



**Commonwealth Care  
Customer Service Center  
Extension**

**(VOTE)**

**Edward DeAngelo  
General Counsel**

**Board of Directors Meeting**  
February 28, 2013



# Background: Extension of Commonwealth Care Customer Service Contract

- The Commonwealth Care program is winding down as we approach Connector 2.0
- As was approved by the Board at the February 14<sup>th</sup> meeting, there will be a six month extension through December 2013 for our Commonwealth Care MCO contracts
- As such, we need to provide a customer service vendor for the Commonwealth Care program throughout this extension period
- Dell currently provides customer service and operational support for the Commonwealth Care program, including:
  - Customer service
  - Enrollment and premium billing services
  - Member mailings
  - Reporting and analytics
- The current contract with Dell is set to expire on June 30, 2013



# Dell Operations Support Contract

- We have reached an agreement to extend our current contract without any changes to our original terms and conditions
  - This agreement includes no change to the per member per month fee structure beyond the agreed-upon annual COLA adjustment
  - The total projected cost for the contract is ~\$4.9M, factoring in expected enrollment growth
- We propose extending the contract with Dell for the remainder of the Commonwealth Care program
  - A new vendor would not likely lower overall costs, particularly given investments a new vendor would need to make to provide the support the Health Connector needs to serve the Commonwealth Care population
  - A new vendor would introduce unnecessary member disruption at a time when members will be experiencing many other changes to their experience
- We are thus recommending the Board vote to extend the Health Connector's current contract with Dell for the period from July 1, 2013 to January 31, 2014