MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Andrew Egan, General Counsel
Date: October 4, 2019
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

MEMORANDUM OF UNDERSTANDING WITH DEPARTMENT OF REVENUE

The Health Connector is entering a Memorandum of Understanding with the Department of Revenue (DOR) for a mailing to taxpayers who self-reported being uninsured on their 2018 Massachusetts Personal Income Tax Return. The DOR will send an estimated total of 138,498 letters for a total cost of $77,281. This letter is intended to inform uninsured individuals about health insurance options and subsidies available through the Health Connector. This will be the fourth consecutive year that the Health Connector works with the DOR to send this mailing.

MEMBER PORTAL USABILITY TESTING

The Health Connector will launch a new web portal in June 2020, which members will use to make online payments and view notices. The Health Connector is executing a work order with CommunicateHealth to test wireframes for the new portal with a representative sample of Health Connector members in order to assess the usability of the new site. CommunicateHealth will also conduct a usability audit of the proposed site and provide recommendations for changes that will improve the usability of the site prior to its launch. The cost of this project is not to exceed $15,000. The work will be conducted during the months of September and October 2019.

PROGRAMMATIC AUDITOR

Eide Bailly, the Health Connector’s Programmatic Auditor, will evaluate the Health Connector’s compliance with four subparts of the Affordable Care Act (Subparts C, D, E, and K) as required annually by CMS and provide the Health Connector with a finalized report containing any findings by April 27, 2020. The Health Connector selected Eide Bailly as its auditor two years ago after a competitive procurement. The current work order will include an audit of the 2019 fiscal year; the work order has a not to exceed amount of $67,443.
Since October 2017 the Health Connector has operated a year-round walk-in center in Brockton through a partnership with the Brockton Neighborhood Health Center. The purpose of the walk-in center is to provide a full range of customer service activities and ensure Health Connector members in that area have opportunities to access in-person assistance. Brockton Neighborhood Health Center provides the walk-in center space at no cost to the Health Connector and the Health Connector, through NTT, staffs the office with two customer service representatives and one supervisor. The contract will provide staff at the walk-in center from November 1, 2019 through June 30, 2019. The total budget with NTT is not to exceed $130,000. The previous contract for the Brockton walk-in center, was executed for the period of October 30, 2018 – October 31, 2019, with a total budget not to exceed $150,000.