

## MEMORANDUM

To: Health Connector Board of Directors  
Cc: Audrey Morse Gasteier, Executive Director  
From: Andrew Egan, General Counsel  
Date: May 5, 2023  
Re: Notification of Upcoming Contracts

### OVERVIEW

This memorandum provides the Board of Directors with an update regarding contracts not subject to formal vote.

### SUMMARY OF CONTRACTS

#### Contact Center Staffing Amendment for Redetermination

The Health Connector will enter into the Eleventh Amendment to its Master Services Agreement with Accenture State Healthcare Services, LLC (“Accenture”) for additional contact center staffing for the months of April and May 2023.

The purpose of the amendment is to document the Health Connector’s request for additional staffing for the first two months of the Medicaid redeterminations and the cost for this staff.

The Health Connector has agreed to a one-time payment of \$995,369 for 25 Tier 1 agents, 1 Team Lead and 1 Supervisor in April 2023 and 80 Tier 1 agents, 4 Team Leads and 1 Supervisor in May 2023.

#### Worcester Site Lease

The Health Connector seeks to execute a lease extension with Israel Family Limited partnership to continue to provide in-person services at our Worcester Customer Interaction Center (CIC).

The Health Connector took over the lease for the site at 146 Main Street, Office Suite #201/202, Worcester, MA 01608 in July 2021, through an assignment from its previous customer service vendor. This is the second extension since the assignment. The Health Connector will be executing a month-to-month lease beginning July 1, 2023. The total cost will be \$5,980.26 per month for the first 12 months, then \$6,189.57 for each month thereafter.

#### Policy Support Consultant

Following the completion of a competitive procurement for policy advisory services, the Health Connector seeks to execute a work order with RLCarey Consulting to collaborate with the Policy and Strategy Team on two policy projects. Project 1 will focus on ways to improve affordability for members and address health care costs using marketplace/exchange policy levers. Project 2 will focus on ways to address market stability and mitigate the negative impact of discontinued federal cost-sharing reduction (CSR) payments by exploring alternatives to silver loading. Work will commence by May 2023 and both projects

are expected to conclude by November 2023. The work order has a total not-to-exceed amount of \$66,600.