



## 2014 – 2017 MNsure Contact Center Overflow Vendor Policy

The MNsure Board of Directors adopted a 2014-2017 MNsure Contact Center Overflow Vendor Policy on June 18, 2014. A request for proposal, vendor selection, and completion of a contract consistent with that policy has occurred. This action renders this policy obsolete and it is therefore rescinded. Future Contact Center overflow vendor policies within the delegation of authority limits may be completed at the discretion of the MNsure Chief Executive Officer and other senior MNsure officials with delegated expenditure authority. Future Contact Center overflow vendor policies may be adopted by the MNsure Board of Directors as needed.

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### Policy Statement

~~The goal of the MNsure Contact Center overflow vendor is to ensure seamless, timely service experience for all consumers trying to connect with MNsure through the Contact Center, particularly during open enrollment periods.~~

### Key Objectives

- ~~Meet demands of increased volume during open enrollment and other high volume periods~~
- ~~Provide consumers assistance and answers within set required metrics~~
- ~~Administer a positive, efficient consumer experience~~
- ~~Allow for flexibility amongst permanent staff to assist with more complicated cases and tasks during peak times~~

### Summary of Services

~~MNsured will contract with a vendor to staff to forecasted levels as prescribed by MNsure. MNsure will provide the vendor with the appropriate training of initial classes and train the trainer sessions; all subsequent training classes will be the responsibility of the vendor. MNsure will also provide the vendor with access to all appropriate tools and technology to complete the work. MNsure will supply the pertinent updates to training materials. Staff will be trained on all existing policies, procedures and technology to be given by MNsure. Vendor will be required to meet minimum technology requirements to support the business of MNsure as outline by MNIT. All technical requirements must be in place and fully tested at least 30 days prior to go-live.~~

~~The vendor must support all metrics and hours of operation as outlined by MNsure. This will include expectations around financial reporting, quality management and scoring of agents, access to site metrics systems to allow for state self-reporting.~~

### Third Party Evaluation Tentative Timeline

~~June 30 — RFP made public for bid~~  
~~July 14 — Bid closes~~  
~~August 30 — Vendor selection complete~~  
~~September 30 — Build launch strategy with the vendor~~  
~~October 30 — 75% of vendor staff training complete~~  
~~November 15 — Open enrollment begins. 100% vendor staff training complete~~



MNsure Policy #14

**BOARD CHAIR APPROVAL**

Date \_\_\_\_\_ Signature\_\_\_\_\_