



TECHNOLOGY AND OPERATIONS UPDATE

10.28.19

Technology Contracts – Project Implementation

Connect for Health is currently engaged with vendors for the following efforts via the preferred vendor list.

- CGI Development support – Platform Modernization
- Quanta Development support – Platform Modernization
- CoalFire security support – Platform Modernization
- CGI Testing Support – Platform Modernization
- Contract Project management support – Platform Modernization

Current Maintenance and Operations Contracts

The following maintenance and operations contracts are in place to support the existing technology stack:

- CGI M&O – Support of marketplace application including NES, EDI and integration with hCentive. Current contract end date 6/30/20.
- hCentive M&O – Support of hCentive product and customizations. Current contract end date 7/31/20.
- Quanta M&O – Support of QCPF tool and WordPress Hosting. Current contracts end dates 6/30/20.

Service Center Readiness

New Vendor Status

MSU Current Staffing for OE

Expectation is to take 5000 calls per month during OE

24 Agents fully trained (phones and data entry)

4 Data entry agents

4 Floor support personnel and 4 leads

10 Agents currently in training for full service (phones and data entry) are expected to hit the floor on December 4th

6 Agents currently in training for data entry are expected to hit the floor by November 15th

Faneuil transition

Project is progressing and on schedule

Shadow sessions have begun with the MSU team to see all functions and processes performed by the team