



**DC Health Benefit Exchange Authority
Executive Board Meeting Minutes (Conference Call)
Tuesday, September 3rd, 2013
1:45-2:45pm**

Members Present: Dr. Mohammad Akhter, Dr. Leighton Ku, Dr. Henry Aaron, Kate Sullivan Hare, Kevin Lucia

Members Absent: David Berns, Khalid Pitts, Wayne Turnage, William White, Diane Lewis (Chair)

I. Welcome and Opening Remarks, *Dr. Henry Aaron, Vice Chair*

Vice Chair Dr. Henry Aaron chaired the meeting. He welcomed everyone and noted that he was filling in for Board Chair Diane Lewis as she was unable to participate because she was serving jury duty. There was a roll call of members present to confirm that there was a quorum. A quorum was met with the five members present listed above.

II. Action Item, *Mila Kofman, Executive Director*

a. Contract Approval

Ms. Kofman discussed the proposed contract with Benaissance. This contract would be directly procured by the Exchange and not through the IT vendor Infosys. Under this contract, Benaissance will serve as our financial management partner – providing customer service assistance to individuals, employers, and brokers to handle and resolve all financial management calls and payment discrepancies. Contract amount is:

- Base Year: October 1, 2013-September 30, 2014- \$836, 437
- Option Year 1: October 1 2014-September 30, 2015-\$ 916, 574

A significant amount of money would be saved by directly contracting with Benaissance. If the Exchange went through Infosys it would cost nearly \$400,000 more.

Discussion:

Dr. Ku inquired if the Department of Health Care Finance has some shared funding. Ms. Kofman responded no, that this was entirely for the Exchange, and involves any issues that may arise pertaining to premiums and is therefore our sole responsibility.

A motion to accept the proposed contract with Benaissance was made and seconded and a roll call vote of the Board members present was unanimous in favor of approving the contract. Those voting in favor were: Dr. Aaron, Ms. Sullivan Hare, Mr. Lucia, Dr. Ku, and Dr. Akhter.

Dr. Aaron then asked if Director Kofman had any additional issues for discussion and she indicated yes, that she needed to discuss two emergency expenditures that have occurred.

b. *Emergency Procurements*

1. Translation Services for Notices: We are committed to providing our notices in Spanish and Amharic in addition to English and will expand this in the future. These are cost-allocated expenses that are shared with our partner agencies. The original plan was to use an existing vendor for the Department of Human Services (DHS) for notice translation in Spanish and Amharic. Unfortunately, translation services through DHS did not work well because some Amharic translations were inaccurate and it was mutually decided that we couldn't rely on those services. Given the late date, we had to do an emergency procurement for these services. As time was of the essence and this is a cost allocated expense, the Exchange issued a purchase order for 67% of the estimated cost of \$110,000. A follow-on "globalization" project must now also be funded for approximately \$70,000, so the purchase order will be modified to add 67% of that amount. The Exchange's purchase order total (with modification) is \$119,360. Amharic Translations: The current estimated cost is \$80,000. Purchase order is still in process.
2. Printing Service for Notices: The initial plan was for DHS to provide this service, but the volume was too large for the agency to absorb. Then, the vendor the Exchange was hoping to contract with, an existing DHS printing vendor, could not provide the service due to time constraints. We needed to secure these services immediately and were forced to turn to a new vendor, Allison Payment Systems, which can meet all of our requirements. The estimated one year cost for Allison Payment Systems is \$590,000.

There was no need for a full vote on these emergency expenditures, but Ms. Kofman wanted the Board to be aware of these procurements.

Discussion:

Dr. Aaron inquired if there are other languages that the notices will be translated into. Ms. Kofman confirmed that the plan is to add additional languages for notices in the future.

Dr. Ku inquired about the print services in Amharic since the language uses a different alphabet. Ms. Kofman stated that she will have to take another look at the printing contract. However, she then clarified that our system produces the notices accurately and this printer simply reproduces what we give them – therefore, the use of a different alphabet does not impact the contract at all.

Mr. Lucia inquired if the website will only be in two languages. Ms. Kofman stated that these procurements only pertain to printing and translation of mass reproduce printed notices. In the future there may be other languages added.

Mr. Lucia also wanted to take the time to congratulate and thank the Exchange staff on the launch of the DC Health Link website.

III. Closing Remarks & Adjournment

Dr. Aaron agreed with Mr. Lucia's sentiments and concluded the meeting.

Meeting was adjourned at 2:22pm.