

MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director, Vicki Coates, Deputy Executive Director and Chief Operating Officer, Audrey Morse Gasteier, Chief of Policy and Strategy
From: Heather Cloran DiLorenzo, Director of Health Plans and Operations
Date: May 8, 2020
Re: DC Health Benefit Exchange Authority Contract for Health Connector for Business, Fiscal Year 2021

OVERVIEW

The Health Connector requires a Board vote to approve the fiscal year 2021 (FY21) budget with the District of Columbia Health Benefit Exchange (DCHBX) to support the Health Connector for Business platform

EXECUTIVE SUMMARY

The Health Connector is entering into an additional contract amendment with DCHBX for fiscal year 2021. The budget includes ongoing operational costs, ongoing IT costs, and non-recurring IT customizations costs needed to support the Health Connector for Business platform. The vote is needed for an agreement covering the FY 2021. The estimated cost for FY 2021 is \$4,399,994. The FY 2021 budget is consistent with the prior FY 2020 budget of \$4,402,885.

SUMMARY OF CONTRACT

The scope of the DCHBX contract includes costs for ongoing operational support, ongoing IT maintenance, and system customizations. Most of the operational work is executed by DCHBX staff, but also subcontractors, such as Maximus and NFP Health. The contract includes five dedicated DCHBX staff members that support the following areas: research of premium billing escalations, contact center related escalations (*e.g.*, access to care), enrollment and new group implementation support, account management, and account leadership. Additional DCHBX staff resources service the Health Connector as necessary providing guidance on carrier implementation, EDI (electronic data interchange), technical support, financial improvements, and training. NFP Health manages the accounting process of premium billing, payment allocation, and carrier remittance. Maximus services the base contact center operations, located in DC, and three to five dedicated Health Connector customer service representatives. The number of dedicated customer service representatives vary with seasonality.

Ongoing maintenance of the IT platform, led through DCHBX staff, is managed by a subcontractor called IdeaCrew. IdeaCrew maintains the ongoing stability of the platform, assists in defect remediation, and provides ongoing technical support. The contract also includes costs for software licensing and AWS infrastructure.

In addition to ongoing operational and IT support, the contract includes costs needed to implement customizations. The customizations will provide enhanced system automation that will reduce manual interventions. The planned enhancements include the ability for administrators to perform exceptions that previously required development work (*e.g.*, off-anniversary plan changes) and plan load validations that confirms the accuracy of data loaded into the system.