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# Health Connector Operations (VOTE)

VICKI COATES  
Chief Operating Officer

Board of Directors Meeting, October 8, 2015

# Background

***Today we are asking the Board to vote on a change order with Dell Marketing, LP (Dell) for enhanced operational support for an amount not-to-exceed \$1.7 million in order to improve the member experience.***

- The scope of work includes:
  - Back office staff augmentation for inventory management in premium processing, refunds and document processing, and to research and resolve issues in order to answer member inquiries
  - Creation of a permanent Agent Assist Desk within the call center to allow for resolution of questions or perform research while the member is on the phone rather than having the member call back
  - Staff augmentation for the existing urgent services team – this team researches and resolves complex cases and performs individual, highly specialized manual workarounds

# Impact on Member Experience



- Back Office Goals
  - Inventory resolved in five days or less
  - Respond to customer service inquiries in two days or less
- Agent Assist Desk (AAD)
  - The goal of the AAD is to resolve member issues at point-of-service (*i.e.*, while they are still on the phone) and avoid escalation by leveraging a fully staffed desk with a full range of cross-functional skills
  - We initiated a pilot on September 8th, 2015, with 12 Customer Service Representatives (CSRs) able to access AAD services (up to 50 as of September 30th)
    - To date, the average call transfer to the AAD has been 5-6%
    - Of those transferred, 60% of issues are being resolved in real-time; the other 40% resolved within 10 days or less, on average
    - We review trends related to AAD referral topics to reinforce and train CSRs making the referrals
- Urgent Services
  - Over 3,000 cases closed since March 2015
  - Cases require research across multiple systems and orchestration with carriers
  - Households with multiple coverage types require specialized attention

# Funding and Terms



- Funding is within the Fiscal Year 2016 Health Connector budget; no additional funds beyond the budget voted on in July are being requested
  - Use \$900K of contingency funding voted on in August 2015
    - We are no longer holding these funds for additional call center support as call volume is trending lower than projected
  - Use \$800K of Walk-in Center support funding voted on in August 2015
    - Through a refined approach and work with community partners, these funds are no longer required for infrastructure and startup costs for the walk-in centers
- Staffing costs will be based on actual hours using the rate card in the current contract
- The terms of the change order run from October 14th, 2015 through April 15th, 2016
- Total cost not to exceed \$1.7M

# VOTE



***Health Connector staff recommends authorizing the Executive Director to enter into a change order with Dell Marketing, LP to support enhanced operations, on the terms set out in this presentation.***