2014 – 2017 MNsure Contact Center Overflow Vendor Policy

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

MNsure 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 rested 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

BOARD CHAIR APPROVAL

Date 6/18/14 Signature BK Beaton