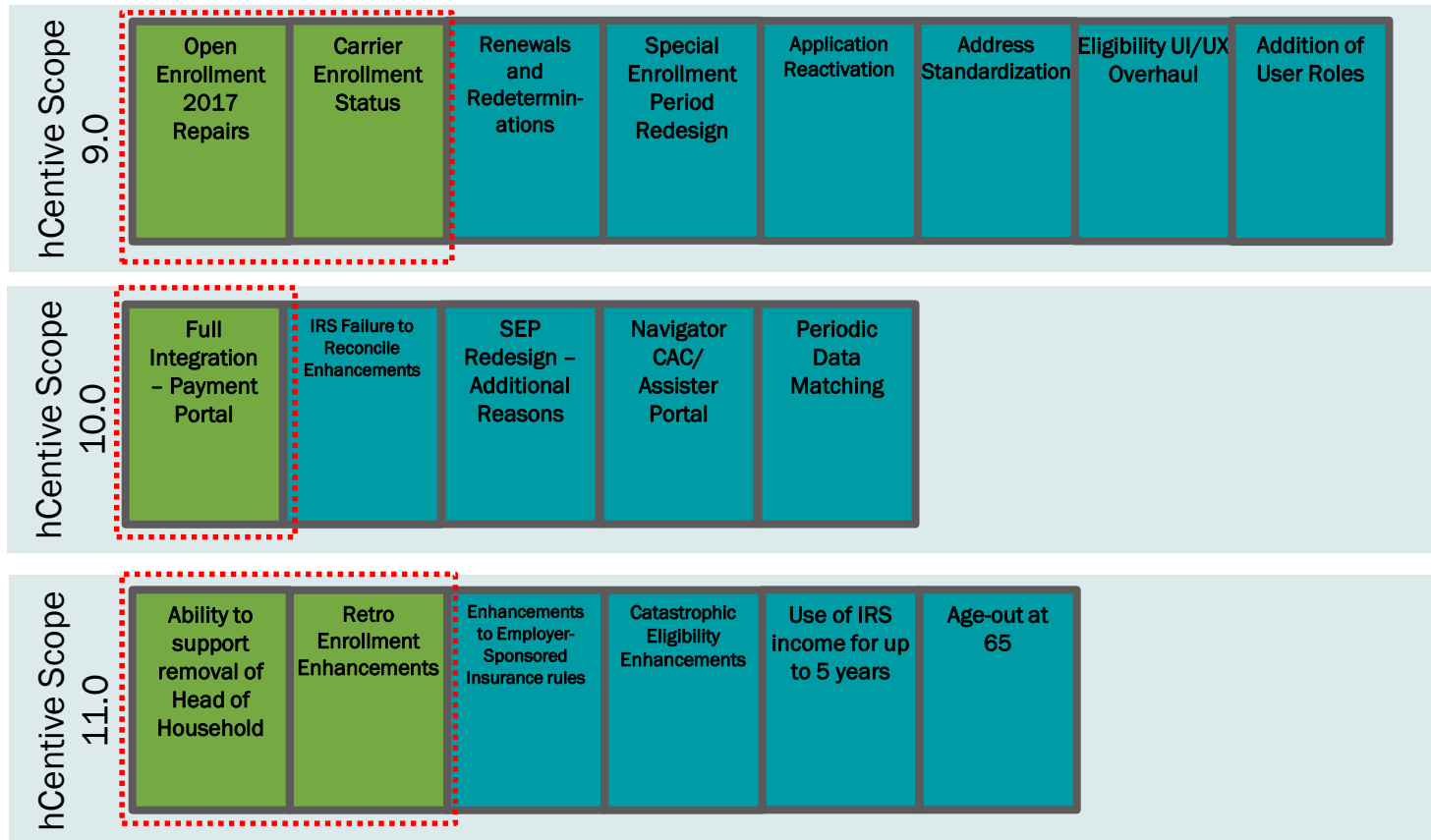


***The Health Connector is recommending the Board vote to authorize a work order with Dell Marketing, LLP for the integration of new enrollment features with the Dell Financial Management System (FMS) for an amount not to exceed \$2,907,810.***

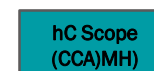
- The Health Connector works closely with Dell Marketing, LLP (Dell), our customer service contact center and business operations services vendor, to, among other things, complement our hCentive-developed eligibility and enrollment website, known as the Health Insurance Exchange/Integrated Eligibility System (HIX/IES)
- Dell's FMS serves as the premium aggregation system for the Health Connector
  - As HIX/IES releases are deployed by Optum and hCentive, Dell must also deploy releases to FMS
- This work order provides increased staffing for Dell to support HIX/IES releases in state Fiscal Year (FY) 2017

# Scope of Work

*The hCentive releases scheduled for FY2017 provide additional needed functionality for the Health Connector to the online portal requiring integration with Dell FMS.\**



Legend



\* The above chart references only Health Connector functionality in the scheduled releases.

# Work Order Activities

- This work order provides for an expansion of the existing Dell team
  - Existing team is geared to “steady state”
  - New staff will be onboarded and trained on the Health Connector’s account as part of this work order as part of project initiation and start up in July 2016
- These staff will focus on three primary areas:
  - Testing including integration testing with hCentive, performance testing of FMS for each release and carrier testing
  - Development and Engineering including changes to any functionality in FMS required to support hCentive
    - Examples include new enrollment interface schema and transaction sequence for renewals
  - Project management and oversight

# Work Order in Detail



- Duration: July 1, 2016 through June 30, 2017
- Cost: \$2,907,810
  - The budget related to this work order will be accounted for within the FY2017 Health Connector administrative budget, which will come before the Board for consideration at the July 14, 2016 meeting
    - Payment for work under this work order will occur only if funding for it is approved in the budget by the Board

# VOTE



***Health Connector staff recommend authorizing the Executive Director to enter into a work order with Dell Marketing, LLP on the terms set out in this presentation.***